

Community Engagement Report 2017-2018

September 2018

Grainger Seven Sisters Limited

Seven Sisters Regeneration

May 2018

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1 INTRODUCTION

- 1.1 Haringey Borough Council (“the Council”) resolved to grant planning permission to Grainger for the Seven Sisters Regeneration project on land comprising 227-259 High Road, 709- 723 Seven Sisters Road, 1a -11 West Green Road and 8-30 Suffield Road.
- 1.2 The permission was subject to (i) conditions; (ii) referral to the Mayor of London; and (iii) the prior completion of planning obligations. The S106 agreement was signed on 11 July 2012.
- 1.3 Following a period of consultation, the S106 agreement was amended on 25 July 2017.
- 1.4 Grainger is committed to delivering the Seven Sisters Regeneration project, which will deliver £65m of investment into Tottenham and Seven Sisters, transforming the area and providing much-needed new homes and shops as well as temporary relocation during the redevelopment and new premises for Seven Sisters Indoor Market upon completion of the redevelopment.
- 1.5 Grainger Seven Sisters Limited appointed external consultants to support the delivery of the Seven Sisters Regeneration Community Engagement Strategy, approved by the council in May 2017 (included in Appendix I) to comply with Schedule 4, clause 21.1 of the 2012 S106 agreement, which states:

No later than twelve (12) months after the Unconditional Date or three (3) months after the Council resolves to make a compulsory purchase order to facilitate the carrying out of the Development (which is the later), to submit a community engagement strategy to the Council for approval PROVIDED THAT such strategy shall demonstrate how the Developer will deal with the following matters:

- (a): Regular diversity monitoring regarding the impact of the development on affected third parties (in concert with the approved Baseline Study and updates to it);*
- (b): Reporting on the engagement process and how representation from third party stakeholders will be taken into account; and*
- (c): Any further mitigation measures (including a programme for implementation) that are identified as a result of the on-going monitoring and are both necessary and directly related to the development*

- 1.6 This report summarises the community engagement activities undertaken by Grainger with support of the Market Facilitator and external consultants in line with the approved Community Engagement Strategy.

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- 1.7 The report is divided into two sections, as per the first two parts of the clause (parts (a) and (b)) and systematically deals with each part providing a summary of the activities undertaken and outcome of those activities in the 12 months from May 2017 and May 2018 (“the Reporting Period”). All relevant materials used in delivering the various engagement activities for each part of the obligation is appended to this report.
- 1.8 Haringey Council has been kept advised of the work being undertaken by the Seven Sisters Regeneration project team throughout the above-mentioned time period and where necessary and relevant have been involved/in attendance of the various activities. This report was approved by the Council in September 2018.

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2 PART A: EQUALITY AND DIVERSITY MONITORING

- 2.1 To address part (a) of Schedule 4, Clause 21.1 of the S106 agreement, which requires Grainger to undertake regular diversity monitoring to assess the impact of the development on affected third parties (this is understood as Market Traders) and to measure the findings against the approved Baseline Study (March 2017). Grainger, with support of external consultants conducted an equality and diversity monitoring exercise in July- August 2018 to compare the data collated against the Baseline Study.
- 2.2 To collate data for this year's monitoring exercise the same '*Equality and Diversity Monitoring*' form with a slight update in the preamble of the form to reflect the protocols in relation to GDPR and relevant data protection. A copy of the '*Equality and Diversity Monitoring*' form is included in Appendix II.
- 2.3 The monitoring form was made available in three languages, English, Spanish and Portuguese. In addition, members of the project team (Grainger's consultants) together with the market manager and Market Facilitator made all traders and employees aware that anybody requiring the form in any other language should contact a member of the project team to make a request. No requests were received to make the form available in any other language.
- 2.4 All traders were made aware of the monitoring exercise being conducted and given the opportunity to respond. It was clearly explained that trader and employees who wish to take part in the monitoring exercise would be doing so on a voluntary basis to assist Grainger in monitoring the equality and diversity of the market.
- 2.5 Following initial distribution of the forms to market traders and-employees available on that day by the market manager on 20th July, members of the project team (Grainger's external consultants) visited the market on eight occasions between 27th July - 16th August (27th July, 30th July, 31st July, 6th August, 9th August, 14th August and 16th August) to issue and collate completed forms. On each of those visit a Spanish speaking interpreter accompanied the members of the project team to translate.
- 2.6 Market representatives on the Seven Sisters Indoor Market Steering Group were notified and asked to make other trader's aware of the monitoring exercise being undertaken and explained the process for obtaining and completing the form. A copy of the form was posted on the market notice board and copies were made available in the Market Management Office for anyone who had lost a copy or was unavailable when the form was initially distributed/unaware that the exercise was being undertaken.
- 2.7 To support the project team in making traders and employees aware of the monitoring exercise taking place and in collating the completed forms, the market management team also

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encouraged traders to complete and return forms and forwarded on any forms handed to the market management office.

- 2.8 The questions on the form include both qualitative and quantitative questions in order to collect a broad range of responses. Where possible (for quantitative questions), graphs are provided in this report for the analysis of answers.
- 2.9 As of 24 August 2018, 33 forms have been completed and returned back to the project team. The answers provided by these respondents are considered in this section of the report and compared against the Baseline Study to consider any changes identified.
- 2.10 Two more respondents completed the forms for the monitoring exercise this year, compared to the completed forms returned for the Baseline Study (31 forms).
- 2.11 Not every question included on the form was answered by every respondent and this is clearly identified in the graphical representations as 'no answer'.
- 2.12 Respondents of this year's monitoring exercise may differ from the respondents who participated during Baseline Study data collation in 2017. This may have been for a number of reasons including:
- 2017 respondents choose not to participate in the monitoring exercise this time (2018),
 - 2017 respondents might have been away during the monitoring exercise period (20 July- 16 August 2018)
 - 2017 respondents may have left the market
 - 2018 respondents may be new to the market

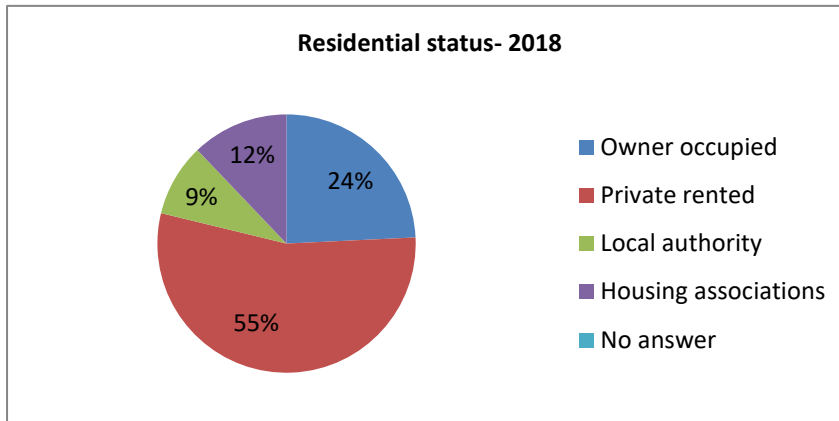
Results of the Equality and Diversity Monitoring exercise – 2018

- 2.13 The following sections present the data collated through the questionnaire systematically and in the same format as the Baseline Study.
- 2.14 The form begins with asking for the respondents personal details (First names; Surname and Home address) to confirm and verify who has responded to the form. These details are securely stored and are not used in this report.

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2.15 *Residential status*



Is your home:	
Owner occupied	8
Private rented	18
Local authority	3
Housing association	4
Total	33

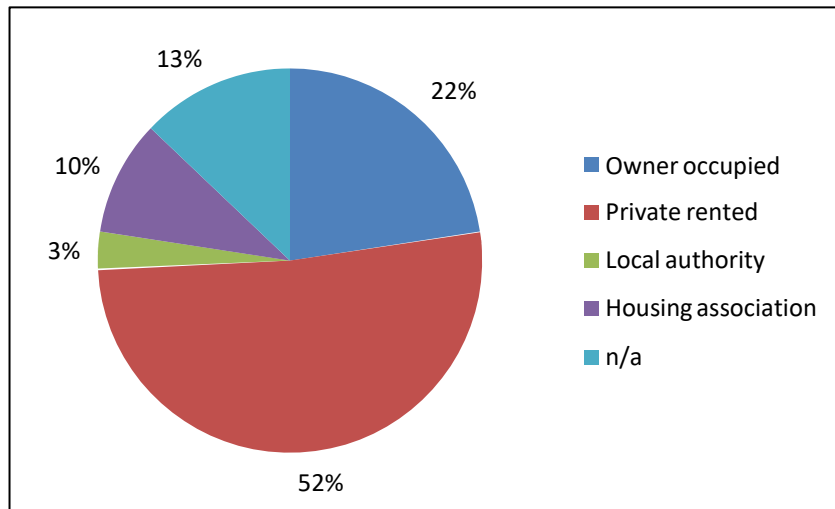
2.16 As indicated by the above graph, the result of the monitoring exercise conducted in 2018 demonstrates that just over half of respondents (55%) live in privately rented accommodation. Almost a quarter of respondents (24%) said that they owned their own homes, while 12% of respondents indicated that they live in a Housing Association property and 9% in Local Authority property.

2.17 This result compared to the Baseline Study demonstrates that the residential status of market traders and employees have only slightly changed. In comparison to the results from the Baseline Study, the data collated this year shows that 3% more respondents live in privately rented accommodation, 2% more respondents live in owner occupied accommodation, 2% more respondents live in Housing Association property and 6% more respondents in Local Authority property.

2.18 The graphical representation of the data collated for the Baseline Study is included below for reference. It is worth noting that fewer respondents participated in the collation of data for the Baseline Study compared to the monitoring exercise conducted this year. Additionally, the same respondents did not participate in both data collation.

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Graphical representation from Baseline Study of the data collated in relation to Residential Status

Types of business

2.16 This was an open-ended question, designed to encourage respondents to provide their own description of their business rather than providing multiple choices/categories for the respondents to select from. The answers provided by respondents is summarised and included in the table below:

Types of business- 2018	
Asesorias sociales (social counselling)	Bakery
Beauty services	Clothing and bed linen
Community support	Estate and Letting agents
Hairdresser	Jewellery and accessories
Legal consulting	Money transfer
Restaurant/café	Ropa interior (underwear)
Translation	Welfare Advice

2.17 The table above compared to the Baseline Study is generally consistent with food, beauty and social services (consultancy) as being the most popular choices. According to the Baseline Study there was a slightly wider variety of businesses which was not captured in this year's monitoring exercise including money transfer, general convenience store etc. This can again be attributed to the fact that the same respondents have not participated in collating data for

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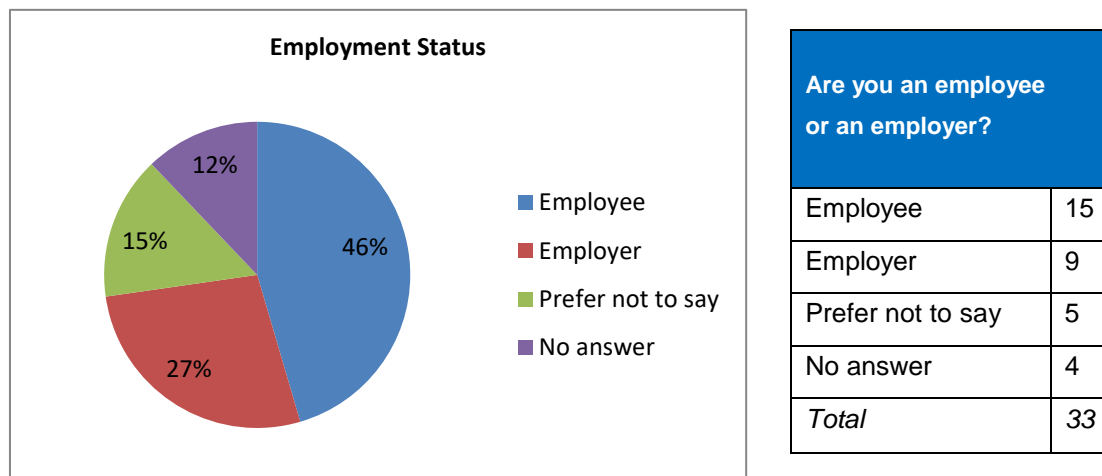
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the Baseline Study and the monitoring exercise. Below are the results from the Baseline Study for comparison purposes:

Types of business – Baseline Study	
Accessories	Barber
Butcher	Café / restaurant /
Clothing	Envio de paqueteria
Estetica	General store – key
Hairdressing	Household linens and
Kitchen	Legal services
Letting Agency	Loteria (Lottery)
Mini Mercado	Money remittance / bureau
Money Transfer	Nails Art
Peluqueria	

Employment Status

2.19



Respondents were asked to identify their employment status. This was a multiple-choice question, including an option for anyone who wished not to disclose this information. Despite that, 12% of respondents choose not to provide an answer to this question at all.

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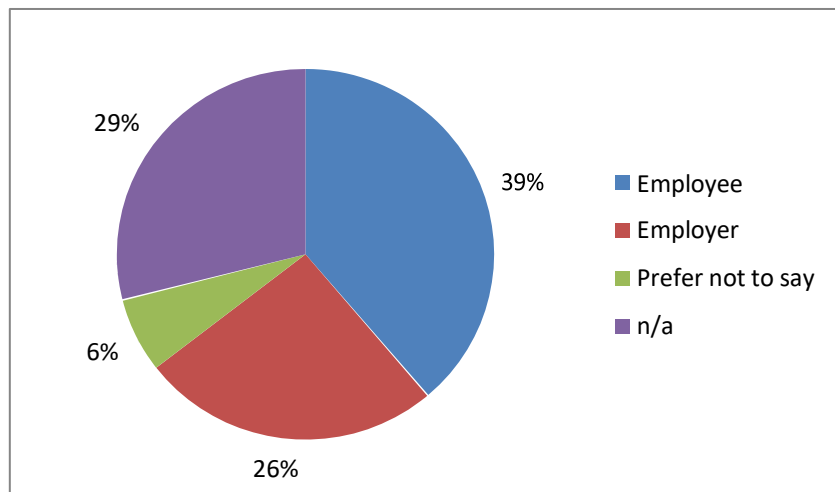
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2.20 Just under half the respondents (46%) indicated that they were employees of a business at the market. 27% of the respondents indicated that they owned a business in the market, with five people (15%) indicating they would prefer not to select either options. Four respondents (12%) gave no answer to the question.

2.21 Comparing this data against the Baseline Study, it suggests there are more employees in the market, an increase of 7%. The percentage of employers also increased by a percent compared to the Baseline Study.

2.22 For the purposes of comparison, the below graphical representation has been taken from the Baseline Study to shows the data collated for this same question in 2017.

Graphical representation of data from Baseline Study



Job title and description of role

2.23 To allow respondents to offer a description of their job role and job title as they deemed appropriate, this question was left open ended. The table below captures the answers provided by the respondents this year.

Job title/Description of role- 2018	
Camarero/a (waiter/waitress)	Carpintero (carpenter)
Cocinero/a (cook)	Community leader
Director	Estate and Letting Agents

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Hairdresser	Kitchen porter
Legal consultation	Manager
Money/parcel exchange	Owner
Panadero (baker)	Security
Stylist	

2.24 The table below shows the result of the same question collated for the Baseline Study

Job title/Description of role- Baseline Study	
Art and style barber	Carnicero (butcher)
Cook	Lawyer
Licensee	Manager
Manicura y pedicuras (Manicure and pedicures)	Owner
Peluqueria (Hairdressing)	Self-employed

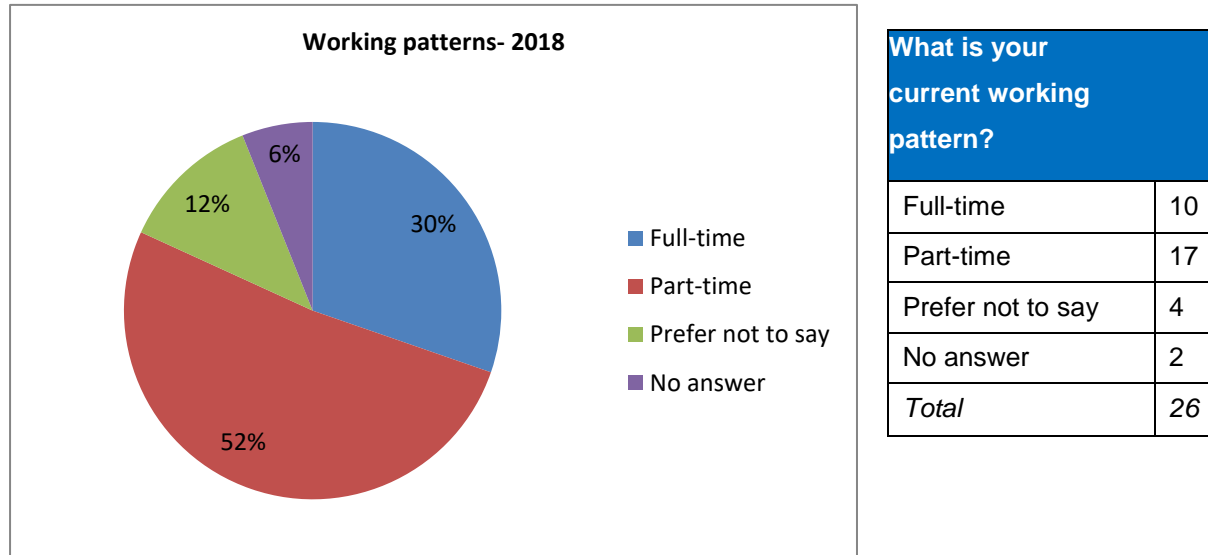
2.25 In general terms there is no significant difference in the type of trade/job titles between the data collated for the Baseline Study and the monitoring exercise in 2018. There are some subtle differences, given that the respondents for the Baseline Study data collection and the monitoring exercise may not be the same.

Working pattern

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2.26 Respondents were asked to outline their working patterns. The graph below represents the data collated in response to this question for the monitoring exercise.



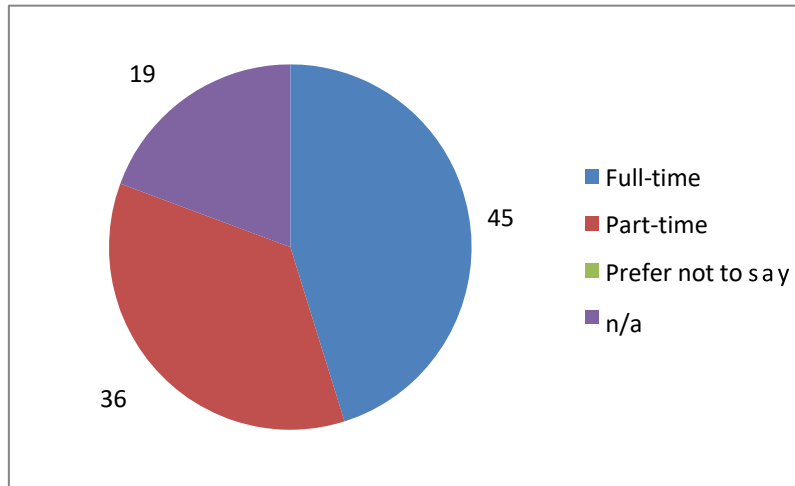
2.27 In total, 52% of respondents indicated that they currently work part-time at the market, which was considerably more than those that indicated they worked full-time (30%). Four respondents (12%) indicated they would prefer not to select an option, and 2 respondents (6%) did not provide an answer despite having the option to select 'Prefer not to say' on the form.

2.28 This year, 10 respondents (30%) stated that they work full time which is down from the Baseline Study which indicated 45% (14) of respondents worked full time. Similarly, this year more respondents indicated that they worked part time (17 or 52%) compared to 11 or 36% of respondents captured in the Baseline Study.

2.29 Graphical representation of the data for the same question from the Baseline Study is included below for comparison purposes.

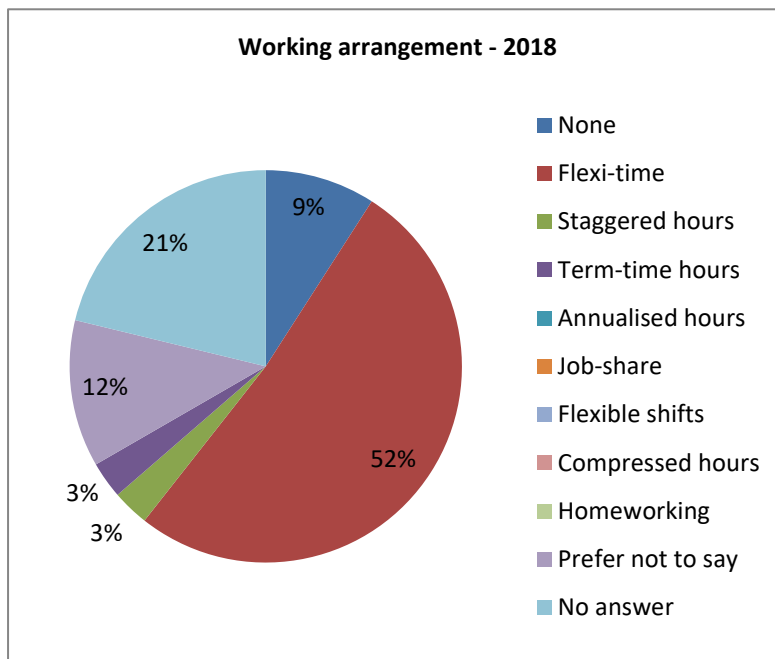
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Graphical representation of data from Baseline Study of working patterns



Flexible working arrangement

2.30 In addition to asking respondents about their working pattern, the form included a question on flexible working arrangements. This was a multiple-choice question, whereby respondents were encouraged to select one of ten options provided. If one of the options provided did not match their flexible working arrangement, respondents were encouraged to specify what their particular flexible working arrangement is. All respondents selected one of the options provided or choose not to provide an answer. The graph below presents the data collated for this question.



Do you have a flexible working arrangement?	
None	3
Flexi-time	17
Staggered hours	1
Term-time hours	1
Annualised hours	0
Job-share	0
Flexible shifts	0
Compressed hours	0
Homeworking	0
Prefer not to say	4
No answer	7
Total	33

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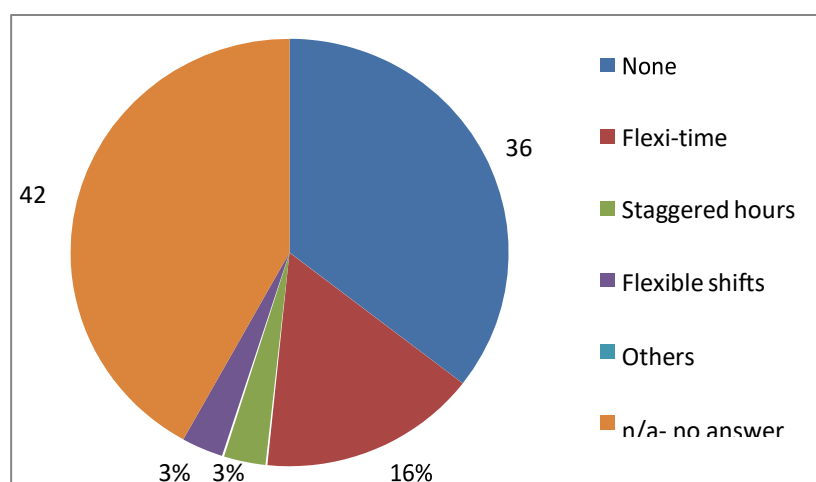
- 2.31 Respondents were able to choose from ten different options depending on what was most appropriate for their flexible working arrangements. Flexi-time was the most common answer selected with 52% of respondents choosing this option. 21% of the respondents choose not to answer this question, which was the second highest response, followed by 12% indicating that they ‘prefer not to say’.

- 2.32 Of the other options, one respondent indicated that their flexible working arrangement was ‘term time hours’ and another respondent indicated that their flexible working arrangement was ‘staggered hours’. Three respondents (9%) indicated that they had no current flexible working arrangement in place. Those same respondents previously indicated that they were in full time employment.

- 2.33 Comparing this data against the Baseline Study, there is a considerable increase in the number of respondents this year who have flexible working arrangements – a total of 58% (including flexi-time, staggered hours and term time hours). This is an increase of 36% against the Baseline Study, which indicated a total of 22% of respondents had flexible working arrangement in the form of flexi-time, flexible shifts and staggered hours. This increase could be due to a number of reasons including the fact that a greater number of respondents are employees this year than compared to the Baseline Study, who tend to have more flexible working arrangement to employers.

- 2.34 The graphical representation from the Baseline Study is included below for reference.

Graphical representation of data from Baseline Study



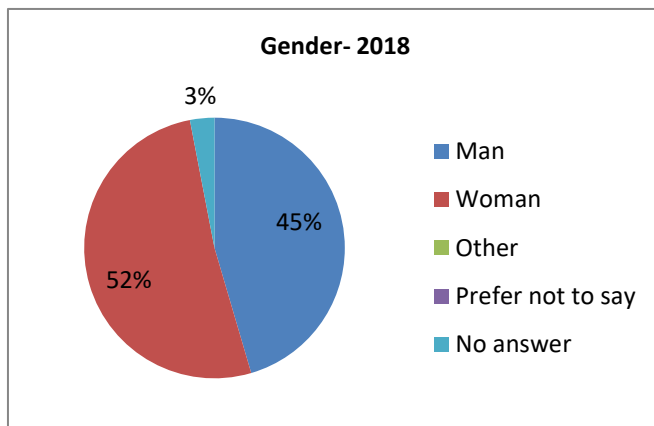
Gender

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2.35 To determine the gender balance in the market, respondents were asked to identify their gender. This was a multiple-choice question, which also provided respondents with the option 'prefer not to say' for those who wished not to disclose this information.

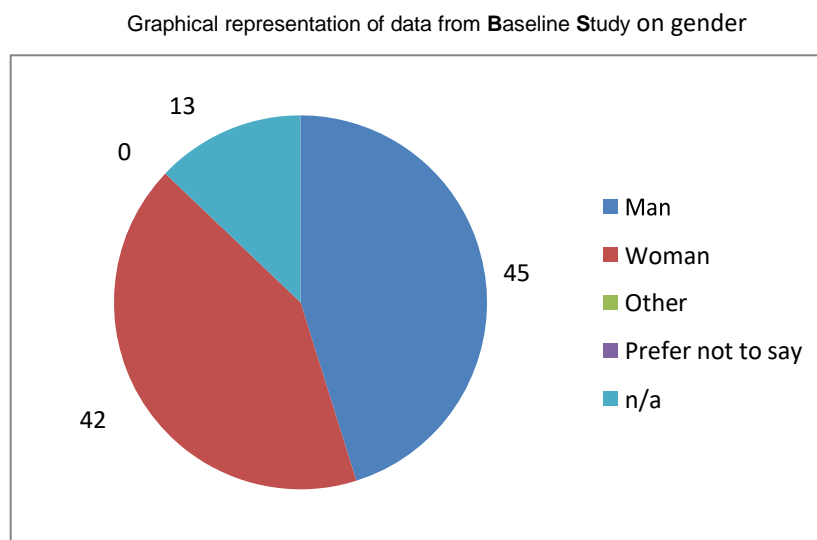
2.36 The data collated demonstrates that the gender balance in the market is generally equal, with a slight emphasis on females (52%) over males (45%). The graph below demonstrates the data collated this year.



Gender	
Man	15
Woman	17
Other	0
Prefer not to say	0
No answer	1
Total	33

2.37 Comparing this data against the Baseline Study, it is generally consistent. The gender split according to the data collated for the Baseline Study indicated 45% (14) male and 42% (13) female with a higher percentage of respondents choosing not to answer that question (4).

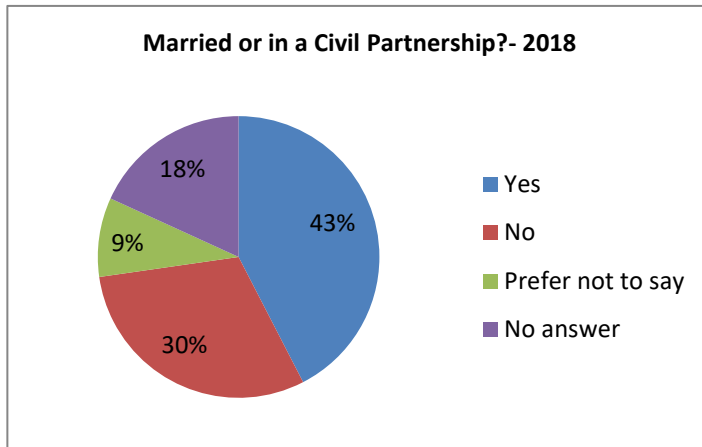
2.38 The graph below presents the data from the Baseline Study.



Marital status

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2.39 Respondents were asked for their marital status. This was a simple yes or no question, with the additional option of 'prefer not to say' for any respondents who did not wish to disclose this information. Despite the option of indicating that they 'prefer not say', almost a fifth of the respondents (18%) choose to leave that question blank and not provide an answer. The data collated is presented in the graph below:

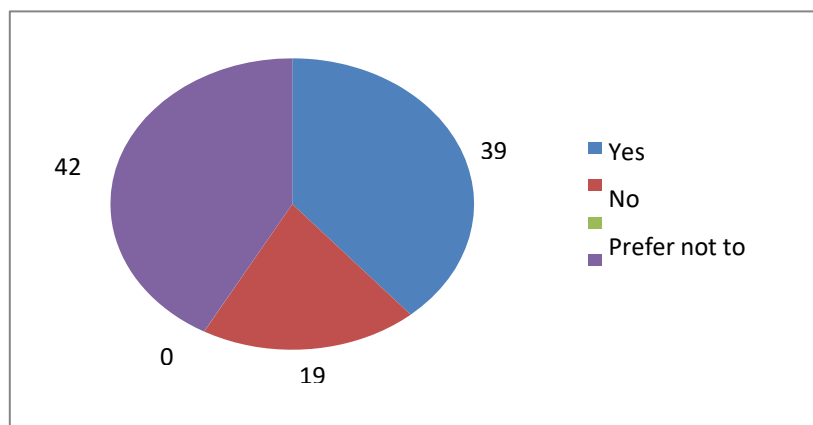


Married or in a civil partnership?	
Yes	14
No	10
Prefer not to say	3
No answer	6
Total	33

2.40 Of the 82% of respondents who provided an answer to this question, 43% indicated that they were married or in a civil partnership, while 30% of respondents indicated that their marital status was single and 9% preferred not to disclose this information.

2.41 Comparing this data against the Baseline Study, 58% of respondents provided an answer to this question, while 42% of respondents choose not to answer the question. Out of the 58% of respondents who answered the question, 39% indicated that they were either married or in a civil partnership while 19% indicated that they were single. The graphical representation of this data from the Baseline Study is included below:

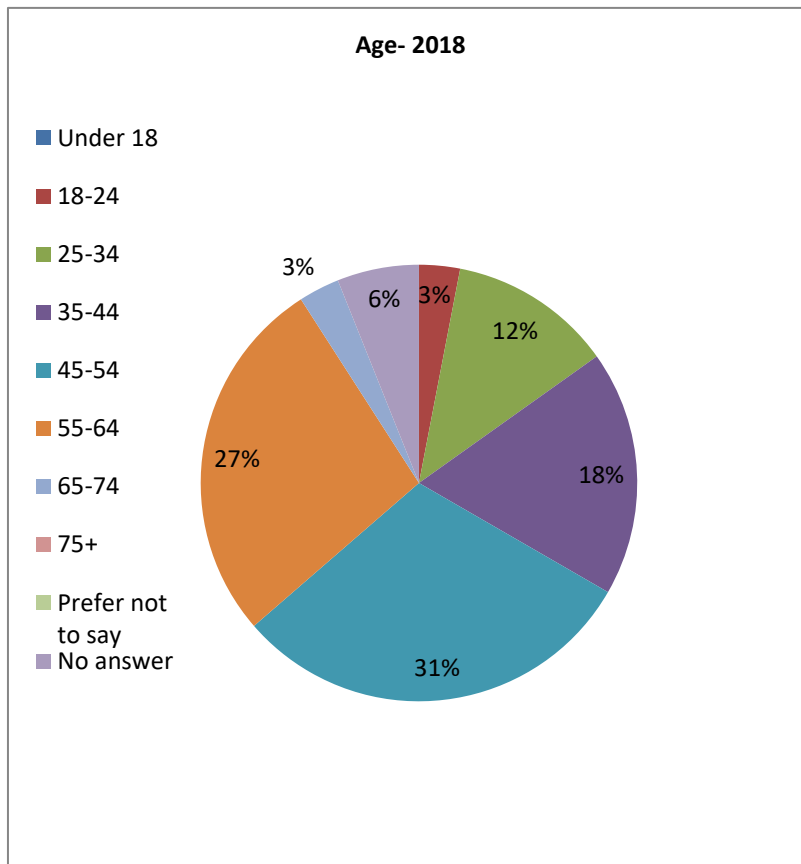
Graphical representation of data from **Baseline Study** on marital status



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2.42 To ascertain the age group of market traders and employees, respondents were asked to indicate which age group they fall in by selecting one of eight options in addition to having the option of 'prefer not to say'. The data gathered from respondents is presented in the graph below.



Age	
Under 18	0
18-24	1
25-34	4
35-44	6
45-54	10
55-64	9
65-74	1
75+	0
Prefer not to say	0
No answer	2
Total	33

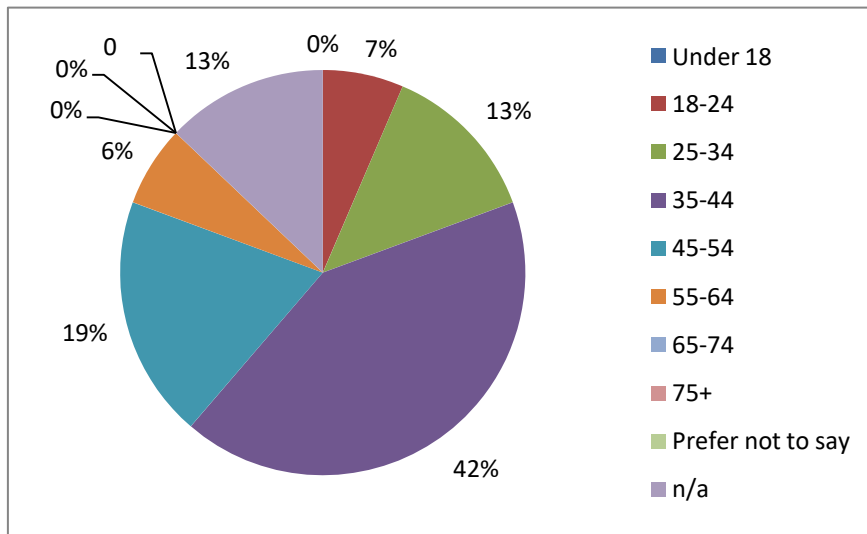
2.43 The data collated from the respondents this year showed that the largest age group of traders and employees in the market are between the age bracket of 45-54 years of age, followed by 55-64 and then 35-44 years of age.

2.44 This is somewhat different to the Baseline Study, which indicated that the largest age group of trader’s and employees in the market were in the age bracket of 35-44 years of age with 45-54 years of age as the second most popular response. Given that the data for the Baseline Study was collated approximately 18- 24 months (July 2016-January 2017) prior to this year’s monitoring exercise being conducted, the data result generated this year is in line with what would be expected if that generation of traders and employees continued to work in the market. The results from the Baseline Study is included below.

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Graphical representation of data from Baseline Study on age groups



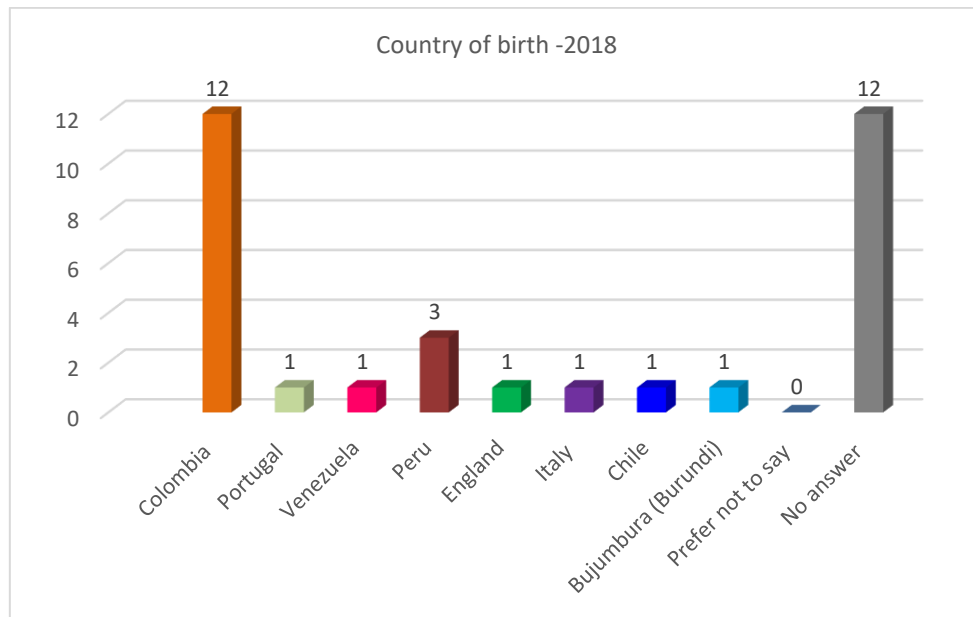
Country of birth

2.45 Respondents were asked to name their country of birth. This was an open-ended question, which encouraged respondents to state their answer as they deemed appropriate. The table below lists all the answers which were provided by respondents. The most popular answer provided by respondents was Colombia (12). A high proportion of respondents also choose not provide an answer to this question.

Country of birth	
Portugal	Venezuela
Colombia	Peru
Italy	Chile
Bujumbura (Burundi)	England

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2.46 The data collated for this question is generally consistent with the Baseline Study. Colombia was also cited as the most popular county of birth in the Baseline Study. In addition, other countries were cited in the Baseline Study like Iran, Bolivia, Romania and Salvadoreña (El Salvador) which were not cited in this year’s monitoring exercise. However, this year’s exercise has identified new country of birth such as Italy and Chile.

2.47 The table of responses from the Baseline Study in relation to this question - ‘Country of birth’ - is included below for reference and comparative purposes:

Country of birth	
Bolivia	Colombia (x11)
England	Iran
Peru	Portugal
Burundi	Romania
Venezuela	Salvadoreña (El Salvador)

Data from Baseline Study in relation to Country of birth

Ethnicity

2.48 In the preamble to this question, what the form means by ‘Ethnicity’ was clarified with the statement that *“Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.”*

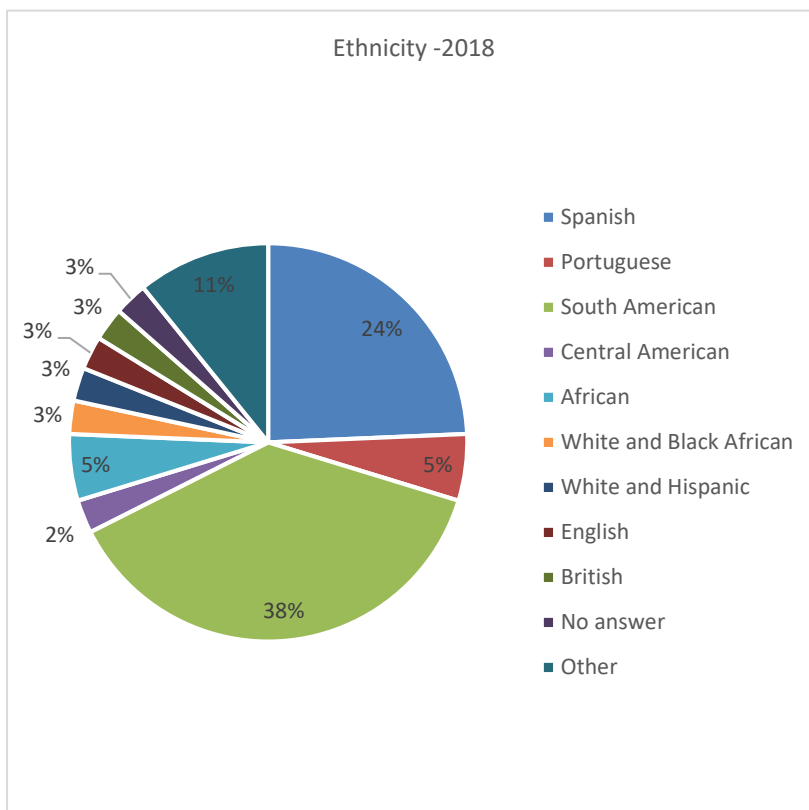
This was a multiple- choice question and therefore a range of options were provided for

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respondents to select an option from, with broad categories (e.g. 'Hispanic/Latino/Spanish') then being broken down into further options (e.g. Spanish, Portuguese, South American, Central American). The full range of options can be found in the example of the '*Equality and diversity monitoring*' form included in Appendix II.

2.49 Almost all respondents answered this question. Some respondents selected more than one option to describe their ethnicity and three respondents provided answers which were not in accordance with the form for example two respondents circled 'Latino' in the section heading part of the form but did not specify what ethnic group they fall in and similarly one respondent circled 'Hispanic' but did not specify what group. The data collated from this question is presented below:



Ethnicity	
Spanish	9
Portuguese	2
South American	14
Central American	1
Black African	2
White and Black African	1
White and Hispanic	1
English	1
British	1
No answer	1
Other	4
Total	37

2.50 The most common answer provided to this question was 'South American', followed by 'Spanish' then 'Portuguese' and 'Black African'. One respondent each selected 'Central American', 'White and Black African', 'White and Hispanic', 'English' and 'British'. The other category included Afghan and the respondents who circled 'Latino' and 'Hispanic' in the section heading. This shows that the majority of respondents (29 out of 33 respondents) selected one of the sub options within the heading of 'Hispanic/Latino/Spanish' category.

2.51 Comparing this data against the Baseline Study, the results are consistent with what was presented in the Baseline Study. A majority of respondents also selected 'South American' to

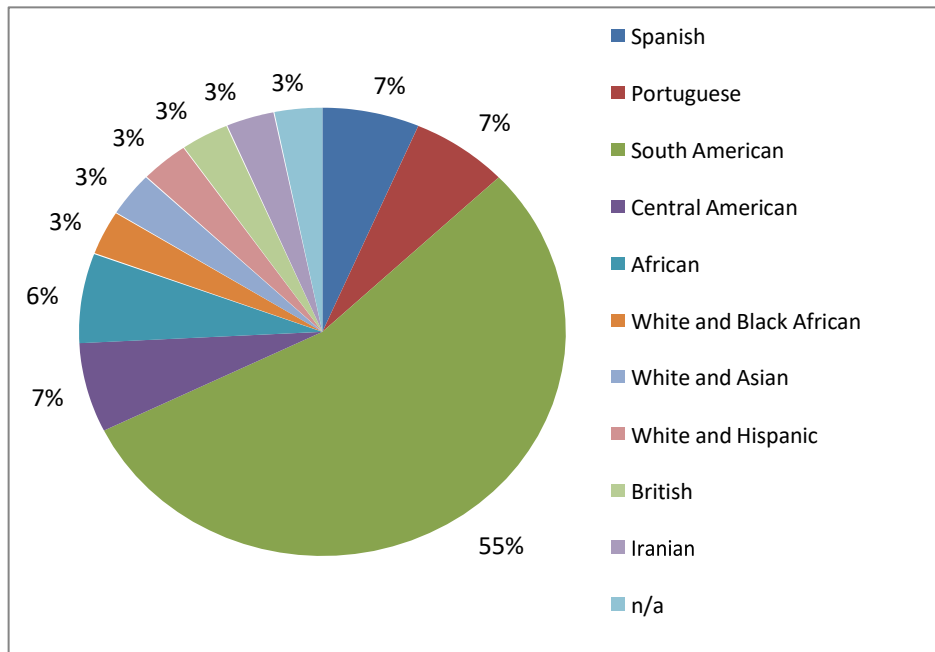
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describe their ethnicity and 23 out of 31 respondents (76%) selected one of the sub options within the heading of Hispanic/Latino/Spanish' category.

2.52 The data from the Baseline Study is included below for reference.

Data from Baseline Study in relation to Country of birth



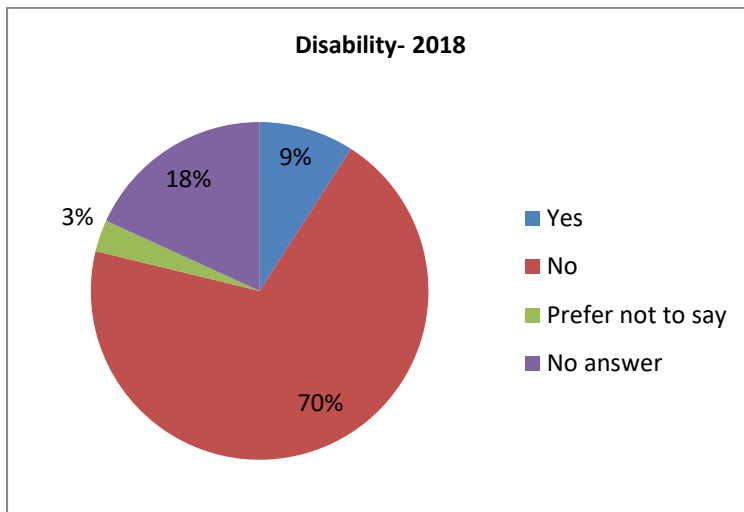
Disability

2.53 In the preamble of this question, what is meant by disability and health condition in accordance to the Equality Act 2010 was clarified to allow respondents to provide an informed response. Any respondents who selected the 'yes' option was provided with a section to specify what the disability is. The graph below presents the responses received for this question.

Do you consider yourself to have a disability	
Yes	3
No	23
Prefer not to say	1
No answer	6
Total	33

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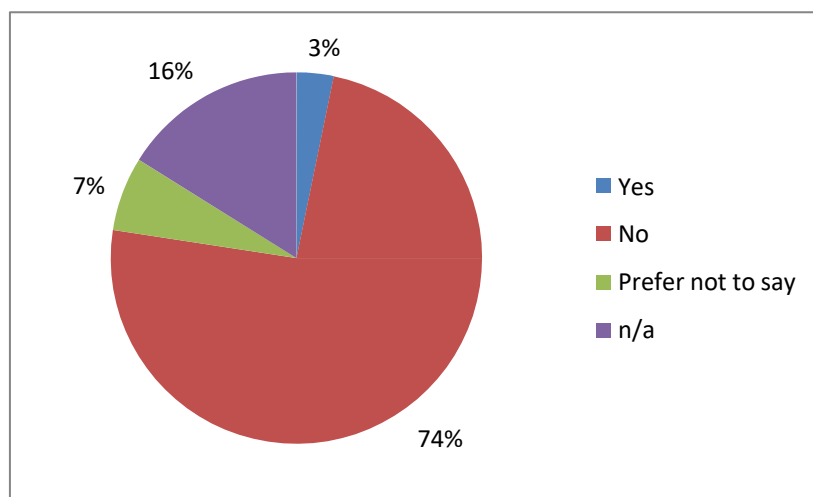
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2.54 A majority of respondents (70%) indicated that they do not consider having any disability as per the description provided in the question, referring to the Equality Act 2010. Three respondents indicated that they considered themselves to have a disability under the Equality Act 2010. Two of the three respondents used the section provided to specify the disability as 'gout' and an unidentified 'chronic illness'. The third respondent did not specify the disability. The remaining 21% of respondents did not provide answer or selected the option 'prefer not to say'.

2.55 Comparing this data against the Baseline Study, only one respondent considered themselves disabled under the Equality Act 2010. The Baseline Study indicated that the majority of respondents (74%) did not describe themselves to have a disability under the Equality Act 2010 and is consistent with the data gathered for this year's monitoring exercise. The data presented in the Baseline Study in relation to this question is included below.

Graphical representation of data from Baseline Study in relation to Disability

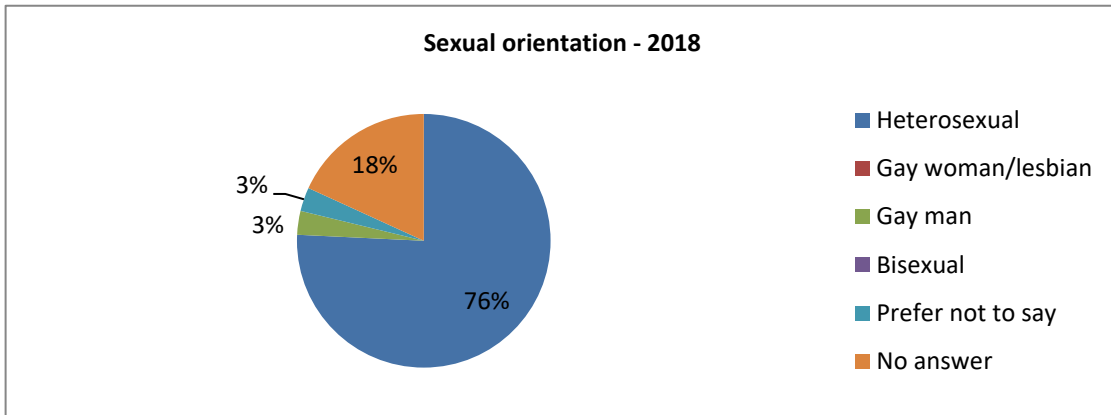


Sexual orientation

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2.56 The form included a question on sexual orientation in line with standard equalities and diversity questions. The data collated to this question is presented below.



Sexual orientation	
Heterosexual	25
Gay woman/lesbian	0
Gay man	1
Bisexual	0
Prefer not to say	1
No answer	6
Total	33

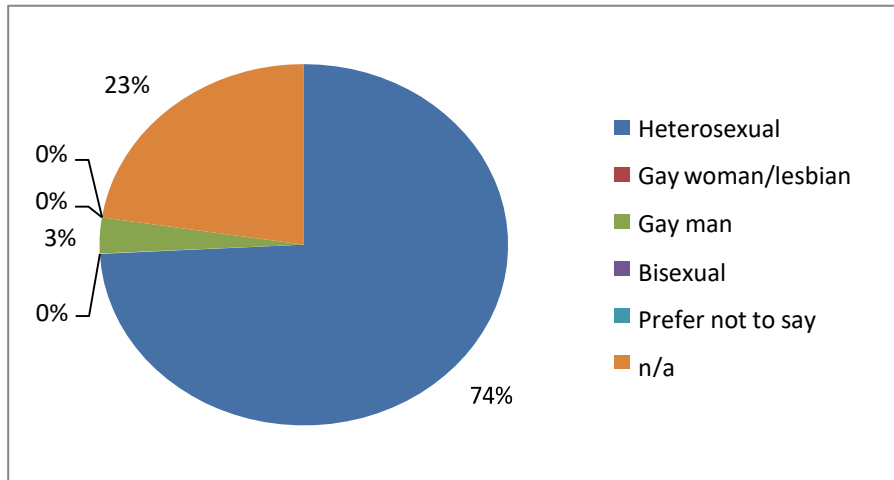
2.57 A majority 75% of respondents indicated that they were heterosexual, while 21% did not disclose their sexual orientation. This included one respondent who selected 'prefer not to say' option while the remaining respondents choose not to answer the question. 3% of respondents indicated their sexual orientation as gay.

2.58 The result of this question in comparison to the Baseline Study is consistent with 74% indicating that they are heterosexual, while 23% preferred not to disclose this information. The Baseline Study also dictates that 3% of respondent indicated that they are gay. The data from the Baseline Study is included below for purposes of comparison:

Graphical representation of data from **Baseline Study** in relation to sexual orientation

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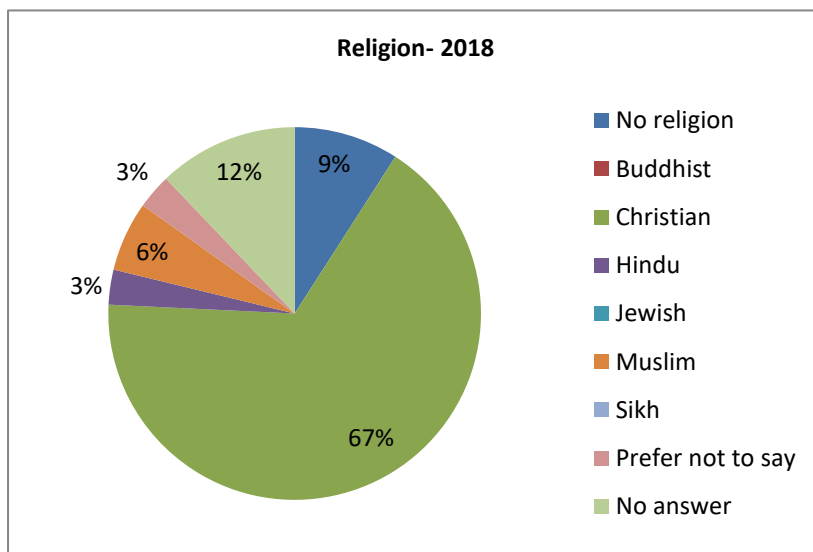


Religion

2.59 The monitoring form included a multiple-choice question on religion/belief. It provided eight options including ‘no religion or belief’ and ‘prefer not to say’. The form also encouraged respondents to specify other religion and/or belief, if their religion and/or belief was not listed. No respondents specified an ‘other’ religion or belief.

2.60 The majority of respondents (67%) selected ‘Christian’ as their religion, while 6% indicated ‘Muslim’ and 3% selected ‘Hindu’. 9% of respondents indicated that they do not have a religion and/or belief. Furthermore, 15% of respondents did not disclose their religion of which 3% indicated that they ‘prefer not to say’, whereas the remaining 12% choose not to provide a response to this question.

2.61 The data collated for this year’s monitoring exercise is presented in the graph below.



Religion	
No religion	3
Buddhist	0
Christian	22
Hindu	1
Jewish	0
Muslim	2
Sikh	0
Prefer not to say	1
No answer	4
Total	33

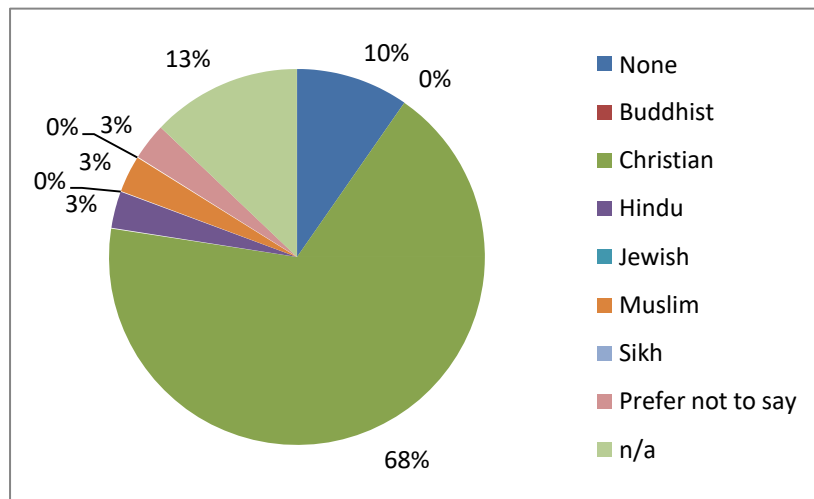
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2.62 This result is consistent to the Baseline Study and demonstrates that the main religious belief of respondents remains the same. The Baseline Study indicates that 68% of respondents selected 'Christian' as their religion, while Hindu and Muslim were the other religions identified by respondents in the market.

2.63 According to the Baseline Study 10% of respondents selected 'no religion and/or belief', while 16% did not disclose this information. This compared to this year's data shows a decrease by one percent –no religion and/or belief has decreased to 9% and the percentage of respondents wishing not to disclose this information is down to 15%. The chart below is from the Baseline Study for reference.

Graphical representation of data from Baseline Study in relation to religion



Pregnancy

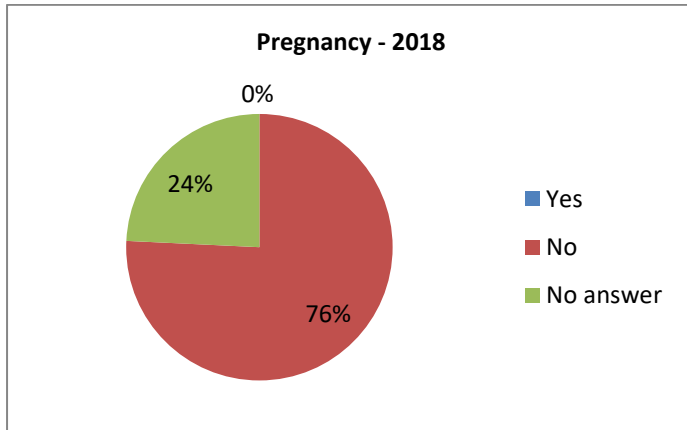
2.64 The form included a topic on Pregnancy. Two separate but related questions were asked on this topic. The first asked whether respondents were pregnant at the time of completing the form and the second whether the respondents had a baby in the last 12 months prior to completing the form.

2.65 No respondents indicated that they were pregnant, and no respondents indicated that they had a baby within the last 12 months. 8 respondents (24%) choose not to provide an answer to the question of pregnancy and similarly 10 respondents (30%) provided no answer as to whether they had a baby within the last 12 months.

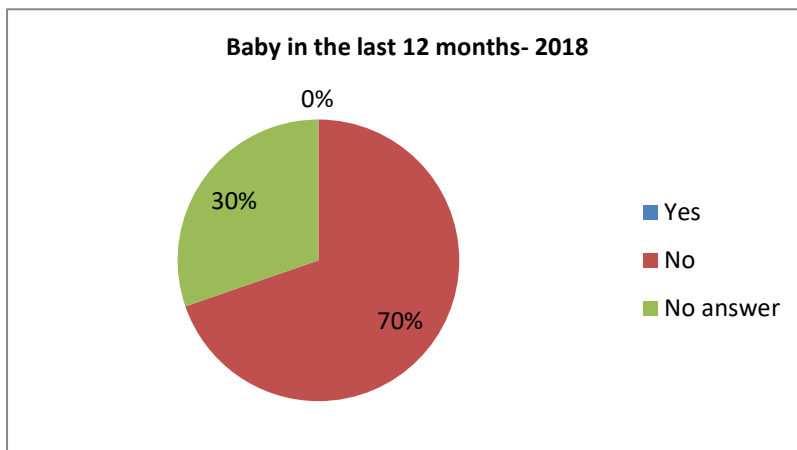
2.66 The data collating in relation to both the questions are included below:

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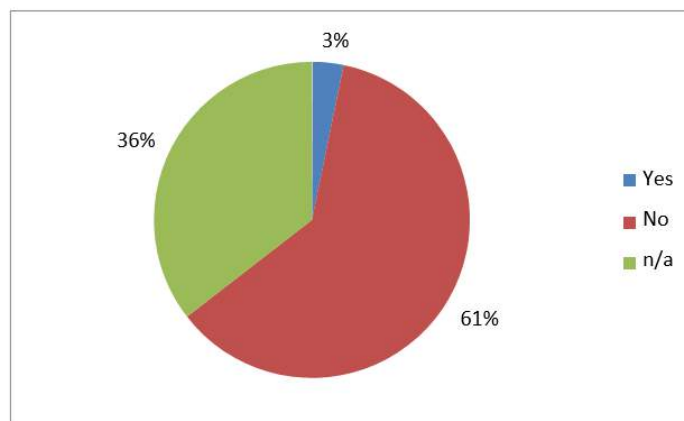
Pregnant	
Yes	0
No	25
No answer	8
Total	33



Baby in last 12 months	
Yes	0
No	23
No answer	10
Total	33

2.67 Comparing this to the Baseline Study, one respondent indicated that they were pregnant. The remaining respondents (61%) indicated that they were not pregnant at the time of completing the form to inform the Baseline Study.

Data taken from Baseline Study in relation to pregnancy

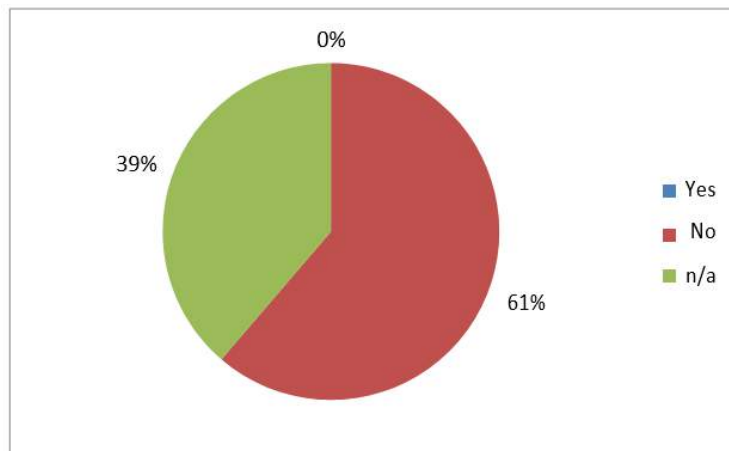


2.68 The Baseline Study is also consistent in relation to the data collated on whether respondents had a baby in the past 12 months. The data from the Baseline Study is presented below.

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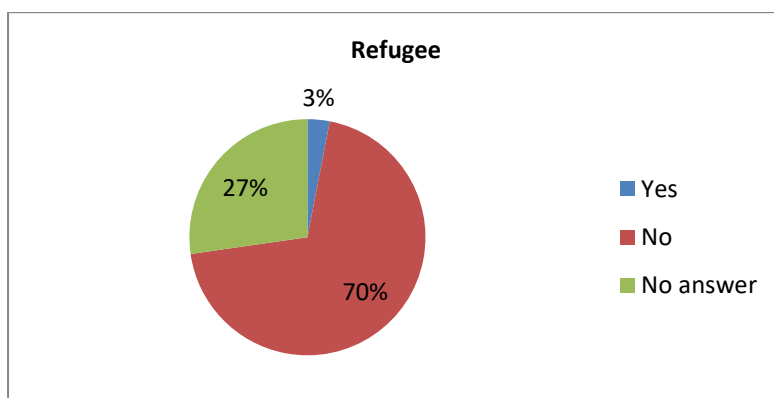
Baseline Study data on Baby in the last 12 months



Refugee

2.69 The monitoring form included a question on whether the respondents were refugees or asylum seeker. This was a simple ‘yes’ or ‘no’ question and encouraged respondents who selected the ‘yes’ option to provide details of their country or region of origin.

2.70 The majority of respondents selected ‘no’ to this question (70%), while 27% of respondents chose not to answer the question. One person identified themselves as being a refugee or asylum seeker. The same respondent included their country of origin as Colombia.



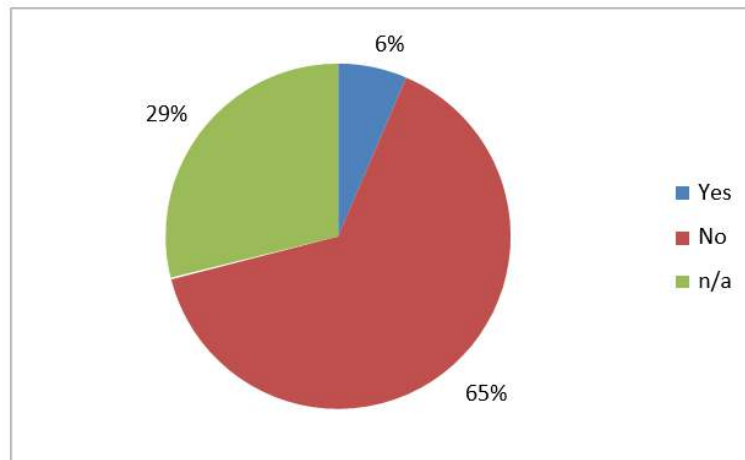
Refugee	
Yes	1
No	23
No answer	9
Total	33

2.71 The data collated in relation to this question is largely consistent with the Baseline Study. A majority of respondents in the Baseline Study also selected ‘no’ as their answer (65%).

2.72 The Baseline Study identified respondents as refugee or asylum seekers. The report does state include their country or region of origin. The results from the Baseline Study is included below:

Baseline Study data in relation to question on Refugee/asylum seeker

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Business manager

2.73 The final section of the monitoring form was intended for the ‘managers or owners of businesses’ at the market. The number of responses provided to questions in this section does not match the quantity of ‘Employers’ identified from responses to the question on Employment Status which specifically asked respondents to identify whether they are employees or employers in the market, as per section 2.19 of this report.

2.74 In response to the question of whether the respondents were ‘employees’ or ‘employers’, nine respondents identified themselves as an employer, yet 16 respondents have provided responses to questions in this section. Two respondents who completed this section identified themselves as ‘employees’ in section 2.19 and therefore their responses have been excluded in data capture of this section.

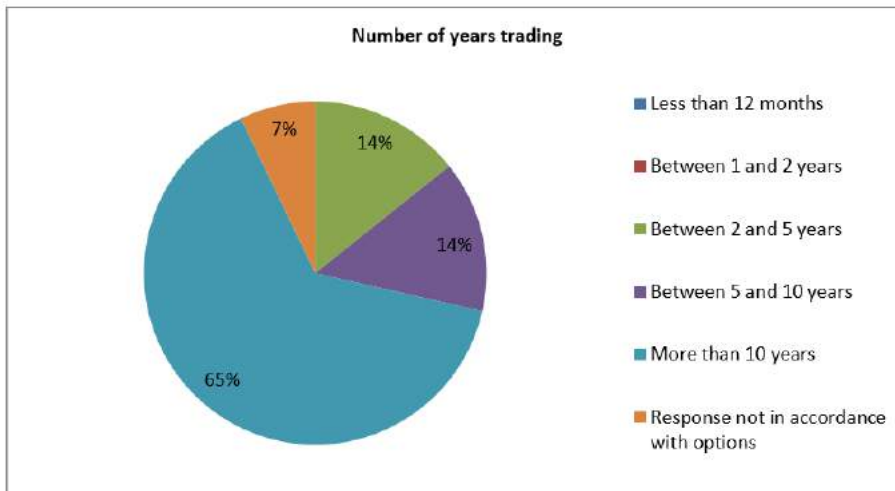
2.75 The remaining five respondents who did identify themselves as an ‘employer’ in section 2.19 did not disclose their status either by selecting the ‘prefer not to say’ option or by choosing not to provide an answer to this question. Taking this into account, it is plausible that those five respondents were business owners/managers and therefore their responses have been included in the data analysis.

2.76 The first question in this section asked managers and businesses owners to state how many years their business has been trading. This was a multiple-choice question and provided traders with five options. The result of this question (minus the data provided by two employees) is presented below. The total number of forms considered for this question is 14.

Number of years trading	
Less than 12 months	0

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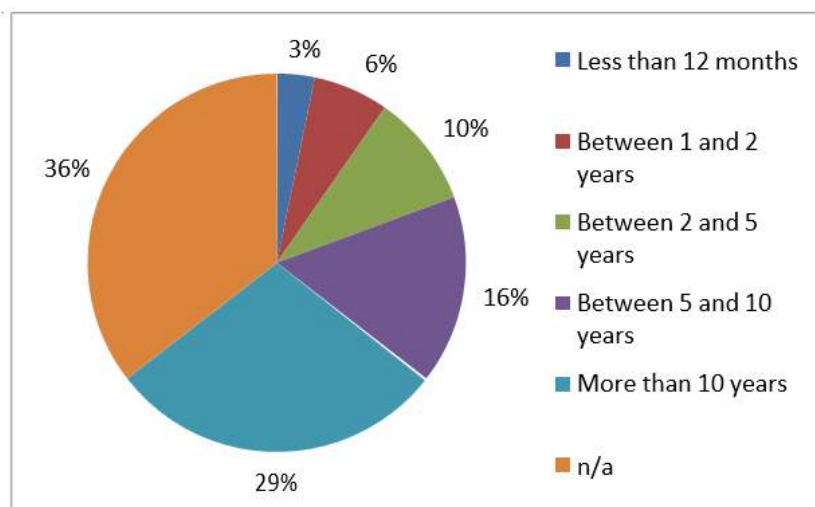
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Between 1 and 2 years	0
Between 2 and 5 years	2
Between 5 and 10 years	2
More than 10 years	9
Response not in accordance with options- stated 'long time'	1
Total	14

2.77 Nine respondents indicated that their business has been trading for more than ten years. This is consistent with the most common response provided to this question in the Baseline Study (9 respondents) as shown below:

Baseline Study data in relation to question on number of years business has been trading



2.74 The next question in this section was on how long the businesses have been trading from Seven Sisters Market. The responses received to this question were consistent with the responses received to the earlier question of how many years the businesses have been trading.

Conclusion

2.75 In conclusion the outcome of the equality and diversity monitoring exercise conducted between 20 July – 16 August reveals that the data collated is largely consistent with the Baseline Study–

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March 2017.

- 2.76 A similar number respondents participated in the monitoring exercise (33) as did in the Baseline Study (31).
- 2.77 Different respondents participated in the monitoring exercise to those who participated in the Baseline Study, although some respondents were common to both exercises. Despite this, the data collated this year for the monitoring exercise demonstrates that it is consistent with the Baseline Study. This suggests that overall there has been little to no change in the equality and diversity of Seven Sisters Indoor Market.
- 2.78 It can be argued that the split between employers and employees in the make-up of respondents suggests businesses have been doing better, with a higher response rate from employees than employers.
- 2.79 The type of businesses within the market continues to be generally the same, with restaurant/café as the most common business type. Additionally, those working in the market also continue to predominately identify themselves as 'Hispanic, Latino or Spanish' representing Spanish, Portuguese, South American and Central American ethnic groups and this continues to be the largest group of market traders in the make-up of the market.
- 2.80 The market also continues to have a good gender balance with a slight emphasis on females (52%).
- 2.81 Given the largely consistent results against the Baseline Study, no additional action or mitigation is considered required. Grainger will continue to monitor the equality and diversity of the market and measure against the approved Baseline Study.

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3 PART B: DELIVERY OF COMMUNITY ENGAGEMENT STRATEGY

Overview

3.1 A community engagement strategy to satisfy parts (a) and (b) of the clause 21.1 of Schedule 4 of the S106 Agreement was approved by Haringey Council in May 2017, titled 'Community Engagement Strategy'. A copy of the strategy can be found in **Appendix I**.

3.2 The engagement strategy outlined how Grainger would continue the dialogue with identified groups that are essential to the on-going community engagement programme. The four groups identified in the report were:

- 1) Affected property owners/lessees and tenants in the properties within the site;
- 2) Seven Sisters Indoor Market licensees;
- 3) Third party community organisations/amenity groups (NB: for the purpose the Engagement Strategy 'third party community organisations/amenity groups' are defined as any local organisation or groups outside of the site boundary with an interest in the site and/or development proposals); and
- 4) Neighbours of the site and the wider community.

3.3 This section of the report summarises the engagement delivered with the identified groups.

3.4 A bespoke approach to engagement was adopted to communicate with each stakeholder group listed in 3.2 based on the most appropriate channel of communications for that group. For example all affected property owners/lessees and tenants in the properties within the site were engaged through Grainger's agents and lawyers as negotiations progressed on acquiring their property interests. The other three groups of stakeholders were engaged directly by Grainger with the support of the Market Facilitator (in the case of the Seven Sisters Market traders) and Grainger's communications consultants.

3.5 The engagement strategy approved by the Council in May 2017 followed certain key principles to ensure the engagement is:

- 1) Thorough and inclusive;
- 2) Provides the necessary information in a format that is understandable to allow the targeted audience to make an informed judgement; and
- 3) Provides more than one tool/channel for obtaining information and communicating feedback. In particular, the strategy took into account the specific engagement needs

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of affected protected characteristic groups identified in the Equality Analysis submitted with the planning application in 2011, including Latin American/Hispanic and other BME businesses and employees, to promote and help ensure their active participation throughout the engagement process.

- 3.6 The key principles as per the above list formed the basis of all engagement activities delivered by Grainger to involve and engage the various stakeholder groups.
- 3.7 From the outset, Grainger recognised the diverse nature of the community relevant to this project and committed to ensuring all material produced to inform and update the community and local stakeholders is easily understandable and available in different languages upon request. For the majority of the Seven Sisters Indoor Market traders' Spanish is their first language and therefore all material produced and/or information provided to Seven Sisters Indoor Market Traders (license holders and employees) has been provided in both English and Spanish as a standard format. This included all communications (relevant to the project or general to the market management/maintenance) such as emails, memos, letters etc.. In addition an interpreter has been made available at meetings in relation to the project as necessary including at all group trader meetings (for all license holders and employees), individual trader meetings (upon request) and Steering Group meetings (since the election of two market representatives who are more comfortable speaking Spanish).
- 3.8 Throughout the duration of the entire Grainger's aim has been to conduct an appropriate and robust programme of communication and engagement with the appropriate and relevant stakeholders including affected parties and local people to provide them with an opportunity to get involved during the various stages and provide feedback to help shape the future of their area.
- 3.9 Over the course of the various stages of the project including pre-planning, planning and site assembly, Grainger with support of its external consultants has ensured appropriate communications and engagement is delivered to keep all relevant and interested parties in the community up to date on the progress of the project. For this particular stage of the project (site assembly), the engagement strategy has focused largely on affected property owners/lessees and tenants and Seven Sisters Indoor Market Traders. Despite this, at appropriate junctions of the project, communication has been issued to the wider community to keep them abreast of the progress of the project and remind interested community stakeholders of the relevant contact details for members of the project team, should they wish to find out more about the project.
- 3.10 The next section provides an overview of the engagement activities delivered during the Reporting Period (May 2017- May 2018).

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Engagement Activities undertaken

3.11 In line with the agreed Community Engagement Strategy (May 2017), Grainger with the support of its external consultants and Market Facilitator delivered a series of engagement activities to engage the four groups of stakeholders identified in the Community Engagement Strategy as being essential to the programme of communication for the project.

3.12 An overview of the engagement activities delivered during the Reporting Period (May 2017-May 2018) is captured in the table below:

Table 1: Table detailing activities undertaken over the Reporting Period to engage with identified groups of stakeholders

Dates	Activities
<p>Affected property owners/ lessees and tenants</p> <p>Engagement with this group of stakeholders was delivered largely via Grainger’s agents and lawyers to where appropriate progress negotiations in relation to acquiring their property interests.</p>	
<p>May ‘17</p>	<ul style="list-style-type: none"> • Invitations were issued to landowners/lessees with information for the eighth drop-in event to encourage affected parties to enter into negotiations with Grainger outside of the CPO. • This drop-in event was held on 25 May 2017
<p>June ‘17- May ‘18</p>	<ul style="list-style-type: none"> • On-going discussions/negotiations with relevant affected property owners/lessess and tenants via Grainger’s agents and lawyers to enter into negotiations/progress negotiations to acquire property interests within the site boundary. Details of this engagement is largely confidential and is not appended to this document.
<p>Seven Sisters Indoor Market traders</p>	
<p>May ‘17</p>	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement via the Market Facilitator
<p>June ‘17</p>	<ul style="list-style-type: none"> • Two meetings held with individual market traders (both held on 20th June 2017)

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	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting (22nd June) • Full trader meeting to explain the changes to the S.106 Obligation (22nd June) • On-going engagement with individual traders via Market Facilitator
July '17	<ul style="list-style-type: none"> • On-going engagement with individual traders via Market Facilitator
August '17	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
September '17	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
October '17	<ul style="list-style-type: none"> • One individual meeting held with a trader (held on 11th October 2017) • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
November '17	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
December '17	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator • Meeting held with two traders (15th December 2017)
January '18	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator

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February '18	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
March '18	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
April '18	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting • On-going engagement with individual traders via Market Facilitator
May '18	<ul style="list-style-type: none"> • Future of Seven Sisters Indoor Market Steering Group meeting
Neighbours and wider community	
May- July '17	<ul style="list-style-type: none"> • Offered briefings to various community stakeholders/interested parties including Wards Corner Coalition to discuss their objection to the CPO • Responding to queries from interested third party stakeholders and individuals via telephone, email and website
January '18	<ul style="list-style-type: none"> • Apex House neighbourhood liaison meeting

Summary of engagement activities for each stakeholder group (as per the list in 3.2)

Affected property owners, lessees and tenants

- 3.13 Grainger along with Haringey Council and London Underground Limited, own the majority of the Seven Sisters Redevelopment site and need to acquire the remainder in order to deliver the permitted scheme.
- 3.14 Following notification in March 2017, the CPO Public Inquiry was held between 11 and 28 July to assist the (now) Ministry for Housing, Communities and Local Government (MHCLG) in considering whether or not the CPO should be confirmed to assist the Local Authority and its development partner, Grainger, in delivering the project. The Inquiry is closed and a decision on this is awaited.

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- 3.15 Grainger has been in contact with affected property owners and tenants both through their appointed agents, CBRE, Union Land and GIA, and through engagement via Grainger's external communications consultants throughout the site assembly stage of the project. Over the course of this period, a number of property interests have been acquired with a few still remaining.
- 3.16 During the Reporting Period the engagement with remaining affected property owners/lessees and tenants has been largely handled by Grainger's agents and appointed lawyers where appropriate to either enter into negotiations or progress negotiations in relation to acquiring the affected parties' property interests.
- 3.17 Regular drop-in events were being hosted by Grainger to encourage remaining property owners/lessees and tenants to enter into negotiations with Grainger since 2015 and up until the lead up to the CPO Public Inquiry in July 2017.
- 3.18 During the Reporting Period, only one drop-in event was hosted for affected property owners/lessees and tenants.
- 3.19 The drop-in event was organised and held on 25 May 2017. A letter with the details of the drop-in event was issued in English to all affected parties and extended to objectors of the CPO. The letter included details of who to contact if the recipient wanted the letter to be translated into another language. A copy of this letter can be found in **Appendix III**. In addition a leaflet, in both Spanish and English was distributed to all traders in Seven Sisters Indoor Market and to other properties within the site boundary; copies of these can be found in **Appendix IV**.
- 3.20 At the event six A1 boards were displayed, which covered information on the progress of the project, timescale of activities for the land assembly process, information on the agreed temporary market location and all the necessary contact details tenants and property owners would need to engage with Grainger and their agents about their interest as well as the Council's CPO representative. Copies of these boards can be found in **Appendix XX**.
- 3.21 In addition, A5 handouts were made available for attendees and other interested parties to take away, which captured a summary of the information provided on the display panels.
- 3.22 Members of the project team were available at the event ; this included representatives from Grainger, their agents for the land assembly process (CBRE and Union Land), Grainger's community consultation consultant and a representative from LBH's Tottenham Regeneration team leading on the Wards Corner CPO.

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3.23 Eight people attended the event in May 2017. They included objectors/objector's agents, neighbours of the site, market traders from Seven Sisters Indoor Market and representatives of the local community groups, Wards Corner Coalition and Latin Elephant.

3.24 Discussions at the drop-in event focused on update on the project and the CPO process. A summary of the event can be found in **Appendix XX**.

Agent engagement

3.25 During the Reporting Period agents have continued to contact property owners to establish the details of their interests and entering into negotiations to acquire property interests. Offers to acquire have been made to parties, resulting in the following acquisitions:

- 1a West Green Road (freehold retail premises – completion July 2018)
- 709b Seven Sisters Road (residential property)
- 9-11 West Green Road (freehold retail premises with residential above)
- 3-7 West Green Road (freehold retail premises with residential above)

3.26 Grainger via its agents and lawyers where appropriate will continue negotiations with remaining affected parties. Grainger is committed to on-going engagement/negotiation with affected parties throughout the CPO process and will ensure relevant contact details of representatives at Grainger and its agents continue to be made available using all relevant and appropriate project communications channels.

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Seven Sisters Market Traders

- 3.27 A bespoke and comprehensive programme of engagement has been developed to communicate and engage with license holders and employees of Seven Sisters Indoor Market, as outlined and agreed with the council in the Community Engagement Strategy (May 2017).
- 3.28 The engagement strategy included:
- 1) The Market Facilitator to interface with traders on a regular basis to provide appropriate business support and assistance in relation their businesses.
 - 2) Set up a Steering Group to discuss the future of the market on a regular basis with key representatives from the Market ('Market traders'), the owners of the Market business, the Market Facilitator, Haringey Council and Grainger
 - 3) Organising an initial all trader and employee meetings to update traders on the progress of the project
 - 4) On-site confidential one-to-one consultation surgery (individual trader meetings) with licence holders ('Market Traders') and employees
 - 5) Provide regular communication via email, memo, Steering Group members and Market Facilitator. Copies of advice notices are included in Appendix XX supplemented by individual communication (not shown) and one-to one interviews.
 - 6) Make necessary and relevant information about the market available via the project website
- 3.29 During the Reporting Period Grainger via the Market Facilitator and using external consultants has delivered a robust programme of engagement activities to communicate with market traders (license holders and employees) and ensure they are appropriately kept informed and up to date on the progress of the project.
- 3.30 As a number of people working in the Seven Sisters Market speak English as an additional language, Grainger committed to providing translation and/or interpretation services with all formal engagement activities and/or when the traders have requested it from the outset. As such since June 2016 (when direct engagement relating to the Community Engagement Strategy began), all written materials produced and issued by the project team to market traders have been made available in English and Spanish as a standard format. Additionally, the final Steering Group meeting minutes are made available in Portuguese to the relevant traders. Spanish interpreters have also been made available at all full market trader meetings, individual trader meetings (when requested) and the Steering Group meetings. It has been

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made clear to all market traders that translation and interpretation into further languages is available if requested.

- 3.31 The engagement activities delivered during this period included regular contact/communications via the Market Facilitator, organising regular Steering Group meetings with key representatives from the market, holding individual trader meetings onsite as and when requested by interested traders and hosting a full trader meetings to update them on the progress of the project. In addition, throughout this period contact details of the project team including telephone, email and website details have been made available to all traders. The below sub-sections provides further detail on each form of engagement activity delivered.

Engagement via Market Facilitator

- 3.32 Throughout the reporting period the Market Facilitator has worked with traders to provide business advice to individuals on a one-to-one basis and through business support workshops. All Traders have been offered support with the intention of ensuring they comply with obligatory statutory requirements e.g. employment, food safety and health & safety obligations plus encouragement to adopt business development techniques which enable them to grow their businesses in anticipation of relocation.
- 3.33 The Market Facilitator has built-up a good working relationship with many traders and delivered guidance with registration for self-employment, company incorporation, VAT-registration, securing small business rates relief and access to external IT training and other business support organisations.
- 3.34 Assistance has taken the form of informal one-to-one discussions plus a more formal programme of Business Support Workshops for the collective benefit of all traders. Two business support workshops were organised during the Reporting Period including which covered topics including: sources of business information and assistance, ensuring statutory compliance with health & safety obligations, local authority licensing requirements, alcohol licensing procedures and food handling standards required by LB Haringey Environmental Health Dept.
- 3.35 The most effective assistance has proven to be one-to-one discussion with traders focussed on increasing profitability based upon the Market Facilitator's experience. One-to-one discussions has helped overcome the language barrier and typically covered techniques to improve buying skills, increase profit margins by applying product skills and diversifying and differentiating the offer to increase turnover. Industry trends, options for equipment refitting by lease purchase and hire purchase, consumer research and direct promotion via social media,

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online sales and direct marketing to customers have also been topics which have been explored on an one to one basis, unique to their individual business. The Market Facilitator has also been able to advise how to secure additional premises and explain associated forms of occupational lease and licence. All group secessions and support have been communicated to all traders by email, agendas and notice board notifications in English and Spanish.

- 3.36 Invitations to group sessions were personally communicated to the traders by the bilingual market manager and through the Steering Group. The Market Facilitator has also assisted relevant traders secure additional premises elsewhere and provided technical assistance with refitting and acquiring replacement equipment. Assistance has also extended to providing references and responding to Home Office etc. questionnaires.
- 3.37 A Spanish-speaking interpreter was made available at the group sessions, the first of which was held on Wednesday 15th November 2017 at CONEL College. This workshop was attended by 15 of traders. The second Workshop was held on Wednesday 29 November 2017.
- 3.38 The Market Facilitator is committed to delivering the programme of business support workshops and will continues to offer personal assistance throughout the next Reporting Period.
- 3.39 The Market Facilitator sits on the South Tottenham 'Safer Neighbourhoods' working group with representatives from LB Haringey and the Metropolitan Police and local residents groups to ensure traders opinions and concerns are voiced to the authorities and to support combatting anti-social behaviour around the market.

Steering Group meetings

- 3.40 In order to discuss the temporary relocation of the market during the redevelopment of the site, as well as other issues and matters important to its operation, Grainger set up a Steering Group in 2016 with key representatives from the market, market management/Market Facilitator and Haringey Council. Local Ward Councillors are invited too.
- 3.41 The Steering Group was set up to allow for productive discussions to take place on the practical matters of relocation on a regular basis. The market representatives on the group are responsible for representing the collective views of all traders and employees in the market, disseminating information discussed/gathered at the meetings from other group members to all traders and employees and ensuring any feedback gathered from all traders and employees in the Market are relayed back to the Steering Group.

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- 3.42 The Steering Group is made up of eight Market traders. The membership of the Market representatives is a mixture of members who nominated themselves as potential members in 2016 and members nominated by other traders in the market to represent them on the group.
- 3.43 The details of the market representatives were made available to all traders and employees in the market in 2016 and subsequently as the membership has changed to inform all traders of the newly elected members. The market representatives details are included on the notice boards in the market and on the dedicated website page for market traders.
- 3.44 The Terms of Reference and Code of Conduct for the meeting were updated in October 2017 on the one year anniversary of the group to reflect the latest position. In particular, the Terms of Reference reflected potential changes to the group's membership if a member/members do attend the meetings for more than three consecutive sessions. A copy of the amended Terms of Reference can be found in **Appendix XX**.
- 3.45 Previously, the Terms of Reference did not consider changes to the group's membership if members/a member did not attend meetings for long periods. This was highlighted following one of the original members being absent for a number of consecutive meetings throughout 2016 and 2017. This prompted the group to re-consider that members position on the group and following notification to that member, a new member was elected to replace that member. The new member was nominated by other traders to become a market representative on the group.
- 3.46 Over the course of the Reporting Period eleven meetings of the Steering Group have taken place on the following dates: 4 May 2017; 22 June 2017; 3 August 2017; 14 September 2017; 26 October 2017; 7 December 2017; 4 January 2018; 22 February 2018; 22nd March 2018 and 3rd May 2018.
- 3.47 The meetings were held on a Thursday, after 7.30pm (after the market closed) as agreed with the members of the Steering Group in 2016 (when the group first formed).
- 3.48 All meetings were held at the College of Haringey, Enfield and North East London (CONEL). Not all market representatives attended every meeting, however as agreed with the Steering Group members in 2016, where there are two or more representatives from two different organisations in attendance the meetings would take place as planned. Topics of discussion at each meeting during the Reporting Period has varied. Detailed minutes of each meeting is included in **Appendix XX**.
- 3.49 In advance of each meeting an agenda was circulated to all members together with relevant paperwork (i.e. minutes of previous meetings) to allow members to be prepared and ready to

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discuss the agenda items. The agenda items during the Reporting Period has largely included the following topics:

- Market maintenance and management - update on previous issues, any further discussion points
- Upcoming activities i.e. business development workshops
- Marketing and events ideas
- Temporary Market - scope for potential locations, trader requirements, design/layout, apportionment of S106/ Mayor's funding
- Review of previous minutes and actions
- Agreement of date for next meeting
- Any agenda item suggestions for next meeting

3.50 A Spanish-speaking interpreter has been provided at all meetings to enable those members whose first language is Spanish to understand and communicate in their mother tongue. Additionally, all materials produced for the meetings including meeting agenda, meeting minutes and any other additional documentations required for the meetings have been provided in both English and Spanish.

3.51 The Steering Group meeting minutes are shared with all license holders their preferred language (English, Spanish or Portuguese) in the market once they are agreed by the members. This is done via issuing hard copies to the license holders. Hard copies of the meeting minutes are also kept in the Market Management Office for any other trader/employee who wishes to view the meeting minutes.

All market trader meetings

3.52 Following the initial all-Trader meeting to update all traders in the market on the progress of the project as per the identified activity in the Community Engagement Strategy, Grainger felt it would be beneficial to continue to host 'all-Trader meetings' on an annual basis and/or when the project hits significant milestones to ensure all Traders are provided with an update of any significant changes/updates directly by Grainger and the project team and provide Traders with the opportunity to ask questions directly.

3.53 During the reporting period, one full Trader meeting was organised to communicate the changes/amendments which were being proposed to the S106 obligation and to answer any questions the Traders may have had.

3.54 This meeting was held on 22nd June 2017 at 6pm and took place at the Pueblos Paisa Café.

3.55 The meeting was organised by the Market management team and Market Facilitator, to which Grainger attended to provide all Traders with an update on the project and announce the

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proposed changes to the S106 obligation. All Traders were sent an invitation via email by the Market management company. The invitation was issued in both Spanish and English. The Market manager also provided verbal reminders to traders in the market prior to the event, in Spanish and English.

- 3.56 At the meeting, representatives outlined the changes being proposed to the S106 obligation and provided an update on the project as well as the engagement activities undertaken since the March 2017 (the date of the previous all-Trader meeting). A Spanish-speaking translator was also available at the meeting.
- 3.57 The meeting was not well attended, with approximately 12 people in attendance.

Individual market trader meetings

- 3.58 In addition to setting up a Steering Group and meeting all Traders together to provide updates on the project and discuss the relocation process, Grainger together with the Market Facilitator has continued to offer individual meetings to all Market traders and employees.
- 3.59 The purpose of these meetings has been to discuss in greater detail the individual Trader's business requirements and plans for the future, including whether they would want to move to the temporary market whilst the site was being redeveloped, and what support they might require to do so.
- 3.60 For a period of time during the Reporting Period dedicated meeting appointments were advertised through e-mails sent by the Market manager and a list of available times posted on the notice boards.
- 3.61 Grainger's external consultants made numerous trips to the Market to encourage market traders and employees to sign up to the available appointments to speak Grainger and the Market Facilitator during the period advertised for appointments.
- 3.62 Once the advertised appointment times lapsed, it was made clear to all Traders that appointments would be available as and when requested by individual traders and employees. Traders were reminded of the contact details of the project team and Market Facilitator should they wish to set up a meeting with Grainger and the Market Facilitator to discuss their individual circumstances.
- 3.63 During the course of the Reporting Period three formal meetings took place with individual traders and one meeting with a small group of traders to discuss their individual businesses, issues/concerns and the future of the Market. There has been a total of 45 meetings with individual Traders and/or small groups of Traders since 2016.

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- 3.64 All individual Trader meetings typically took place in the Market management office at Seven Sisters Market and were attended by a representative from Grainger and the Market Facilitator, as well as the trader in question. An interpreter was also made available on request and a Dictaphone was used (alongside written notes) to keep an accurate record of the meeting.
- 3.65 At each first meeting with individual Traders a form was used to focus the discussion. A copy of the individual meeting form used both in English and Spanish at each of these sessions can be found at **Appendix XX**. The questions posed on this form provided the structure for discussion at each meeting, although Traders were able to discuss any matters they wished regarding their business at the Market and their plans for the future and were also given to the opportunity to raise and discuss any other issues/points which they may have wished to discuss with Grainger and the Market Facilitator.
- 3.66 Where individual trader's requested follow up meetings either as individuals or in small groups, those meetings have followed a loose structure, with meeting notes produced following each meeting. Discussions at these meeting took place with the understanding that they are confidential (given the commercial topics discussed and sensitive personal information disclosed) and therefore meeting minutes for neither the individual trader meetings or small group meetings are available.
- 3.67 The meetings were focussed on understanding what support the Market traders need to develop their businesses and enable them to continue operating from Seven Sisters Market during the relocation period. At the individual trader meetings, Traders were asked to suggest what support they might need during the redevelopment of the site. This question generated a number of different answers from the traders since 2016.
- 3.68 The training and assistance needs identified by Traders included:
- How to register with HMRC for self-employment and trade as a sole proprietor
 - Incorporation of a Company and associated reporting obligations
 - Training for book-keeping, accounting and tax purposes
 - Vat registration and reporting skills
 - General business admin. e.g. stock control and small business rates relief
 - Identifying new product lines and access to import agents
 - Access to banking facilities and loans for the purchase of capital equipment
 - Access to working capital to expand and improve buying strategies
 - Access to hardwired Wi-Fi to enable EFT card sales
 - Meeting employment obligations and arranging EL and PL insurances
 - Gaining access to childcare facilities to extend part-time working
 - Gaining access to English language and secondary education courses

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- Product training via CONEL e.g., beauty and hairdressing and craft skills
- Access to promotion and online marketing and social media via ADA
- Awareness of Health & Safety obligations and training
- Promoting the Market as a destination attraction

These and related topics were explored at the Business development workshop chaired by the Market Facilitator. Further sessions are proposed by the Market Facilitator to assist Traders develop their businesses in anticipation of the temporarily relocation of the market to Apex House.

Third Party Local Stakeholders

3.69 During the Reporting Period some engagement with third party local stakeholders took place. In May 2017 at the CPO drop-in event organised for affected property owners, lessees and tenants, objectors of the CPO including Wards Corner Coalition and other interested groups (local third-party stakeholder groups) were invited to the drop-in event to discuss their objection directly with Grainger and the project team.

3.70 At the drop-in event representatives of these groups were in attendance.

3.71 In addition Wards Corner Coalition members were offered a separate briefing to discuss their objection to the CPO. Representatives of the group responded saying they did not wish to meet until after the CPO Public Inquiry. A meeting is yet to be arranged.

Neighbours and wider community Newsletters

3.72 During the Reporting Period neighbours of the site and the wider community have been kept up to date on the progress of the project largely via the dedicated project website, www.sevensistersregeneration.co.uk. The website was first set up in 2012 and continued to provide neighbours, wider community and other interested parties with regular updates on the project as and when it becomes available.

3.73 The website provides visitors with an overview of the project. It includes background information including a link to the consented planning application, a latest news section with project updates from the various stages of the project, related links to download previous community newsletters, information on the CPO process and a dedicated pages on the Seven Sisters Indoor Market. The website also includes all the relevant contact details for the project team and allows visitors of the site to submit comments directly via the website.

3.74 The website has been updated on numerous occasions during the Reporting Period including in May, June, July, August and November 2017 with information on the latest position on the project.

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- 3.75 During the reporting period, the website has been viewed 23,223 times by 16,766 users. Of this total, in the period January 17 – January 18) the website was viewed 6,034 times by 4,425 different people.
- 3.76 The website will continue to be kept up to date throughout the life of the project, covering the length of the CPO process and the demolition/construction work until the project is completed.
- 3.77 Aside from the project website, no other proactive or formal communication was issued to the wider community during the Reporting Period due to the stage of the project (awaiting decision of the CPO Public Inquiry by the Secretary of State for Ministry of Housing and Local Government) and as the last communication via the community newsletter was issued in April 2017 – just prior to the reporting period.
- 3.78 Despite this, a number of interested individuals have contacted Grainger’s consultants via telephone, email and the project website for more information on the project and to clarify certain points. Details of the callers have been logged with a summary of their enquiry. Below is a high level overview of the topics covered by the direct enquiries:
- Clarifications on whether the enquirer’s land/property is affected by the CPO/Rights to Light
 - Interest in commercial space/property in the new development
 - What the Seven Sisters Regeneration plans include
 - Timescales of development and information on the CPO process stages
- 3.79 Once the Secretary of State for the Ministry of Housing and Local Government has made a decision on the CPO Public Inquiry, a community newsletter will be issued to the identified consultation area (approximately 9,000 properties including businesses and residential homes within close proximity to the site), all relevant identified stakeholder groups and interested parties with an update on the project.
- 3.80 Additionally Grainger remain committed to hosting public events prior to key stages of the project i.e. prior to commencing construction onsite etc. to ensure members of the public and other interested and affected parties/neighbours are made aware of the next steps of the project.

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4 CONCLUSION

- 4.1 Grainger is committed to delivering the Seven Sisters Regeneration project, which will deliver £65m of investment into Tottenham and Seven Sisters, transforming the area and providing much-needed new homes and shops as well as a brand new Seven Sisters Market.
- 4.2 Grainger is also committed to being thorough and inclusive and to delivering the required activities to comply with Schedule 4, clause 21.1 of the s106 agreement.
- 4.3 Grainger will continue to undertake the Diversity Monitoring exercise on an annual basis and measure against the Baseline Study produced in 2016 to track the demographic of the market traders and ensure appropriate measures are taken to protect the diversity of the market as necessary.
- 4.4 The monitoring exercise has not revealed any major change to the demographic of the traders in the market or to the diverse nature of the market.
- 4.5 During the Reporting Period as per the agreed Community Engagement Strategy Grainger with support from external consultations and the Market Facilitator, Grainger has delivered a comprehensive the programme of engagement activities to comply with Schedule 4, clause 21.1 of the planning obligation. The engagement activities have focused on the four key groups of stakeholders including: affected property owners/lessees and tenants in the properties within the site; Seven Sisters Indoor Market licensees; third party local stakeholder groups; and neighbours of the site and the wider community. Given the stage of the project, affected property owners/lessees and tenants and Seven Sisters Indoor Market licensees have been the main focus of the engagement programme.
- 4.6 The method of engagement has been wide-ranging and proactive in engaging the identified stakeholder groups and has resulted in acquiring a number of property interest from affected property owners/lessees and tenants within the site boundary and has assisted Grainger in strengthening its relationships with various stakeholders such as numerous Seven Sisters Market traders.
- 4.7 Grainger with support from its external consultants and the Market Facilitator remain committed to maintaining regular communication with Seven Sisters Market trader. In order to maintain a direct line of communication with all market traders and ensure visibility/transparency, Grainger will, in addition to continuing to run the monthly Steering Group meetings, host full trader meetings at least once on an annual basis and/or when significant update is available (*this is a change/update from the Community Engagement Strategy agreed in May 2017*) and continue to offer individual trader meetings and follow up

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meetings to all/any interested market traders and employee who wish to discuss their individual circumstances and/or issues/concerns about the project.

- 4.8 Grainger remains committed to engaging with the identified stakeholder groups to keep them informed in the process, consult on appropriate areas of the project and ensure the stakeholders and other interested parties remain up to date on the progress of the project.

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Appendices

Seven Sisters Regeneration Community Engagement Strategy

Grainger Seven Sisters Limited

February 2016

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Introduction

This document outlines Grainger Seven Sisters Limited's (Grainger) approach and strategy to satisfying the planning obligation contained in Schedule 4, Clause 21 of the S106 Agreement (the Agreement) linked to the planning permission for the Seven Sisters Regeneration project (HGY/201200915).

Appended to this document are: (i) a copy of the Agreement, (ii) a template for an annual progress report, (iii) the Equalities Impact Assessment (EQIA) submitted with the planning application and (iv) Baseline Study of Seven Sisters Indoor Market.

Background

Haringey Council resolved to grant planning permission to Grainger for the Seven Sisters Regeneration project on land comprising 227-259 High Road, 709- 723 Seven Sisters Road, 1a -11 West Green Road and 8-30 Suffield Road. The permission was subject to (i) conditions; (ii) referral to the Mayor of London; and (iii) the prior completion of planning obligations.

Haringey Council's Cabinet resolution of November 2015 to use Compulsory Purchase Order (CPO) powers to acquire the remainder of the site has triggered clause 21 in Schedule 4 of the Agreement, which states:

"21.1 No later than twelve (12) months after the Unconditional Date or three (3) months after the Council resolves to make a compulsory purchase order to facilitate the carrying out of the Development (whichever is the later), to submit a community engagement strategy to the Council for approval PROVIDED THAT such a strategy shall demonstrate how the Developer will deal with the following matters:

- a) Regular diversity monitoring regarding the impact of the development on affected third parties (in concert with the approved Baseline Study and updates to it);*
- b) Reporting on the engagement process and how representation from third party stakeholders will be taken into account; and*
- c) Any further mitigation measures (including a programme for implementation) that are identified as a result of the on-going monitoring and are both necessary and directly related to the development.*

21.2 To implement the community engagement strategy as approved pursuant to Paragraph 21.1 together with any identified mitigation measures."

In order to satisfy this clause, Grainger has enlisted the support of GL Hearn's Strategic Communications team and AECOM. Each consultant team has specialist expertise in community engagement and equalities monitoring and will support Grainger in executing the strategy outlined below to comply with the relevant obligation.

The EQIA (see Appendix III) submitted with the planning application and undertaken in June 2011 identified a number of equality effects (both positive and negative) associated with the planned development. In particular the report indicated potential negative equality impacts arising from possible loss of livelihoods and employment for Latin American/Hispanic and other BME-owned businesses and their employees, if the existing shops and market were to close.

The loss of the existing shops and market was considered to pose a risk in undermining the cultural connections and social fabric of the Latin American/Hispanic community employed at and visiting the market and therefore a series of measures were recommended for incorporation in the Agreement (Appendix I). In particular, it was considered the market license holders could be particularly vulnerable to the effects of the Compulsory Purchase Order (CPO) process as they may be unclear about the process without targeted engagement.

To help mitigate these potential negative effects, it is recommended that Grainger continue to engage with the community including the market license holders as per Schedule 4, Clause 21.1 (b) of the Agreement.

Approach

This strategy document sets out Grainger's approach to satisfying parts (a) and (b) of Clause 21.1 as per the above. Part (c) is dependent on the outcome of parts (a) and (b) and therefore a detailed response to this is not included in this document. The strategy will remain in place until 12 months after practical completion. An annual report will be produced containing details of how the strategy has been implemented each year, with the final report produced 12 months after practical completion. For reference, a template of the annual progress report is included in Appendix II.

The following sections outline how each part of the obligation will be approached by Grainger.

a) Regular diversity monitoring regarding the impact of the development on affected third parties (in concert with the approved Baseline Study and updates to it);

In regards to regular diversity monitoring, Grainger has committed to the following:

- Undertake annual diversity monitoring exercises including surveys/questionnaires of relevant stakeholders in Seven Sisters Indoor Market to gather new data and cross reference results with an approved Baseline Study of Seven Sisters Indoor Market (Appendix iv).
- Produce an annual report summarising the methodology, data collated and comparative analysis to submit to the Council.
- Considering the outcome of the monitoring exercise, identify any further mitigation measures that may be required that are both necessary and directly related to the development and develop a strategy/programme for implementation of any mitigation measures needed, in consultation with the Council.

b) Reporting on the engagement process and how representation from third party stakeholders will be taken into account; and

Grainger delivered a robust and comprehensive engagement and consultation process during pre-planning and planning stages which involved intensive engagement with affected parties, third party stakeholders and the wider community. The engagement strategy to comply with Schedule 4, Clause 21.1 (b) of the Agreement will focus on continuing the dialogue established with third party stakeholders and the wider community. For the purpose of this document, Grainger has identified four key groups, who would be essential to the on-going community engagement programme. These include:

- Affected property owners/lessees and tenants in the properties within the site. *An additional separate strategy is in place to negotiate with affected parties to acquire their interest which is being implemented by Grainger with the support of agents.*
- Seven Sisters Indoor Market licensees
- Third party community organisations/amenity groups *(NB: for the purpose the Engagement Strategy 'third party community organisations/amenity groups' are defined as any local organisation or groups outside of the site boundary with an interest in the site and/or development proposals)*
- Neighbours of the site and wider residents

Outcomes of the engagement programme will be reported back to the Council in the annual progress report alongside the results from part (a) of clause 21.1 (diversity monitoring). A template of this report is included in Appendix II.

The reporting on part (b) of clause 21.1 will cover the following elements to demonstrate how the obligation has been satisfied and identify any further mitigation measures necessitated by part (c) if necessary:

- Overview of agreed community engagement strategy (as per the relevant sections below)
- Methodology for implementing the strategy in the preceding year i.e. scope, methods for promotion of events and contact etc.
- Summary of each activity and outcome, including associated materials such as meeting minutes, schedule of discussions/feedback and supporting information such as display panels etc.
- Overview of planned future activities for the next stage/following 12 months
- Identify any further mitigation measures required (as per part (c)) and include a programme for implementation

The engagement strategy will follow some key principles to ensure the engagement is 1) thorough and inclusive, 2) provides the necessary information in the format that is understandable to allow the targeted audience to make an informed judgement and 3) provides more than one tool/channel for obtaining information and communicating feedback. In particular, the strategy will take into account the specific engagement needs of affected protected characteristic groups identified in the Equality Analysis submitted with the planning application in 2011, including Latin American/Hispanic and other BME businesses and employees, to promote and help ensure their active participation throughout the engagement process.

To ensure all collateral produced to inform and update the community and local stakeholders on the project is easily understandable, the collateral will be made available in different languages upon request.

All collateral produced or information provided to Seven Sisters Indoor Market Traders (license holders and employees) will be provided in English and Spanish as a standard, including all emails, memos, letters etc. and other languages provided upon request. In addition, an interpreter will be provided at meetings with market traders as necessary including at group trader meetings (for all license holders and employees), individual trader meetings (upon request) and steering group meetings.

Proposed activities

The proposed activities for engaging each of the four groups identified is set out below.

Property owners/lessees and tenants

Since 2004, the Council and Grainger have undertaken significant local engagement regarding its proposals for the Order Land and have been assembling the land required to deliver the Order Scheme. Whilst this programme of engagement and site assembly was interrupted during those periods in which the proposals for the Order Land were subject to legal challenge, its efforts to acquire the interests in the Order Land by private treaty resumed in 2014 and have continued to date. Grainger will continue to negotiate with affected parties to acquire the land needed for the development outside the CPO process and as part of this strategy will undertake the following activities:

- Continue to write to all relevant property owners and lessees with an offer of individual meetings to discuss their personal circumstances and future options via Grainger's agents
- Arrange meetings/telephone calls where appropriate to enter and/or progress negotiations on land interest, via Grainger's agents
- Undertake a 'door knocking' exercise to ensure all affected property owners and lessees still living on site have the opportunity to speak to a member of the project team and discuss their future options
- Arrange regular drop-in events for affected persons to speak to a member of the project team to enter/progress negotiations as well as gather more information about the process

- Commit to giving private tenants of Grainger six months' notice of the requirement for vacant possession of the property
- Provide assistance in finding alternative premises for those interested in negotiating via Grainger's agents

Where necessary for discussions with affected parties, interpreters and translated material regarding the project and negotiations will be provided.

Market traders – Seven Sisters Indoor Market

As stipulated in Schedule 4, Clause 24.3 of the Agreement, Grainger has appointed a market facilitator, Jonathan Owen of Quarterbridge, to work with the traders to:

- (a) identify a location for the Temporary Market with the borough of Haringey (or such other locations as may be agreed in writing with the Council)
- (b) promote the interest of Spanish-speaking Traders in the Temporary Market;
- (c) provide appropriate business support and advice to all Traders with the objective of maximising the number of Traders who elect to return to the New Market Area;
- (d) assist Traders in continuing to trade from the Market for so long as it is open for trading purposes; and
- (e) assist individuals working at the Market to find suitable alternative employment in the event they decide not to relocate to the Temporary Market and/or the New Market Area.

Grainger will work with the market facilitator to develop a robust engagement strategy that is tailored to support the market traders in the lead up to, and during, the relocation process into the Temporary Market and then the New Market. Some of the proposed activities for engaging with traders directly are outlined below, which would be implemented immediately and will continue until traders are relocated into the New Market Area. The activities outlined below may change over the course of this stage in response to traders' needs.

- Facilitate an initial meeting with all market traders to update on the progress of the project thus far, explain the next steps in the process i.e. process for identifying an alternative Temporary Market location and the engagement strategy to allow every single trader an opportunity to discuss their individual situation and options with the market facilitator and a representative of the Grainger team. Minutes of the meetings will be appended with the annual progress report.
- Set up a Market Traders Steering Group to meet regularly (frequency will be decided with the members of the group) to identify a location for the Temporary Market; discuss the relocation process/logistics, input into the internal layout and operations of the Temporary and New Markets. The group would be made up of the market facilitator, representatives from Seven Sisters Indoor Market, Haringey Council and Grainger. Local ward councillors would also be invited to the meetings.
- Set up an onsite consultation surgery (to offer individual meetings), which is managed by the market facilitator and attended by Grainger. The purpose of this would be to provide the individual traders with an opportunity to speak to the market facilitator and a representative from Grainger directly about their individual business and discuss their options for the future. This will allow Grainger to gain an understanding of whether an individual market traders' intention is to return to the New Market and understanding of what support is required by the individual businesses to develop a realistic plan for relocation of the market as well as enable the market facilitator to provide appropriate business support and advice to the traders.

- Provide regular updates as necessary via memo, email, Steering Group members and the market facilitator.
- A dedicated page on the Seven Sisters Regeneration project website (www.sevensistersregeneration.co.uk) for the market traders with general information on upcoming meetings, who the members of the Steering Group are and include relevant contact details for the project team.

Recognising a large number of traders do not speak English as their first language, the above activities would be supported with appropriate translations of all collateral produced and an interpreter will be provided for all meetings including full market trader group meetings, individual meetings and Steering Group meetings, where an interpreter is required.

Community stakeholders

To re-engage the various community stakeholders in the development proposals, Grainger will undertake the following activities:

- Engage with relevant third party community groups including local residents associations etc. to provide them with an update on the project, outline the programme and next steps. This would be implemented following the making of Haringey Council's Compulsory Purchase Order. Engagement with the groups would continue throughout the CPO and delivery process.
- Through this period Grainger will continue to manage on-going contact with these key groups to ensure they are kept updated and collate feedback.

Wider community engagement

In addition to the regular newsletters to keep the wider community up-to-date on the project programme, CPO process and other relevant/newsworthy information on the project as well as the project website, Grainger will undertake the following activities:

- Provide information on the project and relevant contact details in key community venues in the immediate area including the Seven Sisters Indoor Market and Marcus Garvey Library. This will promote the project and drive interest to the website.
- Host public events at key stages of the project i.e. prior to commencing construction of the development to provide an update on the project - this will inform the community of any key changes and outline the construction programme.

Appendix I - S106 Agreement dated 11 July 2012

(1) The Mayor & Burgesses of the London Borough of Haringey

and

(2) Grainger Seven Sisters Limited

and

(3) Northumberland & Durham Property Trust Limited

Planning Obligation by Agreement

pursuant to Section 106 of the Town and Country Planning Act 1990

(as amended) relating to Seven Sisters Regeneration on land comprising 227 - 259 High Road, 709- 723 Seven Sisters Road, 1a- 11 West Green Road and 8- 30 Suffield Road

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Section 106 Agreement

Dated 12/01/2012

Between:

- (1) The Mayor & Burgesses of the London Borough of Haringey of Civic Centre, Wood Green, London, N22 4LE;
- (2) Grainger Seven Sisters Limited (company registration number 06111428) of Citygate, St James Boulevard, Newcastle-upon-Tyne, NE1 4JE; and
- (3) Northumberland & Durham Property Trust Limited (company registration number 00182763) of Citygate, St James Boulevard, Newcastle-upon-Tyne, NE1 4JE

Recitals:

- (A) The Council is the local planning authority for the purposes of the 1990 Act for the administrative area within which the Site is situated and is the local highway authority in relation to both Suffield Road and West Green Road both of which abut the Site.
- (B) On 24 December 2008 the Council granted the Original Permission following completion of the Original Agreement.
- (C) In June 2010 the Original Permission was quashed by order of the Court such that the Original Agreement has lapsed and is no longer of any legal effect.
- (D) The Developer and the Guarantor together own interests in the Covenant Land which forms part of the Site.
- (E) The Developer has entered into an agreement with Haringey to acquire its interest in the Site.
- (F) TfL is the owner of part of the Site including the existing market hall at 227-229 High Road and has agreed to support the scheme in its capacity as landowner, highway authority and operator of the Seven Sisters Underground Station which is beneath and adjoins the Site.
- (G) On 8 May 2012 the Application was submitted to the Council on behalf of Grainger plc (of which the Developer is a subsidiary company).
- (H) On 25 June 2012 the Council resolved to grant the Planning Permission subject to: (i) conditions; (ii) referral to the Mayor of London; and (iii) the prior completion of a planning obligation.
- (I) It has been confirmed on behalf of the Mayor of London that the Council is entitled to determine the Application.
- (J) This Deed is entered into pursuant to the resolution set out at Recital H above.

1 Interpretation

In this Deed where the context so admits the following words shall have the following meanings:-

1980 Act means the Highways Act 1980;

1990 Act means the Town and Country Planning Act 1990;

Application means the application for the Planning Permission which has been allocated reference number HGY/2012/0915 by the Council;

Baseline Study means a study of business owners, stall holders and other employees working at the Market, which shall include:-

- (a) diversity monitoring of business owners, stall holders and other employees working at the Market;
- (b) details of the number of employees of each business;
- (c) details of the location of each business within the Site and whether it intends to relocate to the New Market Area;

Closure Date means the date on which the Market will close as specified in the Closure Notice being a date not less than six (6) months after the date of service of the Closure Notice;

Closure Notice means a written notice served by (or on behalf of) the Developer on the Traders pursuant to Paragraph 8 of Schedule 4 to this Deed;

Commencement of the Development means the date on which any material operation (as defined in section 56(4) of the 1990 Act) forming part of the Development begins to be carried out other than (for the purposes of this Deed only) operations consisting of: site clearance; demolition works (including demolition pursuant to any conservation area consent); archaeological investigations; investigations for the purpose of assessing ground conditions; remedial work in respect of any contamination or other adverse ground conditions; diversion and laying of services; any underground works; laying out of accesses (whether temporary or permanent); erection of any temporary means of enclosure/site security; temporary display of site notices or advertisements; and any other preparatory works as may be agreed with the Council and **Commence the Development** shall be construed accordingly;

Considerate Contractors Scheme means the considerate contractors scheme as set out in Schedule 6 to this Deed;

Council means The Mayor and Burgesses of the London Borough of Haringey as above in its capacity as the local planning authority;

Covenant Land means that part of the Site as shown coloured red on the plan marked 'Site Assembly Plan' as annexed at Schedule 2 to this Deed, the legal interests in which are set out in Schedule 1 to this Deed;

Deed means this deed of agreement;

Developer means Grainger Seven Sisters Limited as above;

Development means the demolition of existing buildings and erection of a mixed-use development comprising class C3 residential use, class A1/A2/A3/A4 uses with access, parking and associated landscaping and public realm improvements in accordance with the Application;

Dwelling means a dwelling (including a house, flat or maisonette) which forms part of the Development;

Finally Determined means (in relation to the Planning Permission) either: (i) fourteen (14) weeks have elapsed since the grant of the Planning Permission by the Council and no Proceedings have been instituted; or (ii) any Proceedings which

may have been instituted have been exhausted (which shall occur on the withdrawal of such Proceedings or when the time for appealing against the decision of any court has expired and no appeal has been filed) with the Planning Permission being upheld;

Financial Test means in relation to a prospective Market Operator, that such prospective Market Operator is able to show the following for each of the immediately preceding three (3) financial years and by reference to audited accounts: (a) net profits in excess of three (3) x the anticipated rent under the Market Lease; and (b) unencumbered net assets after the deduction of all debts due to third parties in excess of seven (7) x the anticipated rent under the Market Lease;

Guarantor means Northumberland & Durham Property Trust Limited as above;

Haringey Guarantee Programme means a multi-agency programme led by the Council promoting vocational training, work placements and employment support, advice and job brokerage for borough residents;

Heads of Terms means the outline heads of terms for the Market Lease as set out at Schedule 8 to this Deed (including any variations or amendments as agreed between the Developer and the Market Operator);

Housing Authority means The Mayor and Burgesses of the London Borough of Haringey in its capacity as the local housing authority for the area within which the Site is situated;

Index means the All-Items Index of Retail Prices as issued by the Office for National Statistics;

Interest means interest at four percent (4%) above the base lending rate of the Co-operative Bank Pic from time-to-time;

Local Authority means The Mayor and Burgesses of the London Borough of Haringey in its capacity as owner of part of the Site;

Market means Seven Sisters indoor market as currently occupied by the Traders at 231-243 High Road and located within the Site;

Market Condition means receipt by the Developer of an offer from a Market Operator to enter into the Market Lease (or a binding and unconditional agreement to enter into the Market Lease) no later than twelve (12) months before Practical Completion, unless otherwise agreed in writing between the Developer and the Council;

Market Lease means a lease of the New Market Area to be entered into between the Developer and the Market Operator such lease to be in a form incorporating the Heads of Terms and having regard to the obligations of the Developer as contained within this Deed;

Market Operator means an experienced indoor market operator able to demonstrate a sufficient track record in the successful management of indoor markets and who satisfies the Financial Test at the material time and who is approved by the Developer, acting reasonably;

New Market Area means the area shown edged in red on drawing number 04-854, a copy of which is appended at Schedule 8 to this Deed being units 2-6 on the

ground floor of the Development intended to comprise a net internal area of eight hundred and sixty five square metres (865 sqm) or thereabouts;

Non-Residential Development means that part of the Development comprising non-residential uses;

Occupy means occupation of the Development for the purposes permitted by the Planning Permission but excluding occupation by personnel engaged in construction, fitting-out or decoration or occupation for marketing or display or occupation in relation to security operations and **Occupation, Occupier and Occupied** shall be construed accordingly;

Open Space means the roof space, first floor gardens and play space to be laid out within the Site as part of the Development;

Original Agreement means the deed of agreement dated 24 December 2008 and entered into between: the Developer (1); the Guarantor (2); and the Council (3) pursuant to Section 106 of the 1990 Act;

Original Permission means the planning permission for the redevelopment of the Site as granted by the Council under reference number HGY/2008/0303;

Parties mean the parties to this Deed and their respective successors and those deriving title under them;

Payment Conditions means the following: (a) service of the Closure Notice; (b) the relevant Trader vacating the Market; and (c) the relevant Trader signing and delivering to the Council the Release;

Planning Condition means the grant of the Planning Permission which is Finally Determined;

Practical Completion means the date on which the Developer's architect (or similar qualified professional) certifies the Development as being substantially complete;

Planning Permission means planning permission for the Development;

Private Tenants means each and every tenant residing at the Site (or any part of it) from time to time, for whom the Housing Authority is not their landlord;

Proceedings means any or all of the following (as the case may be):

- (i) an application for judicial review under part 54 of the Civil Procedure Rules arising from the grant of the Planning Permission (or any procedural steps towards the grant of the Planning Permission) including any appeal to a higher court following a judgment of a lower court;
- (ii) any re-consideration of the Application following the Planning Permission being quashed pursuant to an application for judicial review;

Reasonable Endeavours means that (subject to the other terms of this Deed) the Party under such an obligation will be bound to attempt to fulfil the relevant obligation by the expenditure of such reasonable and proportionate effort and/or sums of money and the engagement of such professional or other advisors as in all the circumstances may be reasonable to expect PROVIDED THAT the Party will not be required to issue proceedings (including any appeal) in any court, public inquiry or other hearing;

Release means a document to be signed by each Trader as part of the Payment Conditions (in such reasonable form as the Developer and the Council agree) confirming that the Trader has vacated the Market and has no ongoing right to occupy it;

Release Sum means in respect of each Trader, the sum (being the relevant and proportionate part of the Traders Financial Assistance Sum) which equates to the rateable value (as at the date of this Deed) of the stall occupied by such Trader in the Market;

Resident Parking Permit means a permit issued under the Traffic Management Order which authorises the permit holder to park in connection with the Traffic Management Order;

Residential Development means that part of the Development comprising residential use;

Retail Units means those retail units within the Development comprising 14-19 West Green Road as shown edged in red on drawing number marked 'West Green Road, Units 14 – 19' as appended to this Deed;

Site means all that land shown edged red and blue on the plan marked 'Site Assembly Plan' annexed at Schedule 2 to this Deed, which comprises 227-259 High Road, 709-723 Seven Sisters Road, 1A-11 West Green Road and 8-30 Suffield Road;

Suffield Road Units means twelve (12) of the Dwellings to be constructed on Suffield Road as shown edged red on drawing number P(00) 01-parking as annexed at Schedule 2 to this Deed;

Temporary Market means a temporary market to be provided prior to the permanent closure of the Market in accordance with Paragraph 24 of Schedule 4 to this Deed;

Tenants means each and every tenant residing (from time to time) on the Site (or any part of it), for whom the Housing Authority is their landlord;

Ttl means Transport for London of Windsor House 42-50 Victoria Street London SW1 OTL;

Tottenham Area means all that area known as Tottenham in North London;

Traders means the current occupiers of the Market as at the date of this Deed as shown on the list at Schedule 7 to this Deed being the rate payers for the stalls listed with the respective rateable values of the existing market stalls;

Traders Financial Assistance Sum means the sum of one hundred and forty four thousand three hundred pounds (£144.300) (which sum equates to the aggregate rateable value of the Market);

Traffic Management Order means the relevant order for the time being in force and made under the Road Traffic Regulation Act 1984 which establishes a controlled parking zone for the area in which the Site is situated;

Traffic Management Order Amendment Contribution means the sum of one thousand pounds (£1,000) to be paid towards the costs associated with amending the Traffic Management Order so as to remove the Development from those premises where residents may apply for a Resident Parking Permit;

Unconditional Date means the date when the Planning Condition is satisfied;

Use Classes Order means the Town and Country Planning (Use Classes) Order 1987 (as amended);

West Green Road Improvement Fund means the sum of one hundred and fifty thousand pounds (£150,000) to be used towards any (or all) of the following:-

- (a) improvements to shop/building frontages in the vicinity of the Site;
- (b) street decoration and enhancements in the vicinity of the Site;
- (c) improvements to servicing arrangements in relation to retail properties situated on West Green Road;
- (d) improvements to local businesses/markets, open spaces and areas of (existing and future) car parking; and
- (e) such other environmental improvements in the vicinity of the Site as may be agreed in writing between the Council and the Developer;

Wheelchair Accessible Unit means those Dwellings which are wheelchair adaptable to be constructed as part of the Development; and

Working Day means any day excluding any Saturday or Sunday or any bank or public holiday.

- 1.2 Covenants by any party which comprise more than one person shall be deemed to be joint and several and words importing persons will include firms companies and corporations and vice versa and where expressed in the singular will include the plural and vice versa and words of masculine gender will include the feminine and neuter gender and vice versa.
- 1.3 References in this Deed to any Recital Clause Schedule or Paragraph (or any part of them) shall unless the context otherwise requires be references to a recital clause schedule or paragraph (or any part of them) of this Deed.
- 1.4 References in this Deed to any enactment, regulation or order includes any statutory modification or re-enactment thereof for the time being in force.
- 1.5 Headings in this Deed are for ease of reference only and are not intended to be construed as part of this Deed.
- 1.6 References in this Deed to the Developer or the Guarantor (as the case may be) shall include any successor to their respective interests in the Covenant Land and those deriving title from them.
- 1.7 References in this Deed to the Council shall include any successor to its functions as the local planning authority in relation to the Covenant Land and any body to which all or part of its functions may lawfully have been transferred.

2 **Statutory Provisions**

- 2.1 This Deed is entered into pursuant to section 106 of the 1990 Act and is a planning obligation for the purposes of that section with intent to bind the Covenant Land (and each and every part of it) and the Parties subject to the provisions of Clauses 3 (conditionality), 6.2 and 6.3 (release upon parting with interest) and 6.4 (circumstances in which this Deed shall fall away).
- 2.2 This Deed is enforceable by (and against) the Council.

3 **Conditionality**

This Deed is conditional upon:-

- (a) the grant of the Planning Permission; and
- (b) the Commencement of the Development

save for Clauses 1 - 3 and Clauses 6.1 - 6.27: which shall come into effect upon completion of this Deed, and Clauses 4 and 5 and Paragraphs 1, 2, 3, 7, 8, 13, 15, 17, 20, 21, 23 and 24 of Schedule 4 to this Deed and Paragraphs 1 – 5 of Schedule 5 to this Deed, which shall come into effect upon the grant of the Planning Permission.

4 **The Developer's Obligations**

The Developer covenants with the Council as set out in Schedule 4 to this Deed and the Guarantor covenants with the Council that the Guarantor's interests are bound by this Deed to the same extent.

5 **The Council's Obligations**

The Council covenants with the Developer as set out in Schedule 5 to this Deed.

6 **Agreements and Declarations**

Local Land Charge

- 6.1 This Deed is a local land charge for the purposes of the Local Land Charges Act 1975 and shall be registered as such by the Council.

Release

- 6.2 The Developer and the Guarantor shall upon parting:-
- (a) with their respective interests in any part of the Site be released from all obligations and duties under the terms of this Deed insofar as they relate to or are binding on that part of the Site; and
 - (b) with the entirety of their respective interests in the Site be released from all liabilities whatsoever under the terms of this Deed.
- 6.3 The releases provided for in Clause 6.2 shall not apply to any prior or existing breach of this Deed as at the date of disposal.

Lapse

- 6.4 This Deed shall cease to have effect if the Planning Permission is quashed, revoked, modified or expires (without the consent of the Developer), in which case the Council shall (upon written request) effect the cancellation of any entry made in its register of local land charges in respect of this Deed.

Future Development

- 6.5 Nothing in this Deed shall prohibit or limit the right to develop the Covenant Land (or any part of it) in accordance with a planning permission (other than the Planning Permission) granted (whether or not on appeal) after the date of this Deed.

Discharge by Performance

- 6.6 Upon the performance, discharge or other fulfilment of the obligations (or any of them) of the Developer under this Deed, such obligation shall absolutely cease and determine save in respect of any antecedent breach.
- 6.7 Following the performance and satisfaction of all the obligations contained within this Deed the Council shall effect the cancellation of all entries made in its register of local land charges in respect of this Deed.

Contracts (Rights of Third Parties) Act 1999

- 6.8 Subject to Clause 6.9 of this Deed, unless the right of enforcement is expressly granted it is not intended that a third party should have the right to enforce a provision of this Deed pursuant to the Contracts (Rights of Third Parties) Act 1999.
- 6.9 The Mayor of London shall be entitled to enforce Paragraphs 3, 8, 9 and 24 of Schedule 4 to this Deed insofar as they impose obligations on the Developer in connection with the Market, the New Market Area and the Temporary Market.
- 6.10 This Deed may be rescinded or varied without the consent of a third party to whom an express right to enforce any of its terms has been provided SAVE THAT Paragraphs 3, 8, 9 and 24 of Schedule 4 to this Deed may not be rescinded or varied without the consent of the Mayor of London.

Notices

- 6.11 Any notice to be given to any Party pursuant to this Deed shall be deemed to be sufficiently served if delivered personally or sent recorded delivery service or sent by facsimile to the Parties at the respective addresses specified above or as otherwise notified in writing by one Party to the other.

Consents and Approvals

- 6.12 Where any consent, approval or expression of satisfaction is required to be given under this Deed, it shall not be unreasonably withheld or delayed.

Individual Occupiers

- 6.13 This Deed shall not be enforceable against individual owner-occupiers or tenants of the Development (including their respective successors in title).

Interest

- 6.14 If any payment due under this Deed is paid late, Interest will be payable from the date when payment is due until the date of payment.

Indexation

- 6.15 The Traffic Management Order Amendment Contribution and the West Green Road Improvement Fund shall be increased by an amount equivalent to the increase in the Index from the date of this Deed until the date on which sum is payable.

Dispute Resolution

- 6.16 If there is any dispute between the Parties in respect of any of the matters to be agreed pursuant to this Deed (other than a dispute or difference concerning the meaning or construction of this Deed) such dispute shall be determined in accordance with Clauses 6.16 – 6.23 and either party to the dispute may at any time require by notice in writing to the other an independent expert to be appointed to resolve the dispute.

- 6.17 The expert shall have no less than ten (10) years' experience of resolving disputes similar in nature to the one that is proposed to be referred pursuant to this Deed.
- 6.18 The expert shall be appointed jointly by the parties and, in the absence of such agreement within one (1) month of service of the notice pursuant to sub-Clause 6.16, be appointed by the President for the time being of the Royal Institution of Chartered Surveyors within one (1) month of an application being made by one of the parties.
- 6.19 The expert shall invite written representations from each of the parties and shall make his final determination within one (1) month of his appointment PROVIDED THAT if the expert fails to do so either party to the dispute may apply to the President for the time being of the Royal Institution of Chartered Surveyors for a substitute to be appointed in which case the same procedure shall be repeated.
- 6.20 The findings of the expert shall be final and binding on the parties except in the case of manifest, material error.
- 6.21 The expert shall act as an expert and not as an arbitrator.
- 6.22 The costs of the dispute shall be payable by the parties in such proportion as may be determined by the expert and failing such determination to be borne in equal shares by the parties.
- 6.23 Nothing in Clauses 6.16 – 6.22 shall be construed as removing the jurisdiction of the courts to enforce the provisions of this Deed.

Legal Costs

- 6.24 Upon completion of this Deed, the Developer shall pay the Council's reasonable legal costs properly incurred in the negotiation and completion of this Deed in the sum of five thousand pounds (£5,000).

Mortgagee

- 6.25 This Deed shall not be enforceable against any mortgagee with an interest in the Covenant Land unless such mortgagee is in possession.

Change in Ownership

- 6.26 The Developer shall give the Council immediate written notice of any change in ownership of any of its interests in the Covenant Land which occur before all the obligations in this Deed have been discharged PROVIDED THAT such notice shall include details of the transferee's full name and registered office (if a company or usual address, if not) together with the area of the Covenant Land or the unit of occupation (as the case may be) purchased by reference to a plan.

Land Outside Control

- 6.27 Nothing in this Deed shall require the performance of any obligation whatsoever in, open or under land outside the ownership or control of the party to perform the obligation unless such land shall be within the public highway.

Schedule 1 -Ownership

A list of the interests in the Covenant Land held by the Developer and/or the Guarantor which are bound by this Deed is set out the table below.

Property	Leasehold (L) or Freehold (F)	Title Number	Proprietor(s)
4 Suffield Road, Tottenham	F	MX294011	Grainger Seven Sisters Limited
6 & 20 Suffield Road, Hornsey	F	MX388231	Grainger Seven Sisters Limited
10 Suffield Road, London (N15 5JX)	F	MX233499	Northumberland & Durham Property Trust Limited
Ground Floor, 18 Suffield Road (N15 5JX)	L	AGL126061	Northumberland & Durham Property Trust Limited
18a Suffield Road, Tottenham Road (N15 5JX)	L	NGL462616	Northumberland & Durham Property Trust Limited
22 Suffield Road, London (N15 5JX)	F	MX238709	Northumberland & Durham Property Trust Limited
24 Suffield road, London (N15 5JX)	F	MX388228	Grainger Seven Sisters Limited
24 Suffield Road, Tottenham, London	L	NGL432126	Northumberland & Durham Property Trust Limited
First Floor Flat, 24 Suffield Road, London (N15 5JX)	L	NGL436899	Northumberland & Durham Property Trust Limited
26 Suffield, Tottenham, London (N15 5JX)	F	MX238707	Northumberland & Durham Property Trust Limited
Access road on east side of Suffield Road	F	NGL318617	Grainger Seven Sisters Limited
1 West Green Road, Tottenham, London (N15 5BX)	F	MX241836	Grainger Seven Sisters Limited
709 Seven Sisters Road, Tottenham, London (N15 5JT)	F	MX237033	Northumberland & Durham Property Trust Limited
715, 721 and 723 Seven Sisters Road, 251 to 259 (odd numbers) High Road, 1A and 1B West Green Road, Broadway Works and the access road leading into Suffield Road	F	NGL233384	Grainger Seven Sisters Limited

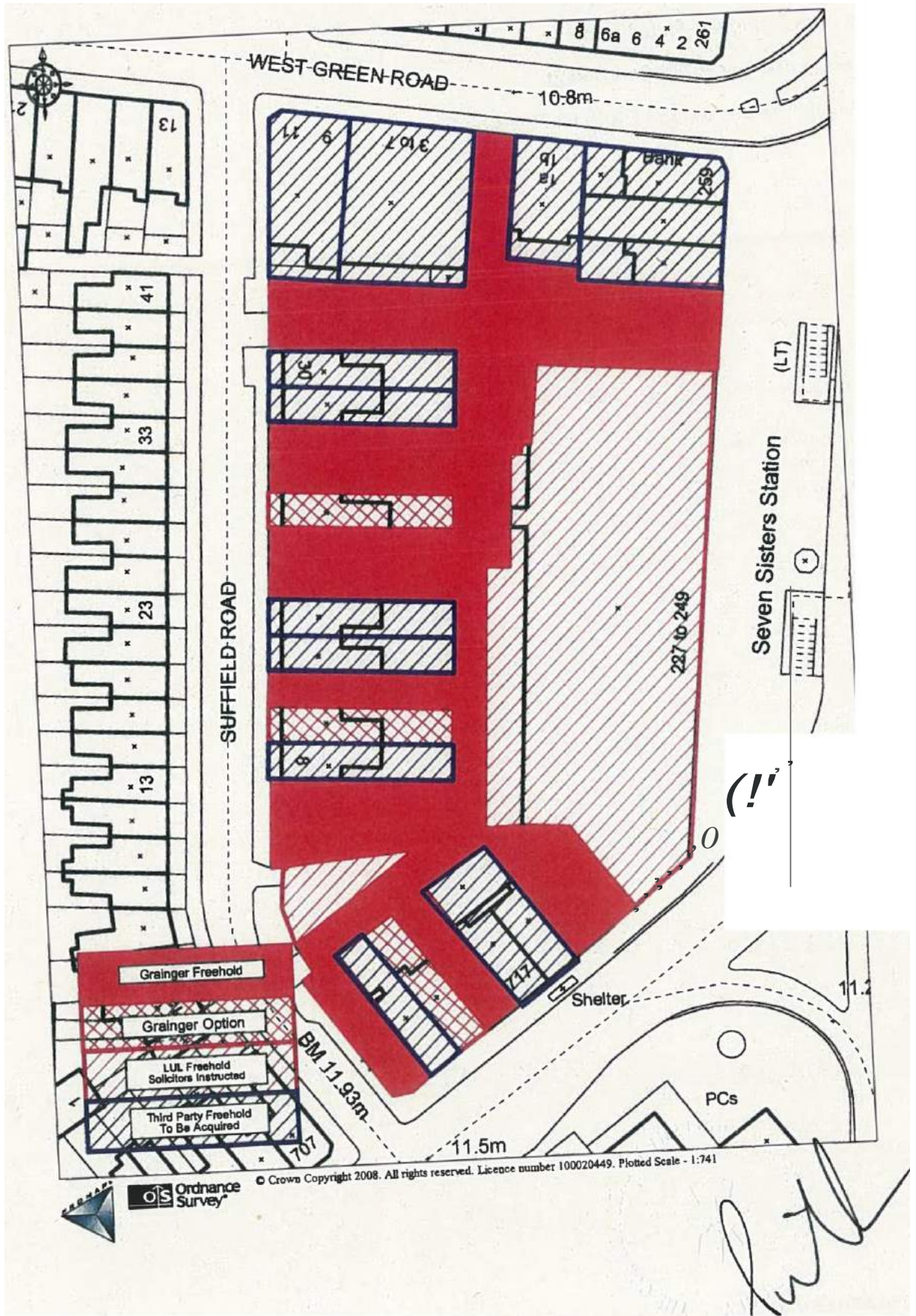
Schedule 2- Plans/Drawings

Site Assembly Plan

Plan identifying the Retail Units

Drawing number P(00) 01-parking

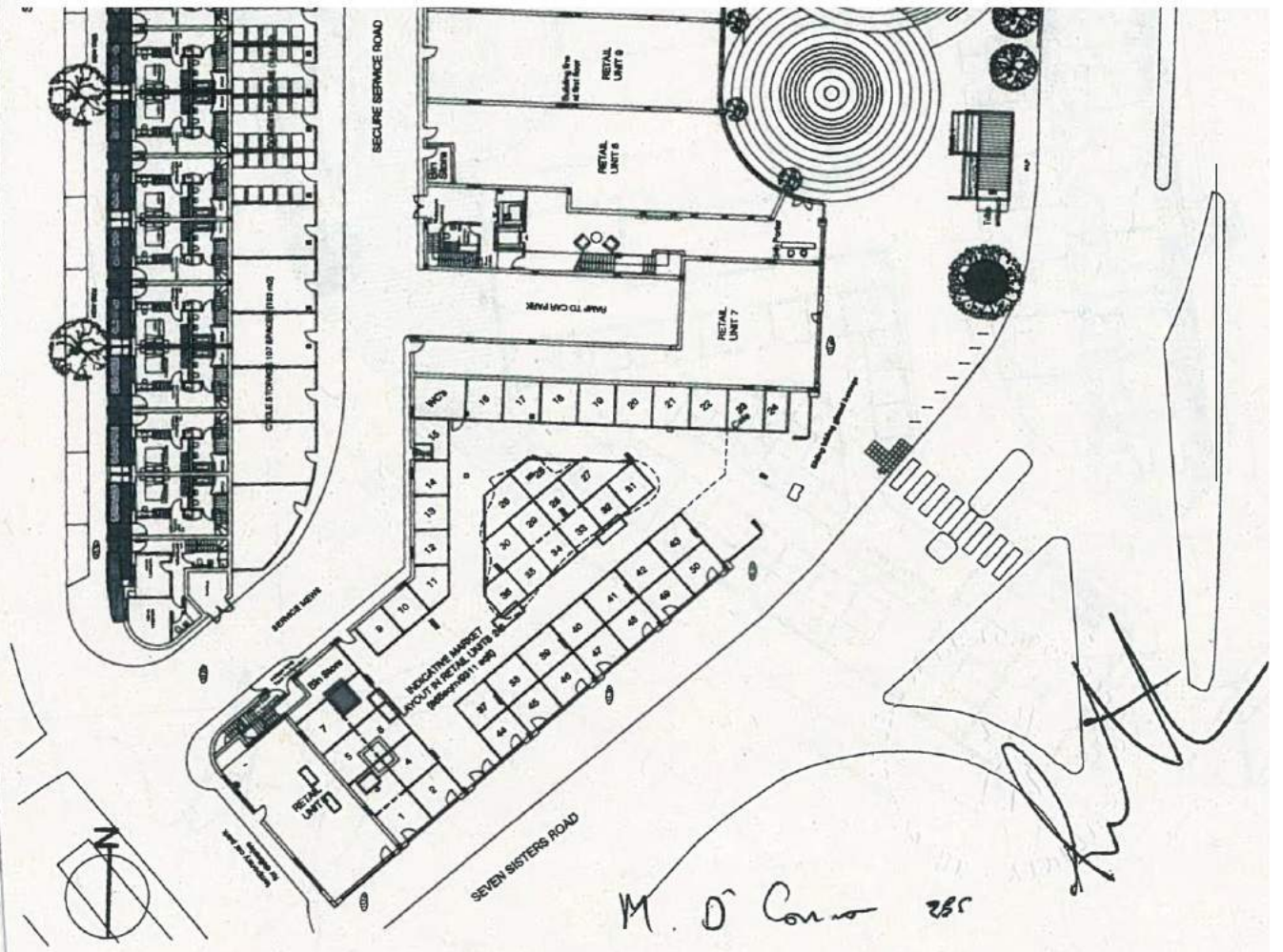
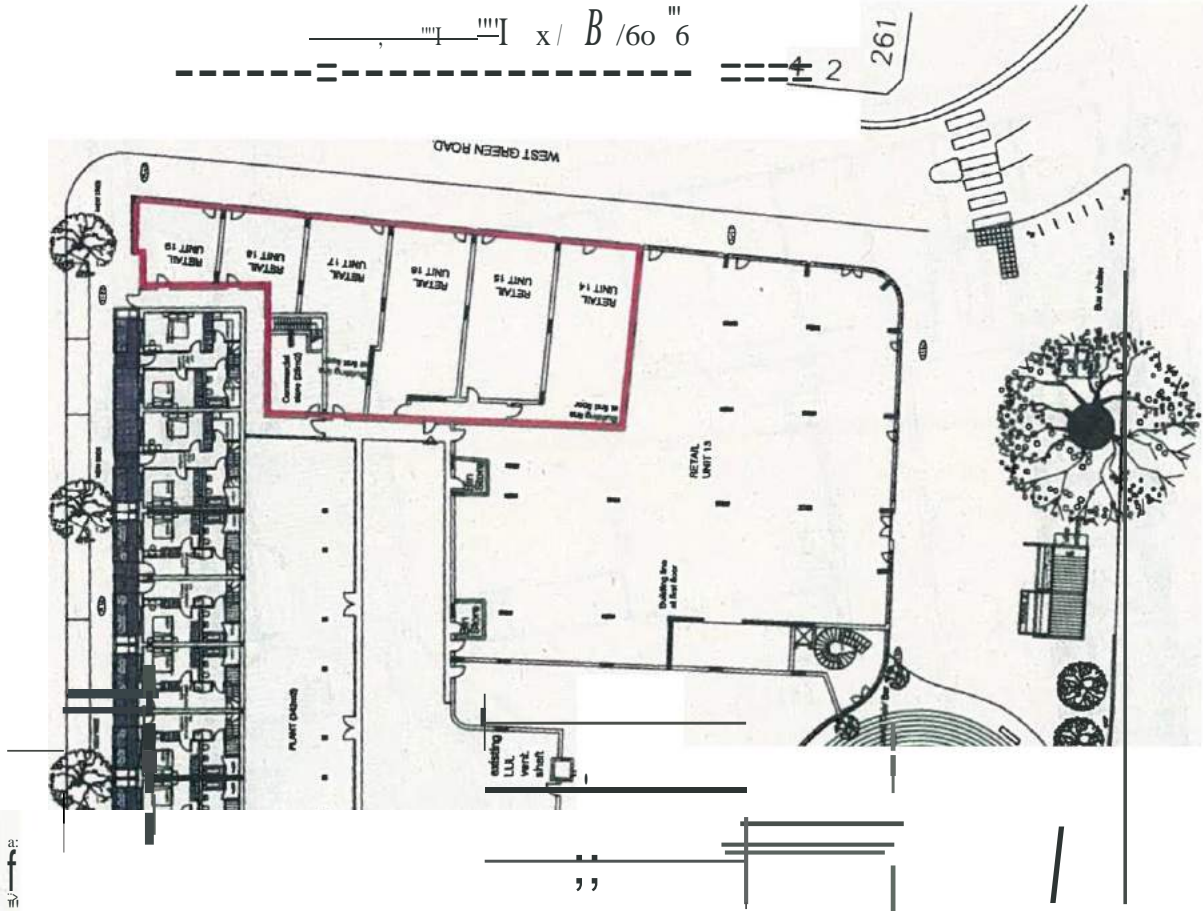
Drawing number 04-854 P(00) 01 Revision E



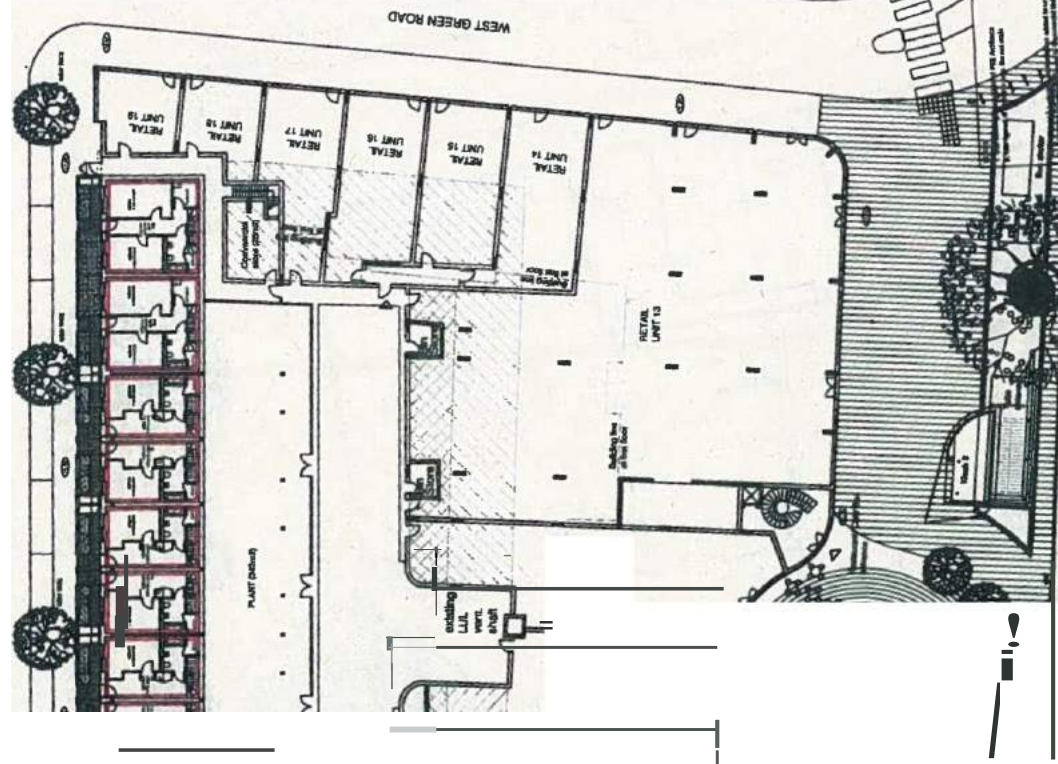
© Crown Copyright 2008. All rights reserved. Licence number 100020449. Plotted Scale - 1:741

Handwritten signature and date: 28/5

1" = 60' 6"



9

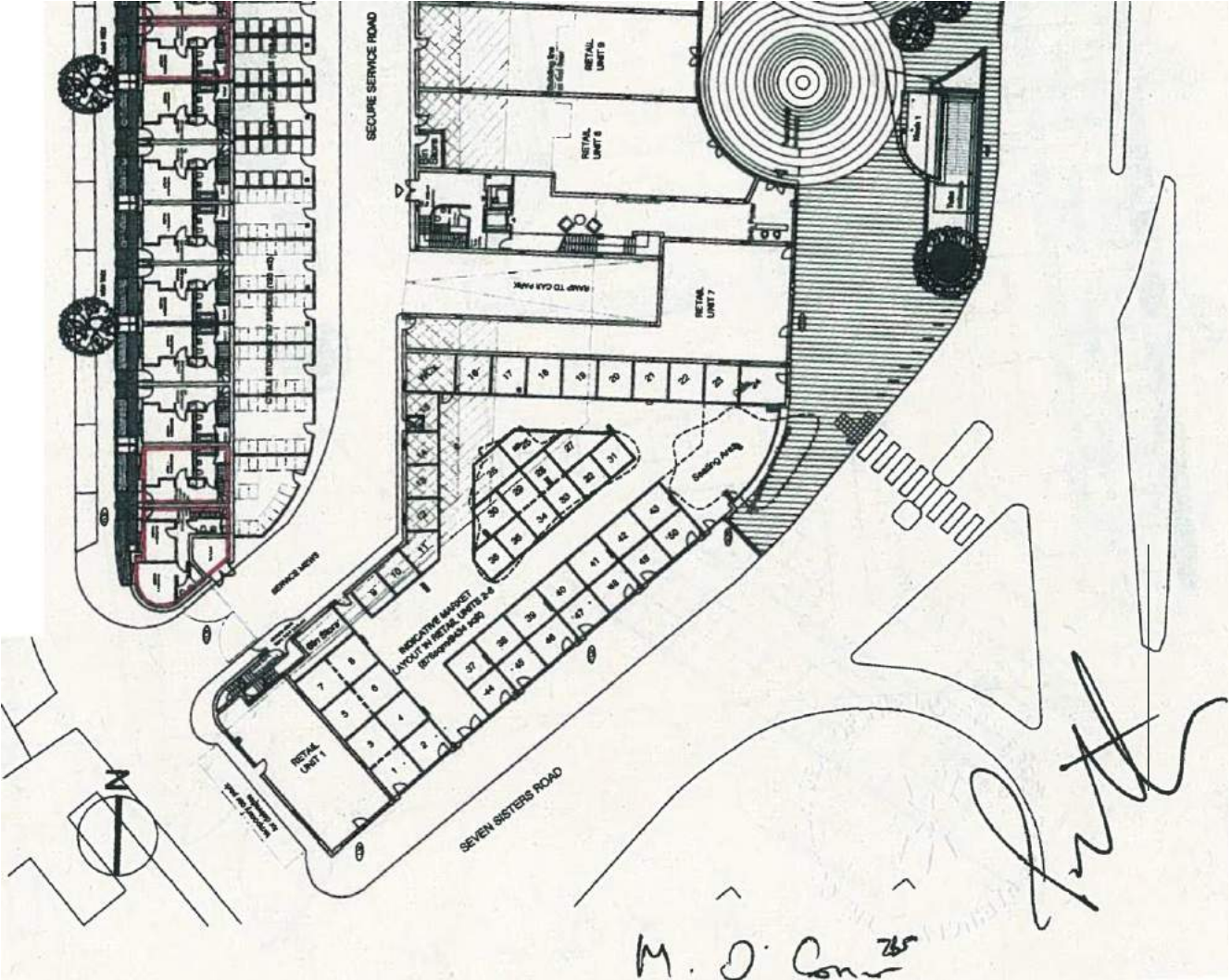


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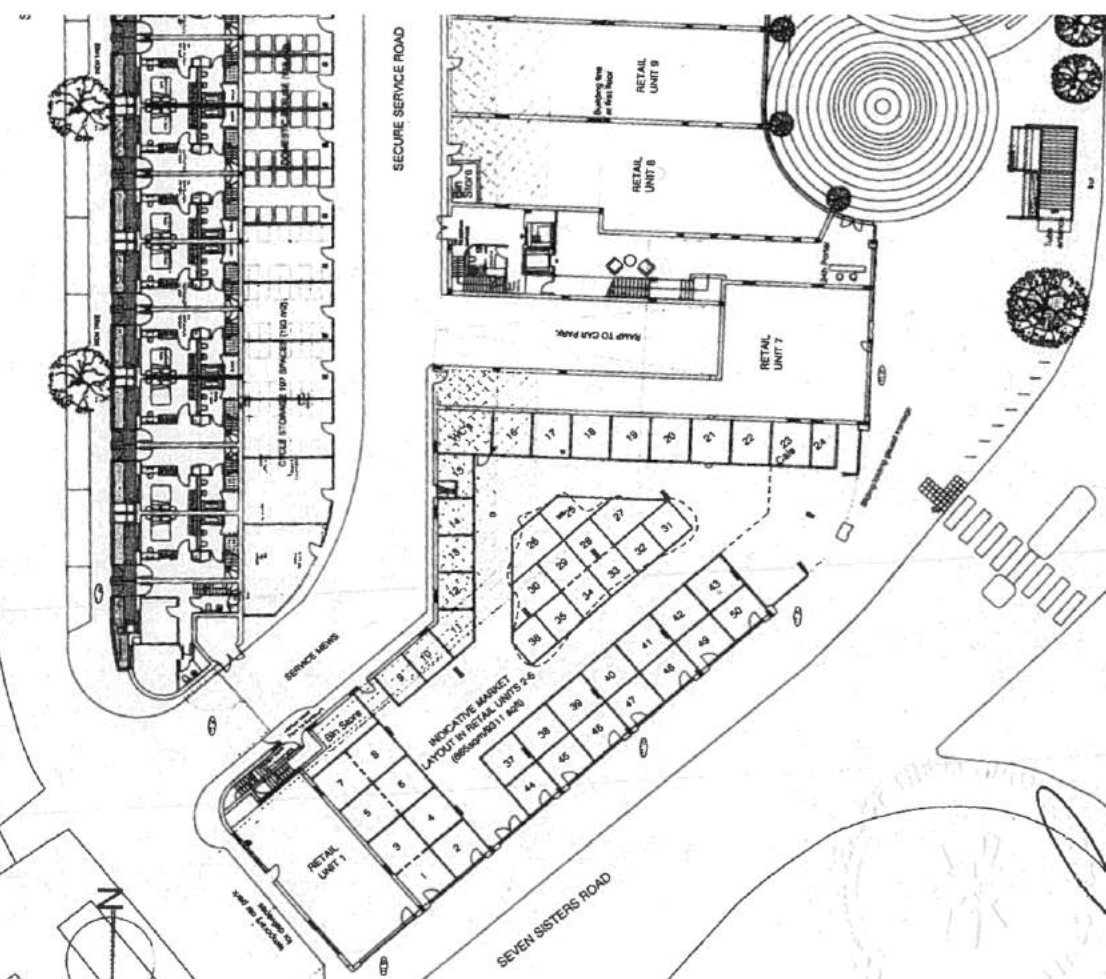
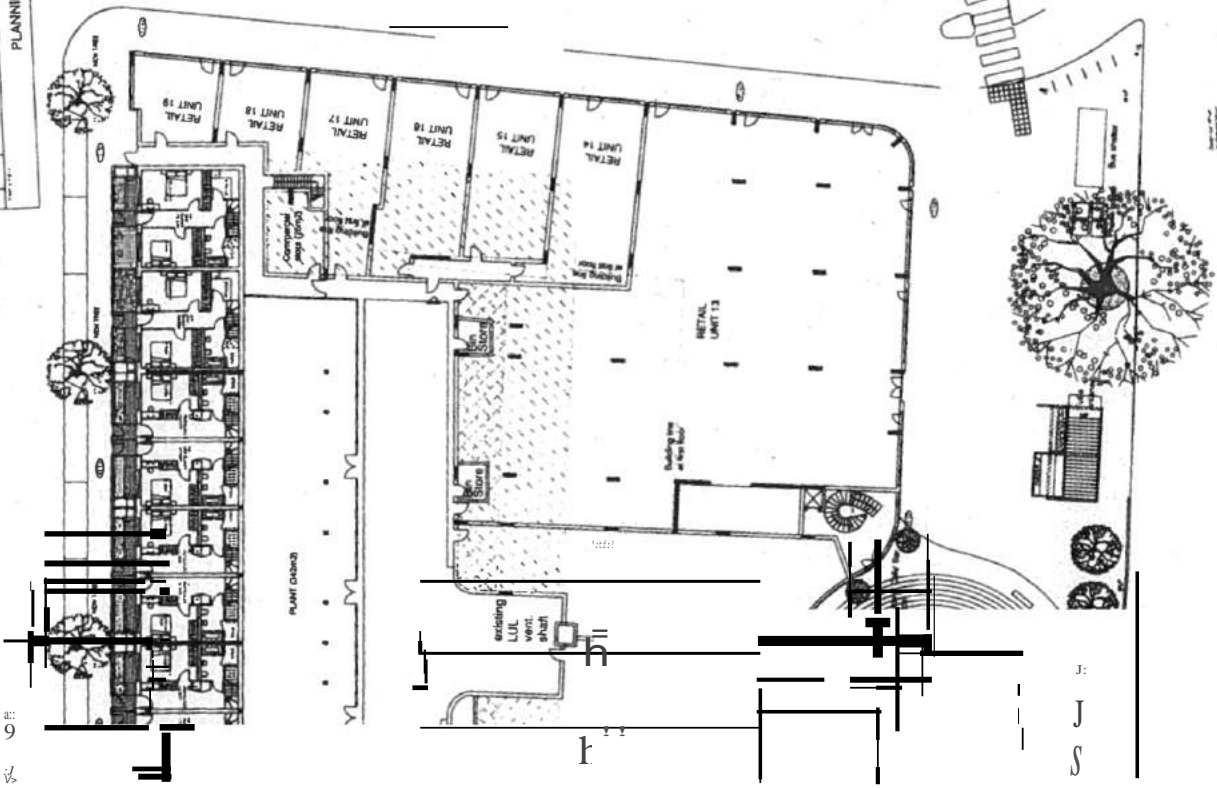
NO.	DATE	REVISION
1	10/10/11	ISSUED
2	11/10/11	REVISED
3	12/10/11	REVISED
4	01/11/12	REVISED

INFORMATION

PROJECT NO.	04-4864
PROJECT NAME	1111 West Green Road, Vancouver, BC V6E 2R8
CLIENT	Westcoast Properties Ltd.
DESIGNER	PTEA
DATE	01/11/12
DRAWN BY	...
CHECKED BY	...
APPROVED BY	...



ADV N33 IJ1S3M



PLANNING

1	Site plan showing the proposed development.
2	Site plan showing the proposed development with the proposed layout of the units.
3	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping.
4	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site.
5	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces.
6	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces and the proposed cycle paths.
7	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces and the proposed cycle paths and the proposed pedestrian routes.
8	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces and the proposed cycle paths and the proposed pedestrian routes and the proposed drainage system.
9	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces and the proposed cycle paths and the proposed pedestrian routes and the proposed drainage system and the proposed electrical and telecommunications infrastructure.
10	Site plan showing the proposed development with the proposed layout of the units and the proposed landscaping and the proposed access to the site and the proposed parking spaces and the proposed cycle paths and the proposed pedestrian routes and the proposed drainage system and the proposed electrical and telecommunications infrastructure and the proposed security measures.

M.O. 25/12

[Handwritten signature]

Schedule 3 – Draft Planning Permission

Mr Christopher Frost
ASP
Old Bank Chambers
London Road
Crowborough
East Sussex
TN62TT

On behalf of
Grainger PLC
C/O Agent

Planning Application Reference No. HGY/2012/0915

TOWN AND COUNTRY PLANNING ACT 1990
TOWN AND COUNTRY PLANNING GENERAL DEVELOPMENT ORDER 1995 (AS AMENDED)

NOTICE OF PLANNING PERMISSION

Location: Wards Comer Site, High Road N15

Proposal: Demolition of existing buildings and erection of a mixed use development comprising class C3 residential, class A1/A2/A3/A4 uses, with access, parking and associated landscaping and public realm improvements

In pursuance of their powers under the above Act, the London Borough of Haringey as Local Planning Authority hereby PERMIT the above development in accordance with the application dated 08/05/2012 and drawing numbers: 10153/F/01-01; 8444/T/01A-06, 02A-06, 03A-06, 04A-06, 05A-06 and 06A-06; P(00)21B; P(00)00A, 01E, 02C, 03C, 04C, 05B, 06B, 07C, 08C, 108, 1000, 101G, 1020, 110C, 1110 and 112A

SEE SCHEDULE OF CONDITIONS ATTACHED

Paul Smith
Head of Development Management
Planning, Regeneration & Economy

- NOTE:
1. Attention is particularly drawn to the schedule AP1 attached to the notice which sets out the rights of Applicants who are aggrieved by the decisions of the Local Planning Authority.
 2. This decision does not purport to convey any approval or consent which may be required under the Building Regulations 1991, any byelaws or any enactment other than the Town and Country Planning Act 1990.

HGY/2012/0915

The following conditions have been applied to this consent and these conditions must be complied with:

Implementation

1. The development hereby authorised must be begun not later than the expiration of 5 years from the date of this permission, failing which the permission shall be of no effect.

Reason: This condition is imposed by virtue of the provisions of the Planning & Compulsory Purchase Act 2004 and to prevent the accumulation of unimplemented planning permissions.

2. The development hereby authorised shall be carried out in complete accordance with the following plans as submitted to, and approved in writing by, the Local Planning Authority:-
10153/F/01-01; 8444/T/01A-06, 02A-06, 03A-06, 04A-06, 05A-06 and 06A-06; P(00)21B; P(OO)00A, 01E, 02C, 03C, 04C, 058, 068, 07C, OBC, 108, 1000, 101C, 1Q2D, 110C, 1110 and 112A

Reason: In order to ensure the development is carried out in accordance with the approved details and in the interests of amenity.

Materials

3. Notwithstanding the description of the materials in the application, no part of the development shall be commenced until precise details of the materials to be used in connection with that part have been submitted to and approved in writing by the Local Planning Authority. The development hereby authorised shall not be carried out otherwise than in accordance with the approved details.

Reason: In order to retain control over the external appearance of the development in the interest of the visual amenity of the area

4. Samples of all materials to be used for the external surfaces of the development shall be submitted to and approved in writing by the Local Planning Authority before any of the relevant part of the development is commenced. Samples should include sample panels of brick types, balcony and roofing materials combined with a schedule of the exact product references. The development hereby authorised shall not be carried out otherwise than in accordance with the approved details.

Reason: In order for the Local Planning Authority to retain control over the exact materials to be used for the proposed development and to assess the suitability of the samples submitted in the interests of visual amenity.

Hours of Construction

5. The construction works of the development hereby authorised shall not be carried out before 0800 or after 1800 hours Monday to Friday or before 0800 or after 1200 hours on Saturday and not at all on Sundays or Bank Holidays.

Reason: In order to ensure that the proposal does not prejudice the enjoyment of neighbouring occupiers of their properties.

Waste storage and recycling

6. A detailed scheme for the provision of refuse, waste storage and recycling within the site shall be submitted to and approved in writing by the Local Planning Authority prior to the commencement of the development hereby authorised. The scheme as approved shall be implemented prior to occupation of the development hereby authorised and permanently retained thereafter.

Reason: In order to protect the amenities of the locality.

Disabled Access

7. The entrance door to each of the retail units hereby authorised shall have a minimum width of 900mm, and a maximum threshold of 25mm.

Reason: In order to ensure that the shop unit is accessible to all those people who can be expected to use it in accordance with Policy RIM 2.1 'Access For All' of the Haringey Unitary Development Plan.

Shopfront Design

8. Detailed plans of the design and external appearance of the shopfronts hereby authorised, including details of the fascias, shall be submitted to and approved in writing by the Local Planning Authority before any shopfront is installed. All shopfronts shall be installed in accordance with the approved details.

Reason: In the interest of visual amenity of the area.

Secured by Design

9. The development hereby authorised shall comply with SS_8220 (1986) Part 1, 'Security Of Residential Buildings' and comply with the aims and objectives of the Police requirement of 'Secured By Design' and 'Designing Out Crime' principles.

Reason: In order to ensure that the proposed development achieves the required crime prevention elements as detailed by Circular 5/94 'Planning Out Crime'.

Parking and Loading/unloading

10. No part of the development hereby authorised shall be occupied unless car parking and loading and unloading facilities to serve that part have been provided in accordance with details previously submitted to, and approved in writing by, the Local Planning Authority. The approved facilities shall be permanently retained for the accommodation of vehicles of the occupiers, users, or persons calling at the premises and shall not be used for any other purposes.

Reason: In order to ensure that the proposed development does not prejudice the free flow of traffic or the conditions of general safety along the neighbouring highway.

11. Details of on site parking management plan shall be submitted to and approved by the local planning authority prior to the commencement of the use of the basement car parking area. The agreed plan shall be implemented prior to use of the basement car parking area and permanently maintained in operation.

Reason: In order to ensure that the proposed development does not prejudice the free flow of traffic or the conditions of general safety along the neighbouring highway.

Satellite Aerials

12. Notwithstanding the provisions of Article 4 (1) and Part 25 of Schedule 2 of the Town and Country Planning (General Permitted Development) Order 1995, no satellite antenna shall be erected or installed on any building hereby approved. The proposed development shall have a central dish / aerial system for receiving all broadcasts for the residential units created: details of such a scheme shall be submitted to and approved by the Local Planning Authority prior to the occupation of any part of the development hereby authorised, and the approved scheme shall be implemented and permanently retained thereafter.

Reason: In order to prevent the proliferation of satellite dishes on the development.

Drainage

13. The development hereby authorised shall not be commenced until details of drainage works (including a programme for implementation) have been submitted to and approved by the Local Planning Authority. The drainage works shall be carried out in accordance with the approved details.

Reason: In order to ensure a satisfactory provision for drainage on site and ensure suitable drainage provision for the authorised development.

Landscaping

14. Notwithstanding the details of landscaping referred to in the application, a landscaping scheme to include detailed drawings of:

- a. those existing trees to be retained;
- b. those existing trees to be removed;
- c. those existing trees which will require thinning, pruning, pollarding or lopping as a result of the development hereby authorised; and
- d. those new trees and shrubs to be planted together with a schedule of species,

shall be submitted to, and approved in writing by, the Local Planning Authority prior to the commencement of the development. Such an approved scheme of planting, seeding or turfing comprised in the approved details of landscaping shall be carried out and implemented in strict accordance with the approved details in the first planting and seeding season following the occupation of the building or the completion of development (whichever is sooner). Any trees or plants, whether existing or proposed, which, within a period of five years from the completion of the development, are removed, become damaged or diseased shall be replaced in the next planting season with similar and species. The landscaping scheme, once implemented, is to be maintained thereafter.

Reason: In order for the Local Authority to assess the acceptability of any landscaping scheme in relation to the site itself, thereby ensuring a satisfactory setting for the proposed development in the interests of the visual amenity of the area.

Environmental Management Plan/Air Quality Assessment

15. Details of a site specific environmental management plan as referred to in the Air Quality Assessment September 2007 shall be submitted to and approved by the Local Planning Authority prior to the commencement of the development hereby authorised. The agreed plan shall be implemented during the period of construction.

Reason: In order to ensure that the effects of the construction upon air quality is minimised.

Noise

16. Details of the specification of the glazing to be used in the development hereby authorised with the objective of reducing noise levels within the residential units shall be submitted to and approved by the Local Planning Authority prior to the commencement of the development hereby authorised. The residential units shall not be constructed (and maintained) otherwise than in accordance with the approved details.

Reason: In order to protect the amenities of occupiers of the residential units

17. The service road ventilation plant noise emissions shall be in accordance with the limiting sound pressure level referred to in the Noise and Vibration Exposure Assessment dated May 2012 as prepared by Alan Saunders Associates

Reason: In order to protect the amenity of the occupiers of the proposed development.

Cycle Parking

18. The development hereby authorised shall provide service covered storage for 234 cycle racks for the residential units and 11 cycle racks for the commercial units, a total of 245 cycle racks to be provided. These racks shall be provided prior to occupation of the relevant part of the development hereby authorised and shall be subsequently maintained.

Reason: In order to promote a sustainable mode of travel and improve conditions for cyclists at this location.

Commercial Opening Hours

19. The commercial units hereby authorised shall not be open to the public before 0700 or after 0100 hours on any day.

Reason: In order to protect the amenity of adjoining residential occupiers.

Servicing and deliveries

20. A servicing and delivery plan shall be submitted to, and approved in writing by, for the local planning authority prior to occupation of the development hereby authorised. The plans should provide details on how servicing and deliveries will take place including access via the proposed service gate and the need to avoid the AM and PM peak periods wherever possible. All servicing and delivery to the development hereby authorised shall be undertaken in accordance with the approved plan.

Reason: To reduce traffic and congestion on the transportation and highways network.

21. A construction management plan shall be submitted to, and approved in writing by, the local planning authority prior to the commencement of construction work on site. The plan should provide details on how construction work (including demolition) would be undertaken in a manner that minimizes disruption to traffic and pedestrians on A503 Seven Sisters Road and Suffield Road and avoids the AM and PM peak periods wherever possible. All works of construction relating to the development hereby authorised shall be undertaken in accordance with the approved plan.

Reason: To reduce congestion and mitigate any obstruction to the flow of traffic on the transportation

Climate Change Mitigation

22. The residential development hereby authorised shall comply with Part L of 2010 Building Regulations.

Reason: To be consistent with London Plan Policies 5.2 and 5.3 and UDP Policy UD2 Sustainable Design and Construction.

Energy Modelling

23. Energy models for the commercial units hereby authorised based on NCM compliant methods shall be submitted to, and approved in writing by, the Local Planning Authority prior to commencement of works in relation to those units. The commercial units hereby authorised shall not be constructed otherwise than in accordance with the approved details.

Reason: To be consistent with London Plan Policies 4A.1 and 4A.7 and UDP Policy UD2 Sustainable Design and Construction.

Demolition Management Plan

24. Prior to the commencement of the development hereby approved, a demolition management plan detailing the method of demolition, all construction vehicle activity related to demolition works, noise, dust and vibration mitigation measures and suitable measures to enhance the external appearance of the site, including appropriate additional lighting, associated with the development hereby approved shall be submitted to, and approved in writing by the Local Planning Authority. Works of demolition associated with the development hereby authorised shall not be undertaken otherwise than in accordance with the approved management plan.

Reason: To protect the existing amenity of the surrounding area.

Photovoltaics

25. Notwithstanding the drawings submitted with the application, details and drawings of the proposed photovoltaic equipment shall be submitted to, and approved in writing by, the Local Planning Authority prior to commencement of the development hereby authorised. Such approved scheme shall be implemented prior to occupation of the development hereby authorised and shall be permanently retained.

Reason: In order to ensure the development meets the appropriate design and sustainability standards as required by London Plan Policies 5.2 and 5.3 and UDP Policy UD2 Sustainable Design and Construction.

Green/Brown Roof

26. Notwithstanding the drawings submitted with the application, details and drawings of the proposed green/brown roof shall be submitted to, and approved in writing by, the Local Planning Authority prior to commencement of the development hereby authorised. Such approved scheme shall be implemented prior to the occupation of the development hereby authorised and shall be permanently retained.

Reason: In order to ensure the satisfactory provision of the green/brown roof in the interests of sustainability

Piling Method Statement

27. No impact piling shall take place until a piling method statement (detailing the type of piling to be undertaken and the methodology by which such piling will be carried out, including measures to prevent and minimise the potential for damage to subsurface water infrastructure, and the programme for the works) has been submitted to and approved in writing by the local planning authority. Any piling must be undertaken in accordance with the terms of the approved piling method statement.

Reason: The proposed works will be in close proximity to underground water utility infrastructure. Piling has the potential to impact on local underground water utility infrastructure.

Water Infrastructure

28. Impact studies of the existing water supply infrastructure shall be submitted to, and approved in writing by, the local planning authority prior to the commencement of the development hereby authorised. The studies should determine the magnitude of any new additional capacity required in the system and a suitable connection point. The development hereby authorised shall not be carried out otherwise than in accordance with the approved studies.

Reason: To ensure that the water supply infrastructure has sufficient capacity to cope with the/this additional demand.

Electric Vehicle Charging Point

29. 20% of all residential parking spaces hereby authorised shall be fitted with electric vehicle charging points (EV P's), with a further 20% having passive provision.

Reason: To encourage the uptake of electric vehicles in accordance with London Plan Policy 6.13.

Land Contamination

30. Before development commences other than for investigative work:

a) A desktop study shall be carried out which shall include the identification of previous uses, potential contaminants that might be expected, given those uses, and other relevant information. Using this information, a diagrammatical representation (Conceptual Model) for the site of all potential contaminant sources, pathways and receptors shall be produced. The desktop study and Conceptual Model shall be submitted to the Local Planning Authority. If the desktop study and Conceptual Model indicate no risk of harm, development shall not commence until approved in writing by the Local Planning Authority.

b) If the desktop study and Conceptual Model indicate any risk of harm, a site investigation shall be designed for the site using information obtained from the desktop study and Conceptual Model. This shall be submitted to, and approved in writing by, the Local Planning Authority prior to that investigation being carried out on site. The investigation must be comprehensive enough to enable:-

- a risk assessment to be undertaken,
- refinement of the Conceptual Model, and
- the development of a Method Statement detailing the remediation requirements.

The risk assessment and refined Conceptual Model shall be submitted, along with the site investigation report, to the Local Planning Authority.

c) If the risk assessment and refined Conceptual Model indicate any risk of harm, a Method Statement detailing the remediation requirements, using the information obtained from the site investigation, and also detailing any post remedial monitoring shall be submitted to, and approved in writing by, the Local Planning Authority prior to that remediation being carried out on site.

Reason: To ensure the development can be implemented and occupied with adequate regard for environmental and public safety.

Rainwater harvesting system

31. Details for the provision of rainwater harvesting shall be submitted to and approved by the Local Planning Authority prior to the commencement of development. Such details shall include an assessment of the feasibility of the harvesting system meeting 100% of the predicted maximum requirements for additional water (in a year with low rainfall). The development shall not be carried out otherwise than in accordance with the details so approved.

Reason: In order to minimise rainwater run-off and reduce water demand in the interest of environmental sustainability.

London Underground

32. The development hereby permitted shall not be commenced until detailed design and method statements (in consultation with London Underground) for all of the foundations, basement and ground floor structures, or for any other structures below ground level, including piling (temporary and permanent), have been submitted to and approved in writing by the local planning authority which:

- " provide details on all structures
- accommodate the location of the existing London Underground structures and tunnels
- accommodate ground movement arising from the construction thereof
- " and mitigate the effects of noise and vibration arising from the adjoining operations within the structures and tunnels.

No part of the development shall be occupied until all the works identified in the approved design and method statements have been completed.

Reason: To ensure that the development does not impact on existing London Underground transport infrastructure, in accordance with London Plan policy 3C.4 and 'Land for Transport Functions' Supplementary Planning Guidance,

INFORMATIVES

A. The development hereby authorised is subject to covenants contained within a planning obligation entered into pursuant to Section 106 of the Town and Country Planning Act 1990 (as amended).

B. The new development will require naming/numbering. The applicant should contact the Transportation Group at least six weeks before the development is occupied (tel. 020 8489 5573) to arrange for the allocation of a suitable address.

C. There are public sewers crossing or close to the development. In order to protect public sewers and to ensure that Thames Water can gain access to those sewers for future repair and maintenance, approval should be sought from Thames Water where the erection of a building or an extension to a building or underpinning work would be over the line of, or would come within 3 metres of a public sewer. Thames Water will usually refuse such approval in respect of the construction of new buildings, but approval may be granted in some cases for extensions to existing buildings. The applicant is advised to contact Thames Water Developer Services on 0845 850 2777 to discuss the options available at this site.

D. There are large water mains adjacent to the proposed development. Thames Water will not allow any building within 5 metres of them and will require 24 hours access for maintenance purposes. Please contact Thames Water Developer Services, Contact Centre on Telephone No: 0845 850 2777 for further information.

E. With regard to surface water drainage it is the responsibility of a developer to make proper provision for drainage to ground, water courses or a suitable sewer. In respect of surface water it is recommended that the applicant should ensure that storm flows are attenuated or regulated into the receiving public network through on or off site storage. Connections are not permitted for the removal of Ground Water. Where the developer proposes discharge to a public sewer, prior approval from Thames Water Developer Services will be required. They can be contacted on 0845 850 2777.

F. In accordance with Section 34 of the Environmental Protection Act and the Duty of Care, any waste generated from construction/excavation on site is to be stored in a safe and secure manner in order to prevent its escape. Its handling, storage, use, disposal and transport must be controlled. Waste must be removed by a registered carrier and disposed of at an appropriate waste management licensed facility following the waste transfer or registration system, whichever is appropriate.

G. A contribution towards the interchange between rail and underground in order to widen corridors/walkways to the London Underground station may be required. TfL welcomes further discussion about this matter.

H. The applicant is advised to contact Thames Water Developer Services on 0845 850 2777 to discuss the details of the piling method statement.

I. The units within the proposed market (including unit(s) proposed for cafe/restaurant use) that abut the pavement should be designed in a way that allows each unit to open onto the pavement on Seven Sisters and Tottenham High Road.

J. Members of the Planning Sub-committee should have the opportunity to be involved in the process of approving the exterior materials to be used on the development where those details are submitted for the purposes of discharging conditions 3 and 4 of the permission.

K. The applicant is advised to contact London Underground Infrastructure Protection in advance of preparation of final design and associated method statements, in particular with regard to: demolition; excavation; construction methods; security; boundary treatment; safety barriers; landscaping and lighting.

REASONS FOR APPROVAL

a) It is considered that the principle of this development is supported by National, Regional and Local Planning policies which seek to promote regeneration through housing, employment and urban improvement to support local economic growth.

b) Having regard to paragraphs 128 and 129 of the National Planning Policy Framework the local planning authority agrees with the expert advice produced on behalf of the applicant regarding the significance of the designated heritage asset. In particular, it is accepted that:

(i) the character of the Conservation Area has been substantially determined by the High Road (together with the buildings flanking it) and the impact of changing transport requirements/infrastructure, land use, social structures and retail facilities;

(ii) the Conservation Area and its immediate setting are not now generally characterised by consistency of architectural or townscape style, appearance or quality;

(iii) the Wards Corner building has been substantially altered and significant elements of its original design have been lost, all of which detract from any significance that it had;

(iv) the terrace formed by 229 - 259 High Road has been seriously compromised by alterations and poor quality shop-fronts; and

(v) with the exception of 1A and 1B West Green where a small positive contribution is acknowledged, the buildings on site are considered to provide only a neutral contribution.

c) The scheme is considered to be of a high-quality design which enhances the character and appearance of the conservation area by having a bulk, massing and design which is commensurate to the location and is sympathetic to the architectural language of the Tottenham High Road Corridor/Seven Sisters /Page Green / Conservation Area. The scheme reinforces local distinctiveness and addresses connectivity between people and places and the integration of new development into the built historic environment. It is considered that the development proposal will result in less than substantial harm to the significance of the designated heritage asset and any harm is outweighed by the public benefits brought about by regeneration of the site. The scheme is considered to comply with paragraph 134 of the National Planning Policy Framework. Even if (which is not accepted by the local planning authority) the proposal was considered to result in substantial harm to the designated heritage asset, it is considered that such harm is outweighed by the Substantial public benefits that arise.

d) The Planning Application has been assessed against and on balance is considered to comply with the:

o National Planning Policy Framework;
o London Plan Policies 2.15 'Town centres', 3.3 'Increasing housing supply', 3.4 'Optimising housing potential', 3.5 'Quality and design of housing developments', 3.6 'Children and young people's play and informal recreation facilities', 3.8 'Housing choice', 3.9 'Mixed and balanced communities', 3.12 'Negotiating affordable housing on individual private residential and mixed use schemes', 4.1 'Retail and town centre development', 4.8 'Supporting a successful and diverse retail sector', 4.9 'Small shops', 4.12 'Improving opportunities for all', 5.2 'Minimising carbon dioxide emissions', 5.3 'Sustainable design and construction', 5.7 'Renewable energy', 5.10 'Urban greening', 5.11 'Green roofs and development site environs', 5.14 'Water quality and wastewater infrastructure', 5.15 'Water use and supplies', 5.21 'Contaminated land', 6.3 'Assessing effects of development on transport capacity', 6.5 'Funding Crossrail and other strategically important transport infrastructure', 6.9 'Cycling', 6.10 'Walking', 6.12 'Road network capacity', 6.13 'Parking', 6.14 'Freight', 7.1 'Building London's neighbourhoods and communities', 7.2 'An inclusive environment', 7.3 'Designing out crime', 7.4 'Local character', 7.5 'Public realm', 7.6 'Architecture', Policy 7.8 'Heritage assets and Archaeology', 7.9 'Heritage-led regeneration', 7.15 'Reducing noise and enhancing soundscapes'; and

o London Borough of Haringey Unitary Development Plan (UDP) 2006 Policies G2 'Development and Urban Design', G3'Housing Supply', UD2 'Sustainable Design and Construction', UD3 'General Principles', UD4 'Quality Design', UD6 'Mixed Use Developments', UD9 'Locations for Tall Buildings', HSG1 'New Housing Developments', HSG4 'Affordable Housing', HSG7 'Housing for Special Needs', AC3 'Tottenham High Road Regeneration Corridor', M2 'Public Transport Network', M3 'New Development Location and Accessibility', M5 'Protection, Improvements and Creation of Pedestrian and Cycle Routes', M9 'Car- Free Residential Developments', M10 'Parking for Development', CSV1 'Development in Conservation Areas', CSV2 'Listed Buildings', CSV3 'Locally Listed Buildings and Designated Sites of Industrial Heritage Interest', CSV7 'Demolition in Conservation Areas', EMP3 'Defined Employment Areas- Employment Locations', EMP5 'Promoting Employment Uses', ENV1 'Flood Protection: Protection of the Floodplain and Urban Washlands', ENV2 'Surface Water Runoff', ENV4 'Enhancing and Protecting the Water Environment' ENV5 'Works Affecting Watercourses', ENV6 'Noise Pollution', ENV7 'Water and Light Pollution', ENV11 'Contaminated Land' and ENV13 'Sustainable Waste Management'.

Paul Smith
Head of Development Management
Planning, Regeneration & Economy



APPEALS TO THE SECRETARY OF STATE TOWN AND COUNTRY PLANNING ACT 1990

Notes for guidance about appeal procedures in England.

- If you are aggrieved by the decision of your local planning authority to refuse permission for the proposed development or to grant it subject to conditions, then you can appeal to the Secretary of State for the Environment under Section 78 of the Town & Country Planning Act 1990.
- If you want to appeal then you must do so within six months from the date of the local planning authority's decision against which you are appealing or if the decision relates to the same or substantially the same land and development as is already the subject of an enforcement notice you must appeal within 28 days of the date of this notice. If an enforcement notice is subsequently served then you have 28 days from the date of the enforcement notice or 6 months of this decision whichever period expires earlier, using a form which you can get from:-

The Planning Inspectorate
Temple Quay House
2 The Square
Temple Quay
Bristol
BS1 6PN

Tel: 0117 372 6372 Fax: 0117 372 8782

www.planning-inspectorate.gov.uk
- The Secretary of State can allow a longer period for giving notice of an appeal, but he will not normally be prepared to use this unless there are special circumstances which excuse the delay in giving notice of appeal.
- The Secretary of State need not consider an appeal if it seems to him that the local planning authority could not have granted planning permission for the proposed development or could not have granted it without the conditions it imposed, having regard to the statutory requirements, to the provision of the development order and to any directions given under the order.
- In practice, the Secretary of State does not refuse to consider appeals solely because the local planning authority based its decision on a direction given by him.

Purchase Notices

- If either the local planning authority or the Secretary of State for the Environment refuses permission to develop land or grants it subject to conditions, the owner may claim that he can neither put the land to reasonably beneficial use in its existing state nor can he render the land capable of a reasonably beneficial use by the carrying out of any development which has been or would be permitted.
- In these circumstances, the owner may serve a purchase notice on the London Borough Council in whose area the land is situated. This notice will require the Council to purchase his interest in the land in accordance with the provisions of Part VI of the Town and Country Planning Act 1990.

Compensation

- In certain circumstances compensation may be claimed from the local planning authority if permission is refused or granted subject to conditions by the Secretary of State on an appeal or on reference of the application to him.
- These circumstances are set out in Parts IV and V and related provisions of the Town and Country Planning Act 1990.

Schedule 4- Developer's Covenants

1 Control of the Site

- 1.1 To provide the Council with no less than six (6) months' prior written notice of the Commencement of the Development.
- 1.2 Not to Commence the Development unless and until the part of the Site on which the Development is to be carried out is under the Developer's control.

2 Deed of Confirmation

- 2.1 Not to Commence the Development unless and until a further planning obligation (mutatis mutandis the terms of this Deed) has been completed (pursuant to Section 106 of the 1990 Act) in favour of the Council so as to bind the entirety of interests in the Site (to the extent that such interests are capable of being so bound).

3 Traders Financial Assistance Sum and the New Market Area

- 3.1 No later than six (6) months before the Closure Date to pay the Traders Financial Assistance Sum to the Council.
- 3.2 To procure that the Market Operator offers to the Traders (and each of them) the right to take either a lease or a licence (as determined by the Developer and/or the Market Operator) of a stall in the New Market Area which is equivalent in size to their existing stall in the Market on the following terms:-
 - (a) a rent or a licence fee, which equates to a discount of thirty percent (30%) less than the rent or fee that would be chargeable based upon an open market valuation of the stall for a use within use class A1 of the Use Classes Order for the first eighteen (18) months of occupation of the stall in the New Market Area; and
 - (b) thereafter a rent or licence fee, which equates to the rent or fee that would be chargeable based upon an open market valuation of the stall for a use within use class A1 of the Use Classes Order,

PROVIDED THAT for the avoidance of any doubt this Paragraph applies only to the Traders (and each of them) PROVIDED FURTHER THAT if a Trader declines to take a lease or a licence of a stall in the New Market Area on the terms set out above the Developer will be entitled to offer that stall to such other person as it shall determine (acting reasonably).

- 3.3 To consult with the Traders about the internal layout of the New Market Area and to take into account any representations and views that are received from the Traders in response to such consultation.

4 West Green Road Improvement Fund

- 4.1 No later than six (6) months after Commencement of the Development to pay the West Green Road Improvement Fund to the Council.

5 Considerate Contractors Scheme

- 5.1 To use Reasonable Endeavours to ensure that the Development is carried out in accordance with the Considerate Contractors Scheme.

6 Resident Parking Permit Restriction

6.1 Subject to Paragraph 6.2 of this Schedule, any relevant transfer of an interest in the Covenant Land (whether by disposal of the freehold or the grant of a lease) shall provide that occupiers and residents of the Development (including their respective successors in title), as well as the Developer (and any successor in title), will not be eligible to make an application to the Council for a Resident Parking Permit and covenant not to do so.

6.2 The restriction in Paragraph 6.1 of this Schedule:-

- (a) shall only apply for so long as the Traffic Management Order contains a car-free designation for the area within which the Covenant Land is situated; and
- (b) shall not apply to the Suffield Road Units in any event.

6.3 Prior to the Occupation of any Dwelling (save for a Suffield Road Unit) any prospective resident of the Dwelling shall be informed by the Developer that all residents shall not be entitled to apply for a Resident Parking Permit and every tenancy, licence, lease or transfer to any resident shall include an obligation for the resident to comply with the terms of the restriction set out in Paragraph 6.1 of this Schedule PROVIDED THAT for the avoidance of any doubt this Paragraph does not apply to the Suffield Road Units.

7 **Amendment to the Traffic Management Order**

7.1 Not to Commence the Development unless and until the Traffic Management Order Amendment Contribution has been paid to the Council.

8 **Closure of the Market**

8.1 No later than six (6) months before Commencement of the Development to:-

- (a) serve the Closure Notice; and
- (b) notify the Council in writing of the Closure Date.

9 **Market Lease**

9.1 Not to enter into the Market Lease (or a binding and unconditional agreement to enter into the Market Lease) until:-

- (a) a draft of the Market Lease has been provided to the Mayor of London and he has been provided with a reasonable period of time (being no less than twenty eight (28) days) within which to comment upon it; and
- (b) the Developer has taken into account any representations that are received from the Mayor of London during such period.

9.2 To use Reasonable Endeavours to enter into the Market Lease (or a binding and unconditional agreement to enter into the Market Lease) PROVIDED THAT:-

- (a) if the Market Condition is not satisfied there shall be no requirement to enter into the Market Lease and/or to provide the New Market Area; and
- (b) if the Market Lease (or a binding and unconditional agreement to enter into the Market Lease) has not been completed with a Market Operator by the date which is six (6) months before Practical Completion, there shall be no requirement to enter into the Market Lease and/or to provide the New Market Area.

9.3 To keep the Council and the Greater London Authority regularly informed about progress of both the Market Lease and satisfaction of the Market Condition.

10 Marketing and Letting Strategy of the Residential Development

10.1 To develop and promote a marketing and letting strategy for the Residential Development which targets potential future owner-occupiers and tenants and is focused initially at local residents whilst not precluding simultaneous or subsequent marketing to other areas.

11 Retail Units

11.1 To use Reasonable Endeavours to develop and promote a marketing and letting strategy for the Retail Units which:-

- (a) is consistent with the promotion of West Green Road as a district centre with a focus on independent trading;
- (b) provides for rents that are consistent with rents being paid for units of a similar size and nature in the vicinity of the Site.

11.2 Not to let the first Retail Unit without the written approval of the Council PROVIDED THAT if no substantive response is received from the Council within ten (10) Working Days of a request being made by the Developer, then approval shall be deemed to have been given PROVIDED FURTHER THAT no approval of the Council shall be required pursuant to this Paragraph in any event if a letting is proposed to be made to a person or organisation whose existing place of trading is within the Council's administrative area.

11.3 Not to amalgamate any of the Retail Units so as to form a larger unit without the written approval of the Council PROVIDED THAT if no substantive response is received from the Council within ten (10) Working Days of a request being made by the Developer, then approval shall be deemed to have been given.

11.4 Not to construct the Retail Units otherwise than in accordance with the ground floor plan (being drawing number 04-854 P(OO) 01 E as appended at Schedule 2 to this Deed) as submitted in support of the Application, unless otherwise agreed in writing by the Council.

12 CCTV

12.1 No later than twelve (12) months after Commencement of the Development to establish a management company that will have responsibility for future management and security of the Development.

12.2 To ensure that the management company established pursuant to Paragraph 12.1 of this Schedule oversees future management and security of the Development.

12.3 Not to Occupy the Development unless a CCIV system and central monitoring suite has been established and is operational.

13 Monitoring

13.1 Unless otherwise agreed in writing by the Council, no later than six (6) months after the earlier of: (i) the Unconditional Date; (ii) service of the Closure Notice, to submit the Baseline Study to the Council for approval.

13.2 To update the Baseline Study at each of the following:-

- (a) upon service of the Closure Notice (only if service of the Closure Notice occurs after the Unconditional Date);
- (b) upon Commencement of the Development (only if Commencement of the Development occurs after the Unconditional Date); and
- (c) each anniversary of the date of Commencement of the Development until Practical Completion

PROVIDED THAT the Developer shall not be obliged to include within the Baseline Study (or any update of it) any business that has either ceased to trade or has confirmed that it does not intend to relocate to the New Market Area.

14 Locallabour

14.1 From the Commencement of the Development, to:-

- (a) ensure that the recruitment, employment, training and career development arrangements of all contractors (employed from the commencement of construction of the Development to Practical Completion) and occupiers of the Development reflect the principles and objectives of the Haringey Guarantee Programme;
- (b) liaise with the Council and local employment training agencies to identify job opportunities and skill needs within the Development and to procure that contractors appointed to carry out the Development enter into equivalent liaison arrangements;
- (c) use Reasonable Endeavours to procure that its contractors target the offer of employment to twenty (20) individuals (who immediately prior to such employment live in the Tottenham Area) on an apprentice basis during the construction phase of the Development and to liaise with the College of Haringey to secure the offer of those apprenticeship places;
- (d) work with the Council to implement measures that aim to secure that all of the new jobs within the Development (during construction and following Occupation) are made available in the first instance to residents of the borough of Haringey and to agree with the Council a mechanism for advertising such jobs;
- (e) work with the Council to support measures that promote the Tottenham Area as an area for business and the services provided by local businesses;
- (f) advertise supply chain opportunities arising from the Development to local businesses in the borough of Haringey; and
- (g) prepare and submit to the Council an annual statement setting out how the requirements of this Paragraph have been achieved each year until twelve (12) months after first Occupation of the Development.

15 Open Space

15.1 Unless otherwise agreed in writing with the Council, not to Commence the Development unless an agreement(s) has been entered into pursuant to section 278 of the 1980 Act to secure the completion of:-

- (a) improvements to footways on West Green Road and Suffield Road;

- (b) public realm works to the entrance of Seven Sisters Underground Station;
and
 - (c) replacement bus stops on the High Road.
- 15.2 No later than twelve (12) months after Commencement of the Development to submit for approval by the Council a scheme setting out details of the provision and future maintenance of the Open Space.
- 15.3 Not Occupy the Development otherwise than in accordance with the scheme approved pursuant to Paragraph 15.2 of this schedule.
- 16 **Travel Plans**
- 16.1 Not to Occupy the Residential Development unless a travel plan co-ordinator who will be responsible for monitoring the travel plan has been appointed and his contact details have been provided to the Council.
- 16.2 Not to Occupy the Residential Development unless a travel plan in respect of the Residential Development has been submitted to, and approved writing by, the Council PROVIDED THAT the travel plan shall include:
- (a) a programme for implementation;
 - (b) provision of welcome packs (containing public transport and cycling/walking information, bus/rail/tube services, maps and timetables) to the first Occupier of each Dwelling;
 - (c) details of arrangements with a car-club operator for the provision of car-club facilities on the Site for the duration of the Residential Development, unless otherwise agreed in writing by the Councils.
- 16.3 Not to Occupy the Residential Development otherwise than in accordance with the travel plan as approved pursuant to Paragraph 16.1 of this Schedule.
- 16.4 Not to Occupy the Non-Residential Development unless a travel plan in respect of the Non-Residential Development has been submitted to, and approved writing by, the Council PROVIDED THAT the travel plan shall be generally in accordance with 'Travel planning for new development in London' as published by TfL.
- 16.5 Not to Occupy the Non-Residential Development otherwise than in accordance with the travel plan as approved pursuant to Paragraph 16.4 of this Schedule.
- 17 **CO² Emissions**
- 17.1 Not to Commence the Development unless a scheme identifying measures (within the Development) to reduce CO² emissions from renewable energy technology by up to six and a half percent (6.5%) has been submitted to, and approved in writing by, the Council.
- 17.2 Not to carry out the Development otherwise than in accordance with the scheme approved pursuant to Paragraph 17.1 of this Schedule.
- 17.3 Not to Occupy the Development unless and until the central energy centre (which forms part of the Development) has been completed and is operational pursuant to the Planning Permission.
- 18 **Code for Sustainable Homes**

- 18.1 To construct the Dwellings to at least level 4 under the 'Code for Sustainable Homes'.
- 19 Lifetime Homes Standard/Wheelchair Access
- 19.1 No less than ten percent (10%) of the Dwellings shall be Wheelchair Accessible Units.
- 19.2 To ensure that the Dwellings are designed in accordance with 'Lifetime Homes Standards' with the exception of those Dwellings that are referred to in the Application as not being able to be compliant.
- 20 Waste Management and Recycling
- 20.1 Not to Commence the Development unless and until a scheme for the provision of refuse, waste storage and recycling within the Development has been submitted to, and approved in writing by, the Council.
- 20.2 Not to Occupy the Development otherwise than in accordance with the scheme approved pursuant to Paragraph 20.1 of this Schedule.
- 21 Community Engagement
- 21.1 No later than twelve (12) months after the Unconditional Date or three (3) months after the Council resolves to make a compulsory purchase order to facilitate the carrying out of the Development (whichever is the later), to submit a community engagement strategy to the Council for approval PROVIDED THAT such strategy shall demonstrate how the Developer will deal with the following matters:-
- (a) regular diversity monitoring regarding the impact of the Development on affected third parties (in concert with the approved Baseline Study and updates to it);
 - (b) reporting on the engagement process and how representations from third party stakeholders will be taken into account; and
 - (c) any further mitigation measures (including a programme for implementation) that are identified as a result of the ongoing monitoring and are both necessary and directly related to the Development.
- 21.2 To implement the community engagement strategy as approved pursuant to Paragraph 21.1 together with any identified mitigation measures.
- 21.3 To provide the Council with an annual report containing details as to how the approved community engagement strategy has been implemented each year until the date which is twelve (12) months after Practical Completion.
- 22 Prohibited Uses
- 22.1 Unless otherwise agreed in writing by the Council, not to permit any part of the Non-Residential Development (excluding the Market and the New Market Area) to be used for the following purposes:-
- (a) a hot food take-away (within use class A5 of the Use Classes Order);
 - (b) a betting shop (within use class A2 of the Use Classes Order); or
 - (c) a pay-day loan shop (within the class A2 of the Use Classes Order).

23 **Monitoring Costs**

23.1 To pay the Council's monitoring costs in the sum of eight thousand eight hundred and fifty pounds (£8,850) prior to the Commencement of the Development.

24 **Temporary Market**

24.1 Not to permanently close the Market (as part of the Development) unless and until the Temporary Market has been provided and is ready for occupation.

24.2 From the earlier of: (i) the Unconditional Date; and (ii) the Commencement of the Development, to work with the Local Authority to provide the Temporary Market PROVIDED THAT this obligation shall continue until the date which is either five (5) years from the Commencement of the Development or when the Temporary Market has been provided and is ready for occupation pursuant to Paragraph 24.1 of this Schedule (whichever is the earlier).

24.3 To appoint a market facilitator to work with the Traders in order to:-

- (a) identify a location for the Temporary Market with the borough of Haringey (or such other location as may be agreed in writing with the Council);
- (b) promote the interests of Spanish-speaking Traders in the Temporary Market;
- (c) provide appropriate business support and advice to all Traders with the objective of maximising the number of Traders who elect to return to the New Market Area;
- (d) assist Traders in continuing to trade from the Market for so long as it is open for trading purposes; and
- (e) assist individuals working at the Market to find suitable alternative employment in the event that they decide not to relocate to the Temporary Market and/or the New Market Area

PROVIDED THAT it is acknowledged that the Traders Financial Assistance Sum is being provided by way of a contribution towards the costs incurred by the Traders in relocating to the Temporary Market.

24.4 To offer each Trader:-

- (a) a stall in the Temporary Market; and
- (b) a three (3) month rent-free period in relation to his stall in the Temporary Market

PROVIDED THAT if a Trader declines to take a licence of a stall in the Temporary Market the Developer will be entitled to offer that stall to such other person as it shall determine (acting reasonably)

24.5 To provide the Council with a report every six (6) months specifying the measures that have been taken pursuant to Paragraph 24 of this Schedule PROVIDED THAT the first report shall be sent to the Council no later than twelve (12) months after the grant of the Planning Permission and this process shall continue until the sixth (6th) anniversary of the grant of the Planning Permission.

Schedule 5- Council's Covenants

1 Use of Contributions

- 1.1 To use all sums received from the Developer pursuant to this Deed for the purposes for which they are paid as specified in this Deed.
- 1.2 To deposit all sums received from the Developer pursuant to this Deed into an interest bearing account.
- 1.3 Within twenty eight (28) days of receipt of a request in writing from the Developer to provide the Developer with an audit account as to how the sums received pursuant to this Deed have been spent.
- 1.4 To repay (together with all accrued interest) to the Developer any sums not expended within five (5) years of receipt pursuant to this Deed.

2 Amendment to the Traffic Management Order

- 2.1 To use all Reasonable Endeavours to amend the Traffic Management Order so as to remove the Development from those premises where residents may apply for a Resident Parking Permit as soon as reasonably practicable following receipt of the Traffic Management Order Amendment Contribution pursuant to this Deed.

3 Highway Agreement

- 3.1 To enter into all appropriate agreements under the 1980 Act, as envisaged or required in order to discharge the obligations contained within this Deed, as soon as reasonably possible subject to the costs of doing so being paid by the Developer.

4 Existing Residents and Businesses

- 4.1 To procure that the Housing Authority engages in direct dialogue with Tenants regarding their requirements and choices for alternative accommodation within the local area, where this is their preference.
- 4.2 To procure that the Housing Authority offers appropriate assistance to Private Tenants and owner-occupiers residing on the Site in relation to their requirements and choices for alternative accommodation within the local area, where this is their preference.
- 4.3 To procure that the Housing Authority briefs the Circle 33 Housing Trust with the objective of identifying suitable alternative accommodation for Tenants who are required to relocate as a result of the Development.

5 Trader's Release Sum

- 5.1 Immediately upon satisfaction of the Payment Conditions (or such earlier date as directed by the Developer in writing following the Closure Date), to pay the Release Sum to each Trader.

Schedule 6– Considerate Contractors Scheme

1 **Consideration**

All work will be carried out with positive consideration for the needs of Traders and businesses, site personnel and visitors, pedestrians, shoppers and general public. Special attention will be given to the needs of those with sight, hearing and mobility difficulties.

2 **Environment**

Noise from construction operations and all other sources will be kept to a minimum at all times. Consideration should be given to the selection and use of resources, using local resources wherever possible. Attention should be paid to waste management and the avoidance of pollution. Recycling of surplus materials is encouraged.

3 **Cleanliness**

The construction site will be kept clean and in good order at all times. Temporary safety barriers, lights and warning signs will be maintained in a clean and safe condition. Surplus materials and rubbish will not be allowed to accumulate on site or spill over onto the surrounding environment. Dust from construction operations shall be kept to a minimum.

4 **Neighbourliness**

General information regarding the Development will be provided for all neighbours affected by construction works. Full and regular communications with neighbours, including adjacent traders and businesses, regarding programming and on-site activities will be maintained from pre-start to completion.

5 **Respect**

Respectable and safe standards of dress will be maintained at all times. Lewd or derogatory behaviour and language will not be tolerated, under threat of severe disciplinary action. Pride in the management and appearance of the Site and the surrounding environment will be shown at all times. Operatives will be instructed in dealing with the general public.

6 **Safety**

Construction operations and site vehicle movements will be carried out with care and consideration for the safety of the general public, traders, shoppers as well as site personnel. No building activity will be a security risk to others.

7 **Responsibility**

All Site personnel, specialist sub-contractors, drivers and any other persons working on the Site will understand and implement the obligations of this Considerate Contractors Scheme and will monitor their compliance with it.

8 **Accountability**

Posters will be displayed around the Site, giving names and telephone numbers of staff who can be contacted in response to issues raised by the general public, traders, shoppers and others affected by operations being carried out on the Site.

Schedule 7 – List of Traders and Corresponding Rateable Values of Existing Stalls

Year 2012 (Supplied by Sevm sist rs Market Operator)			
Unit	Tenant	Rateable Area sq ft	Rateable Value(£)
%	Maria L Osorio	1,350	5,100
3	Libia Victoria Alvarez Martinez	1,975	5,300
4/5/6	Lita Laura Kawajilgashi Alvarado	6,800	18,500
7/8	Mohsen Khanjary	3,600	9,200
9	TG Worldwide – Oscar Mora	2,250	6,100
10	RIA Financial Services – Marcela Gonzalez	2,500	6,000
11/12/60	Raymond Taiwo	1,950	8,400
13/14 & 19/20	Luis Fernando Esquerria	2,625	6,400
15	Mark LA. Samuels	650	1,675
16	Theresa Bremah	430	1,650
21/22	Lagu Sukumaran & Libia Victoria Alvarez martinez	1,125	2,900
23	Julian Andres Rodas and Viviana Rodriguez	600	1,675
24	Diego Fernando Millan & Duvan Villa	610	2,375
25	Santiago Castro Colorado	425	1,675
26	Albeiro Cobo Lopez	415	1,625
27/28	Yosef Yomtobian	860	3,350
29/30/31	Empty	2,000	5,000
32	Liliana Lovo Plazas	430	1,650
33/34	Jonathan Duque	1,075	3,300
35	Raul Mancera & Libia Victoria Alvarez Martinez	430	1,677
36	Jennifer Grigoropoulos & Marta de la Ossa	430	1,675
37/38	Libia Victoria Alvarez Martinez	1,425	3,650
39	Blanca Libia Fernandez	650	1,600

40	Monica Villa Fernandez	425	1,675
41	Blanca Libia Fernandez	675	1,650
42	Jaun Bautista Londono	700	1,725
43	Alejandro G.Gortazar	625	1,650
44	Sean Baker	625	1,700
45	Una Maria Posade Duque	800	1,725
46/47	Clara Beatriz Londono	1,300	3,500
48/49/50/51	Marta de la Ossa and Matthew Stiles	1,675	8,100
52	Manuel Pelaez Grisales & Juan Daniel	640	3,050
53	Fabian Catano	530	2,325
54	Luis Jurado	425	2,450
55	Carlos Ghermac	425	2,450
56	Pedro H.Garzon Castillo	530	2,300
57	Mrs S P Nyerende	365	1,625
58	Mr T Williams	425	1,625
59	Ms. Udo Agomoh	425	1,625
Office	Jill Oakley	620	1,475
,Total		47,085	144,300

Schedule 8– Draft Heads of Terms for Market Lease and Plan of the New Market Area

1 **Landlord**

The Developer or its successor in title.

2 **Tenant**

The Market Operator.

3 **Premises**

The New Market Area shown for identification purposes cross hatched on the plan, comprising units 2 – 6 in the ground floor of the Development, with an intended area of 865 square metres or thereabouts.

4 **Term**

A minimum of 10 years.

5 **Rent**

The aggregate of current open market rent for individual units 2-6 assuming an open A1 (with ancillary A3) use and a ten year term otherwise subject to the usual assumptions and disregards.

6 **Fitting out**

The unit is to be provided to shell condition, shop front and fitting out at the expense of the market operator.

7 **Rent free period**

A rent free period equivalent to normal market terms at the timing of the agreement.

8 **Rent Review**

The Rent will be reviewed on a similar basis in an upwards only direction every fifth year of the term to the higher of passing rent and open market rent. If the revised rent cannot be agreed the matter will be referred to an independent chartered surveyor with suitable experience for determination. The surveyor shall act as an Expert unless the parties agree otherwise and if the parties cannot agree on the appointment of the surveyor the surveyor shall be appointed by the President for the time being of RICS on the application of either party.

9 **Service Charge**

There will be a contribution (based on relative square footages) towards the service charge for the Development and the buildings within the Development on the same basis as applies to other commercial units within the Development. Service charge will include provisions for on-account payments on quarterly basis, recovery of management fees, a reasonable sinking/reserve fund and full recovery of all repair, maintenance and management costs.

10 **Insurance**

The Landlord will insure against normal and available insured risks and the Tenant will pay a proportion (based on relative square footages) of the cost of effecting such insurance including regular revaluations. The Landlord will covenant to lay out the proceeds following damage by an insured risk in reinstating the Premises. Following damage by insured risk the Rent will be suspended until the Premises have been reinstated. If the Premises have not been reinstated within four years following the date of damage or destruction by insured risks then either the Landlord or the Tenant may terminate the lease. Additionally, the Landlord may terminate following damage or destruction of the Premises where the Landlord, for good commercial or estate management reasons, does not want to reinstate the Premises. -

11 Tenant's Covenants

Payment of Rent and Outgoings

- 11.1 To be paid on the usual quarter days or (in the case of outgoings on demand) without deduction or set off.

Interest on arrears

- 11.2 In respect of payments more than five days late; interest rate to be 4% over Royal Bank of Scotland pic base rate.

Repairs

- 11.3 An effectively full repairing obligation on the Tenant, excluding damage by insured risks save where policy moneys are withheld as a result of the Tenant's act or default. Structural and external works will be undertaken by the Landlord and recovered by way of the service charge and then the Tenant will be responsible for internal repairs and works to shop fronts.

Users

- 11.4 Limited to that of an indoor market within Class A1 use (with ancillary A3).

Servicing

- 11.5 Deliveries will not be permitted between 8pm and ?am each day.

Trading

- 11.6 The unit will not trade for more than six hours on a Sunday.

Alienation

- 11.7 The Tenant may:

(a) Not assign part

(b) Assign the whole, with Landlord 's consent not unreasonably to be withheld, subject to provision of an authorised guarantee agreement and {where reasonably required by the Landlord } additional guarantees and/or security. As a precondition to assignment, the Tenant will offer to surrender the lease to have Landlord and the Landlord will have a period of 30 working days within which to elect whether or not to accept such surrender. If the Landlord elects not to accept such surrender, the assignment may, subject to satisfying the various conditions in the lease and Landlord 's consent, proceed within a period of 6 months following the Landlord declining the offer of surrender;

- (c) Not underlet, either in whole or part, but may grant licences to market traders in a form approved by the Landlord subject to no security of tenure arising.

Alterations

The Tenant will be entitled to make internal, non-structural alterations with Landlord's consent, not unreasonably to be withheld but may not make any structural or external alterations. The erection, alteration or removal of internal demountable partitioning may be carried out without Landlord's consent.

Reinstatement

At the end of the Term the Tenant will remove all alterations, fixtures and fittings and hand the Premises back as cleared open floor space otherwise in accordance with the covenants in the lease.

Statutory Compliance

The Tenant will comply with all statutory obligations relating to the Premises and their uses.

Indemnity

The Tenant will give an indemnity in respect of breach of Tenant's covenants.

12 **Usage Covenants**

The lease will contain covenants and restrictions binding on the Tenant to ensure that:

- (a) The market is operated in a reasonable and commercial manner and in compliance with then current best practice;
- (b) Proper ventilation is in place and properly operated in respect of any market uses generating fumes, smoke or smells, including the preparation of hot food;
- (c) All litter generated within or outside the market area to be cleared up on a daily basis (and more frequently where required by the Landlord by and at the cost of the Tenant);
- (d) No noise or disturbance or nuisance to be caused to adjoining retail units or the residential units forming part of the Development;
- (e) Property controls to be in place to ensure that no illegal activities, consumption of illegal or illicit substances;
- (f) No storage of inflammable or dangers or illegal materials.

13 **Landlord's Covenants**

Quite Enjoyment

- 13.1. The usual Landlord's covenant for quiet enjoyment

Services

- 13.2 An obligation on the Landlord to use reasonable endeavours to provide the building services subject to the Service Charge but the Landlord shall not be liable to perform services if it is prevented from doing so as a result of causes beyond its control

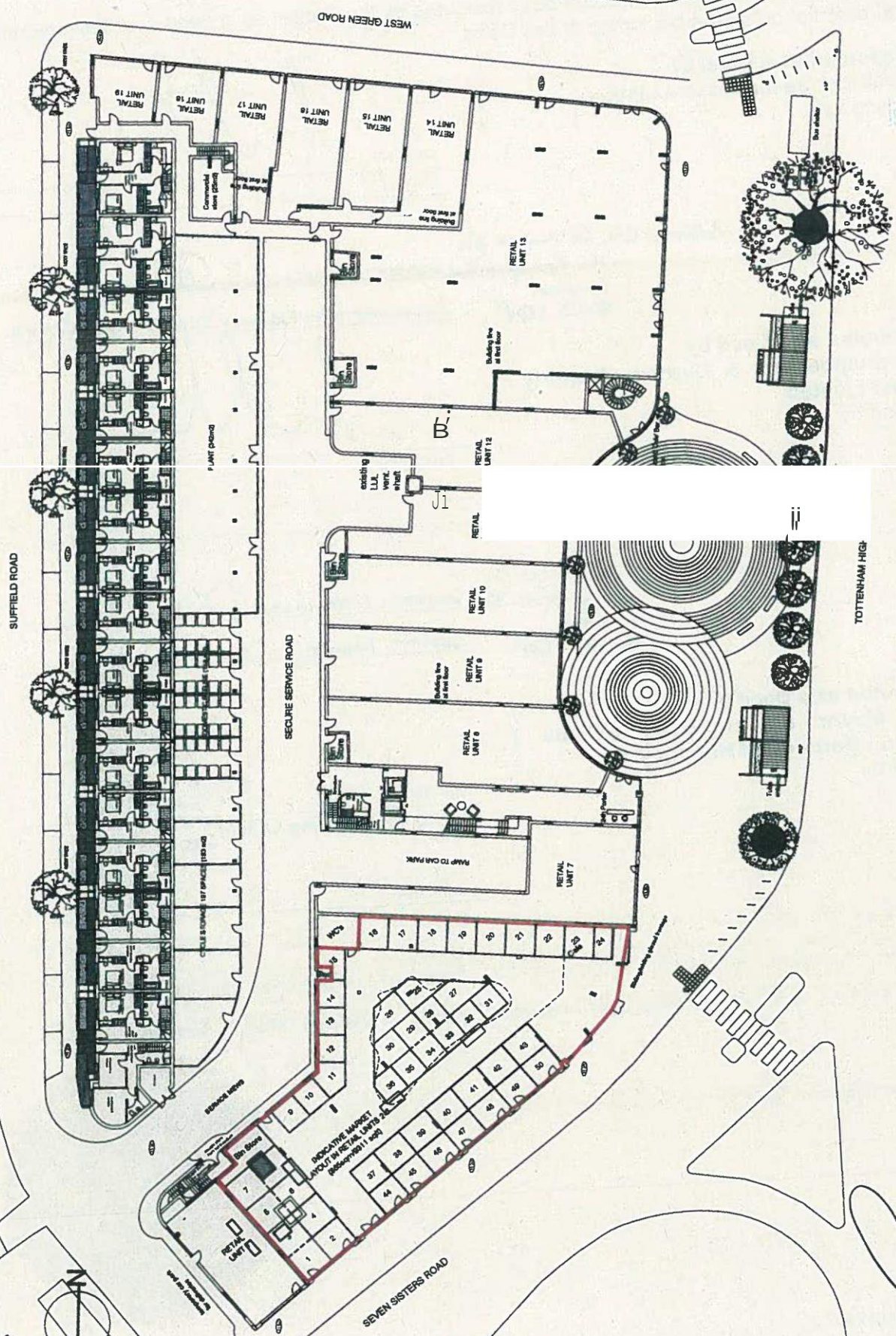
Forfeiture

13.3 The usual provision for forfeiture on non-payment of Rent, breach of covenant or an insolvency event occurring in relation to the Tenant or any guarantor

14 **Security of Tenure**

In order to preserve the precondition to Alienation relating to surrender, the lease will be contracted out of the Landlord and Tenant Act 1954

DATE	1/20/11
BY	JAN:JFE



285 M.O.

Market Area

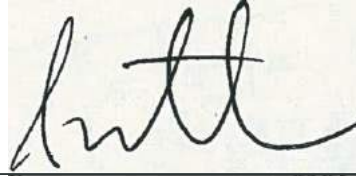
Execution page

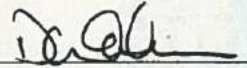
Section 106 Agreement

In witness of which this Deed has been executed by the Parties as a deed and delivered on the date set out at the beginning of this Deed.

Executed as a Deed by)
Grainger Seven Sisters Limited)
acting by:)

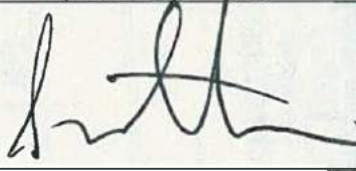
sign here:
Director

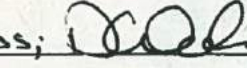


Address C/o: Grainger plc
161 Rrompton Rd
London
SW3 1QP
sign here: Witness; 
Director/Secretary Name: David Walters

Executed as a Deed by)
Northumberland & Durham Property)
Trust Limited)
acting by:)

sign here:
Director



Address C/o: Grainger plc
161 Rrompton Rd
London
SW3 1QP
sign here: Witness; 
Director Name: David Walters

Executed as a Deed by)
The Mayor & Burgesses of the)
London Borough of Haringey)
acting by:)

sign here:

Authorised Signatory Officer



print name

ReGibJBEYI/1107650

The Signatory Building, 138 Finsbury Avenue, London EC2P 2FJ, UK Tel: 020 7876 5000 Fax: 020 7876 5111

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Appendix II - Community Engagement Strategy - Annual Report Template



GL Hearn

Part of Capita Real Estate

Planning Obligation – Community Engagement Progress Report

Grainger Seven Sisters Limited

Seven Sisters Regeneration

[Date to be inserted here]

Prepared by

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Quality Standards Control

The signatories below verify that this document has been prepared in accordance with our quality control requirements. These procedures do not affect the content and views expressed by the originator.

This document must only be treated as a draft unless it is has been signed by the Originators and approved by a Business or Associate Director.

DATE [Date to be inserted]	ORIGINATORS [Name] [Job title]	APPROVED [Name] [Job title]
<hr/>		

Limitations

This document has been prepared for the stated objective and should not be used for any other purpose without the prior written authority of GL Hearn; we accept no responsibility or liability for the consequences of this document being used for a purpose other than for which it was commissioned.

1 INTRODUCTION

1.1 GL Hearn's Strategic Communications team and AECOM were appointed by Grainger Seven Sisters Limited to support in delivering the required activities to comply with Schedule 4, clause 21.1 of the planning obligation agreement, which states:

No later than twelve (12) months after the Unconditional Date or three (3) months after the Council resolves to make a compulsory purchase order to facilitate the carrying out of the Development (which is the later), to submit a community engagement strategy to the Council for approval PROVIDED THAT such strategy shall demonstrate how the Developer will deal with the following matters:

- (a): Regular diversity monitoring regarding the impact of the development on affected third parties (in concert with the approved Baseline Study and updates to it);
- (b): Reporting on the engagement process and how representation from third party stakeholders will be taken into account; and
- (c): Any further mitigation measures (including a programme for implementation) that are identified as a result of the on-going monitoring and are both necessary and directly related to the development

1.2 This report summarises the progress made in satisfying clause 21.1 of Schedule 4. The report is divided into two sections, as per the first two parts of clause (parts (a) and (b)) and systematically deals with each part providing a summary of the activities undertaken and outcome of those activities over the past 12 months. All relevant collateral used for delivering the proposed activities for each part of the obligation is appended to this report.

1.3 Each section also outlines, as necessary, further mitigation measures identified with an indicative programme for implementation to satisfy part (c) of the clause.

2 PART A: REGULAR DIVERSITY MONITORING REGARDING THE IMPACT OF THE DEVELOPMENT ON AFFECTED THIRD PARTIES (IN CONCERT WITH THE APPROVED BASELINE STUDY AND UPDATES TO IT);

Overview

2.1 [insert relevant details]

Summary of activities

2.2 [insert methodology and other relevant information]

Outcome

2.3 [Insert summary of results and comparative analysis against baseline studies]

Further activities

2.4 [Outline any further mitigation measures or activities required as necessary with a programme for implementation]

3 PART B: REPORTING ON THE ENGAGEMENT PROCESS AND HOW REPRESENTATION FROM THIRD PARTY STAKEHOLDERS WILL BE TAKEN INTO ACCOUNT

Consultation overview

3.1 An engagement strategy to satisfy Part (b) of the clause 21.1 of Schedule 4 of the Planning Obligation was agreed with Haringey Council in xxx, to continue dialogue with affected property owners/lessees, current tenants, third party local stakeholders, market traders and the wider community to continue to gather feedback. A copy of the strategy can be found in appendix XX.

3.2 The table below provides an overview of all the activities undertaken over the past 12 months to engage with the various identified stakeholders.

Table 1: Table detailing activities undertaken over the past 12 months to engage with relevant stakeholders.

Dates [delete months as necessary below]	Activities
Affected property owners/ lessees and tenants	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
January	
Market traders	
February	

March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
January	
Third party local stakeholders	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
January	
Neighbours and wider community	
February	
March	

April	
May	
June	
July	
August	
September	
October	
November	
December	
January	

Summary of engagement activities

Affected properties/lessees and tenants

3.3 [insert a summary of activities undertaken, methodology for notification and delivery and summary of outcome]

Market traders

3.4 [insert a summary of activities undertaken, methodology for notification and delivery and summary of outcome]

Third Party Local Stakeholders

3.5 [Insert list target audience, summary of the activities, methodology adopted for notification and delivery and the outcome of activities]

Neighbours and wider Community

3.6 [Insert summary of the activities undertaken, methodology adopted for notification and the outcome of those activities]

Further activities

3.7 [Outline any other mitigation measures identified/required with a programme for implementation as well as future activities planned to date]

Appendices

APPENDIX A: E.g. Consultation strategy

APPENDIX B: Appendix heading 2

APPENDIX C: Appendix heading 3

Template

Appendix III - Equalities Impact Assessment dated June 2011

URS



Wards Corner Redevelopment **Equality Impact Assessment**

Report
June 2011

Revision Schedule

Wards Corner Redevelopment Equality Impact Assessment June 2011

Rev	Date	Details	Prepared by	Reviewed by	Approved by
01	21/04/2011	Draft	Nicola Hodges Equalities Technical Specialist	Jeremy Richardson Technical Director	Jeremy Richardson Technical Director
02	12/05/2011	Draft final	Vanessa Barri Project Manager	Jeremy Richardson Technical Director	Jeremy Richardson Technical Director
03	02/06/2011	Final	Heather Rogers Consultant	Steven Smith Associate	Jeremy Richardson Technical Director

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The methodology adopted and the sources of information used by URS Scott Wilson in providing its services are outlined in this Report. The scope of this Report and the services are accordingly factually limited by these circumstances.

Where assessments of works or costs identified in this Report are made, such assessments are based upon the information available at the time and where appropriate are subject to further investigations or information which may become available.

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Abbreviations and short forms

BME	Black and Minority Ethnic
CLG	(Department of) Communities and Local Government
CCTV	Closed Circuit TV
EHRC	Equalities and Human Rights Commission
EqIA	Equality Impact Assessment
GLA	Greater London Assembly
Grainger	Grainger Plc Ltd, developer & planning applicant
'the Act'	refers to the Equality Act 2010
'the Council'	refers to Haringey Council
'the Duty'	refers to the public sector equality duty set out in section 149 of the Equality Act 2010
'the Planning Application'	refers to Planning Application HGY/2008/0303
JSA	Job Seeker's Allowance
LDF	local development framework
LGB	lesbian, gay and bisexual
ONS	Office of National Statistics
PCT	Primary Care Trust
S106	A negotiated legal agreement between a Local Authority and a developer/applicant. They are used following the granting of planning permission to secure community infrastructure to meet the needs of residents in new developments and/or to mitigate the impact of new developments upon existing community facilities. They can also be used to restrict the development or use of the land in a specified way or require specific operations or activities to be carried out on the land.
SCS	Sustainable Community Strategy
SES	Single Equality Scheme
SPD	Supplementary Planning Document
The Bridge NDC	The Bridge New Deal for Communities
UDP	Unitary Development Plan, former planning frameworks produced by Local Authorities, replaced by LDFs (see above)
USM	Urban Space Management Ltd
Wards Corner LSOA	A small output area, relating to Haringey 025D on Neighbourhood Statistics, also referenced as E01002072, referred to as 'Wards Corner LSOA' in this report for convenience only.
WCCC	Wards Corner Community Coalition

Executive Summary

Background

Grainger Plc ('the Applicant') submitted a planning application for the redevelopment of the Wards Corner site in Haringey in February 2008. The redevelopment included the demolition of existing buildings and the erection of a mixed use development comprising 197 residential units, replacement market, new retail units and restaurant, basement car parking and a new public square on Tottenham High Road.

The proposal was granted planning permission in December 2008. However, the decision to grant planning permission was challenged by judicial review and the decision was quashed by the Court of Appeal in June 2010. In reaching its decision the Court of Appeal considered that the Planning Committee had not fully discharged its duty under section 71 of the Race Relations Act, 1976, to consider the need to promote equality of opportunity between persons of different racial groups and the need to promote good relations between persons of different racial groups.

Purpose

This equality impact assessment report has been independently prepared by URS Scott Wilson on behalf of Haringey Council ('the Council'). It has been undertaken as part of a process to help the Council ensure that it discharges its section 149 duty under the Equality Act 2010 to have due regard to the need to:

- eliminate discrimination;
- advance equality of opportunity between different groups and;
- foster good relations between groups in Haringey.

This is with specific reference to the Council's consideration of the planning application submitted by Grainger Plc for the redevelopment of the Wards Corner site.

Approach

The assessment's approach reflects current equalities legislation, drawing on guidance produced by the Equalities and Human Rights Commission. It takes into consideration relevant London-wide and local level planning and equalities policy. It considers the likely effects on equality as a result of the proposed redevelopment proceeding in accordance with the planning application. To do this, it considers how people sharing protected equality characteristics may be affected in ways that may worsen or improve equal opportunities, discrimination and relations between protected groups and others. It includes consideration of how the Council, the Applicant and other stakeholder bodies consulted with the affected community, including people sharing protected characteristics.

Based on the findings of an initial screening, the assessment considered impacts with respect to the protected characteristics of:

- Race
- Disability
- Sex
- Religion or belief

- Age
- Sexual Orientation

The assessment responds to objections, views and concerns put forward regarding the proposed redevelopment, including those referenced in the in Court of Appeal [2010] EWCA Civ 703 Approved Judgment. It also includes consideration of whether people sharing protected characteristics face any barriers preventing them sharing in the expected benefits of the redevelopment.

Equality Profile

The Wards Corner area is amongst the 5-10% most deprived local areas in England and Wales overall and amongst the 5% most deprived with respect to barriers to housing, living environment and crime. It ranks amongst the 2% most deprived areas with respect to measures of deprivation affecting older people and children. Key characteristics of the area with respect to the profile of equality protected groups are:

- A young age profile, reflective of the Borough, with great ethnic and nationality diversity amongst children and young people in the Borough
- Above-average rates of people with limiting long-term illness, and a somewhat higher rate of people claiming disability-related benefits compared with London-wide and national rates
- Falls within a highly ethnically diverse borough, with sizeable local populations of people of Afro-Caribbean and African heritage. There are high proportions of residents born in Turkey, Nigeria and Jamaica and other Caribbean/West Indies nations
- A study conducted in 2008 indicated that 64% of the market traders at Seven Sisters are of Latin-American origin, and mostly Spanish-speaking, though it is understood that the profile is likely to have changed somewhat over the last three years
- Christians form the greater proportion of the resident population, with a sizeable Muslim population (this is based on 2001 Census data)
- The female unemployment rate in Haringey is above that in London. Economic inactivity rates amongst both men and women are above London average rates
- Young people in Haringey have a higher claimant rate than other age groups, reflecting regional and national patterns
- Single parents and people from black and minority ethnic communities were identified as more likely to be in housing need in Haringey, according to a 2007 housing needs assessment.

Consultation

Associated consultation undertaken by the Applicant, by the Council, and by the former The Bridge New Deal for Communities. Have comprised a variety of formats (community days, commissioned surveys and polls, drop-in sessions, formal public inquiry on the Haringey Unitary Development Plan, a forum event, various presentations and question and answer sessions, exhibitions, meetings with traders and residents). Information has likewise been presented in a variety of formats (leaflets, exhibitions, letters, website) and made available in different languages.

Criticisms were raised by objectors to the planning application regarding the adequacy and effectiveness of the consultation process in engaging with the local community.

An analysis of responses to the planning application published on Haringey Council's website shows that a variety of equality-related concerns were raised, particularly with regards to:

- Potential negative effects of the proposals for Latin American and ethnically diverse community of traders and shop-owners
- Potential negative effects for the specific ethnic and cultural communities served by the market
- Potential negative effects for the multi-ethnic character of the local community and for community cohesion.
- Potential positive effects for safety benefitting women, children and young people.

Both the Council and the applicant record responding to consultation feedback in terms of adapting the development brief and in changes to the proposals. It is not possible to be certain how the changes reflect the concerns of specific equality groups, due to limited diversity monitoring and analysis of the consultation.

Assessment findings

The following highlights important findings:

Housing

- Whilst it is understood that Black and Minority Ethnic (BME) residents predominate amongst existing residents, a lack of precise data makes the equality effects uncertain. The allocation of suitable alternative accommodation for those in social housing is considered adequate to mitigate any serious negative impact for affected BME households.
- For those BME in private rental, it is judged likely that suitable alternative accommodation will be available to minimise negative impacts for affected BME households, though additional measures may be necessary to assist households with particularly vulnerable members.
- For owner-occupiers, negative effects are more likely and recommendations are set out to support affected households.
- The provision of an increased number of family-sized dwellings is judged a positive impact, whilst the loss on-site of affordable family housing is a minor negative impact.

Business and employment

- Proposed S106 conditions and other measures, taken together, should contribute to enabling a significant proportion of the affected businesses to plan for their temporary relocation and develop their business in order to be able to afford to return to the new market or to an alternative permanent location, as well as to enable the Latin American market traders to continue to operate together. This will require effective collaboration between all interested parties including the Council, the Applicant, the landowner, the business owners (shops and stallholders) and the existing market operator. Thus it is judged likely that negative equality impacts with respect to business and employment will be minimised. Where it proves unviable for some of the existing businesses to continue to trade, some negative equality impacts can be expected.

- Wider employment and economic growth generated are potentially positive for enhancing equal opportunities for Black ethnic groups and young people in Haringey.
- In line with the findings regarding impacts for business and employment, proposed measures are considered to provide adequate protection to prevent impacting unfairly on people sharing Latin American, Afro-Caribbean or African racial identity in their access to specialist goods and services.

Relations between protected groups and others

- The assessment recognises the loss of the existing shops and market as a potential threat to the cultural connections among the Latin American community employed at and visiting the market. However, in line with the findings regarding impacts for business and employment, proposed measures are judged appropriate to prevent the proposals unfairly impacting on community cohesion for people sharing Latin American racial identities.
- Likewise, the assessment recognises the loss of the existing shops and market as a potential threat to the interactions between different racial groups at the existing site. However, in line with the findings regarding impacts for business and employment, it is judged that appropriate measures are proposed to enable the community cohesion to be revived within the redevelopment.

Safety and accessibility

- The proposed public realm and landscaping improvements are judged likely to enhance local access at this transport interchange, particularly benefitting disabled people, although it will not resolve existing limited accessibility inside Seven Sisters underground station.
- The development is judged likely to enhance safety and reduce opportunities for crime, thereby benefitting women, young people and possibly also LGB people and other equality groups.

Sharing of benefits of redevelopment

- The non-provision of affordable housing within the redevelopment is likely to prevent Black African and Black Caribbean households, single parent households, and children living in low income households, groups which disproportionately experience income-related barriers to accessing housing, from sharing in the benefits of the new housing. The conclusion by the Valuation Office that the development cannot afford to include affordable housing provision indicates that on-site mitigation is not possible. However, planned provision of new affordable housing within the Borough is considered to provide an alternative way to address this barrier to an extent.
- Equality groups are likely to share in the benefits of public realm improvements, streetscape provision, decluttering and a safer environment, though additional actions to address fear of crime may be required to overcome possible barriers to some individuals sharing protected characteristics from experiencing these benefits.
- Proposed mitigation measures are likely to overcome potential barriers to Latin American, Afro-Caribbean, African and other BME business owners from sharing in the benefits of new business premises and opportunities afforded by the new development.
- Likewise, proposed mitigation measures are likely to overcome potential barriers to Latin American, Afro-Caribbean, African and other BME working age people from sharing in the potential new employment opportunities arising out of the new development.

- All equality groups are likely to be able to share in the transport infrastructure improvements afforded by the redevelopment proposals.
- Disabled children are likely to be able to share in the benefits of the new play space provision assuming it is built in line with London play standards.

Recommendations and conclusions

A full set of recommendations is set out in Chapter eight, in relation to:

- Housing
- Business and employment
- Goods, services and facilities
- Community cohesion and relations between groups
- Safety and crime
- Consultation and participation

Overall it is concluded that the planning application proposal is unlikely to give rise to major negative equality impacts provided all the measures set out in the S106 agreement are honoured in full and in a timely manner, as well as additional mitigation measures set out in the report. The assessment recognises concerns expressed by objectors on potential impacts, particularly in relation to Latin American people and members of other BME groups. In addition to measures previously set out in the S106 agreement and voluntary financial contributions by the Applicant, the assessment has set out additional recommendations to strengthen previously identified mitigation measures and to address residual negative impacts.

The proposal will give rise to negative equality impacts resulting from the non re-provision of affordable housing on the site and lack of new provision of affordable housing, in conflict with existing Council policy. The lack of suitable on-site mitigation is accepted on the basis of the independent judgment of the Valuation Office. Groups that may be unable to share in the provision of new housing due to the lack of affordable housing include Black African and Black Caribbean households, children living in low income households and single parent households.

The planning application proposal is identified as giving rise to positive equality impacts in relation to safety and crime, and a more accessible public realm. People sharing equality protected characteristics are likely to be able to share in these general benefits.

Increased provision of family housing is identified as a benefit of the development. Affordability barriers may prevent certain groups, including BME families, children living in low income households and single parent households, from sharing in this benefit.

Expected improvements to the business and retail environment are likely to be shared by people from different racial backgrounds subject to the successful implementation of recommended mitigation measures.

Further opportunities remain for members of the public to express their concerns about potential impacts of the development, including where these may affect people sharing protected characteristics. Opportunities also remain for members of the public to identify additional mitigation requirements. Particularly important in this respect is the forthcoming meeting at which the Council considers the revised application by the Applicant for redevelopment at Wards Corner.

1 Introduction

1.1 Purpose

1.1.1 URS Scott Wilson was commissioned by Haringey Council ('the Council') to undertake an independent Equality Impact Assessment (EqIA) for the Wards Corner redevelopment. The EqIA will assist the Council in their consideration of the planning application to develop the site.

1.1.2 This EqIA is undertaken as part of a process to help the Council ensure that it discharges its S71 duty under Section 71 of the Race Relations Amendment 2000 now incorporated and replaced by the section 149 duty under the Equality Act 2010 to have due regard to the need to:

- eliminate discrimination;
- advance equality of opportunity between different groups and;
- foster good relations between groups in Haringey.

1.1.3 The specific purpose of this assessment is to identify whether and to what extent the redevelopment proposal for the Ward's Corner site would:

- produce disproportionate disadvantage or enhance opportunity for any groups with the protected characteristic defined in the Equality Act 2011;
- Identify the nature of such disadvantage or enhanced opportunity and how it would impact on those groups;
- Explore how any adverse impacts could be eliminated or reduced;
- Identify specific actions that would help to eliminate or reduce those adverse impacts;
- Identify and explore actions to eliminate or reduce possible barriers that would prevent groups that share a protected characteristic from accessing any benefits arising from the proposed redevelopment;
- Identify any potential impact the redevelopment may have on the social cohesion of Wards Corner and explore what actions could be taken to address any adverse impacts in this report.

1.1.4 This report documents the assessment process and findings.

1.2 Background

1.2.1 Grainger Plc ('the Applicant') submitted a planning application for the redevelopment of the Wards Corner site in Haringey in February 2008. It included demolition of existing buildings and the erection of a mixed use development comprising 197 residential units, replacement market, new retail units and restaurant, basement car parking, a new public square on Tottenham High Road incorporating landscaping, open spaces and play spaces, and public realm improvements. The signed Section 106 agreement includes a financial contribution for educational services and facilities; public art; establishing a management company for site management; CCTV; local procurement of goods and services and recruitment of local people; construction training and a local labour agreement; and the maintenance of the new gardens. Following the Judicial Review Appeal Judgment the Applicant also proposes, as part of the

redevelopment, a voluntary contribution towards the Market Traders' relocation costs of £144,000 and financial contributions to create a West Green Road Environmental Improvement Fund for shop/building frontage improvements; street decoration and enhancements; servicing improvements to allow improved access and servicing for vehicle and pedestrian traffic; an Improvement Strategy for businesses/markets; open space and parking provision additional to the other financial contributions as mentioned above.

- 1.2.2 The proposal was granted planning permission in December 2008. However, the decision to grant planning permission was challenged by judicial review and the decision was quashed by the Court of Appeal in June 2010. In reaching its decision the Court of Appeal considered that the Planning Committee had not fully discharged its duty under section 71 of the Race Relations Act, 1976, to consider the need to promote equality of opportunity between persons of different racial groups and the need to promote good relations between persons of different racial groups.
- 1.2.3 On 5 April 2011, a new public sector equality duty, as set out in Section 149 of the Equality Act 2010 ('the Act'), came into force. This replaces duties under the Race Relations Act and other domestic discrimination legislation. The Act includes a new single public sector equality Duty ('the Duty') which brings together the previous race, disability and gender duties, and extends coverage to include age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment in full. These are the grounds upon which discrimination is unlawful and are referred to as 'protected characteristics'. The Duty requires certain public bodies to consider the need to eliminate discrimination, advance equality of opportunity and foster good relations in all their functions.
- 1.2.4 Haringey Council commissioned URS Scott Wilson to undertake an independent equality impact assessment (EqIA) in order to demonstrate how it has fulfilled its equality duties in its overall consideration of the planning application.

1.3 Assessment Structure

- 1.3.1 The methodology for the assessment is set out in the Chapter two, followed by a review of equalities legislation and relevant equalities and planning policy at London-wide and local levels in Chapter three. Chapter four provides a summary of the planning application and related proposals. It provides relevant detail on the existing site conditions. Chapter five sets out baseline evidence concerning the equality characteristics of the affected population (mainly using lower super output area data), with additional information in relation to specific affected groups, namely resident households, business and employees on the site of the proposed redevelopment. Chapter six summarises the consultation and engagement process, the equality-related issues and concerns raised and responses to the views expressed. Chapter seven sets out the appraisal of equality impacts, drawing on evidence from the preceding chapters, whilst Chapter eight sets out conclusions and the recommendations.

2 Methodology

2.1 Approach

2.1.1 The EqIA focuses on systematically assessing and recording the likely positive and negative equality impact of the planning application for affected people sharing common attributes in respect of the different equality protected characteristics identified in the Equality Act 2010.

2.1.2 This assessment was desk-based and reviewed and analysed existing information. Further detail on the sources of evidence is provided below. The assessment included analysis of evidence on consultation in relation to progressing the redevelopment of Wards Corner, as undertaken or commissioned by the Council, by Grainger Plc and their project team and by The Bridge NDC.

2.1.3 The Council's equalities team reviewed two drafts of the report, providing feedback and comments by email and further feedback at a meeting with URS Scott Wilson on 31 May 2011. This input resulted in additions to the report, particularly to show how mitigation measures respond to objections and issues raised in the consultation. It resulted in additional detail being included on:

- which equality groups would potentially be affected by particular impacts; and
- whether people sharing protected characteristics would be likely to share in the expected benefits of the proposed redevelopment.

2.1.4 Screening was first undertaken to identify likely negative and positive impacts in relation to all equality protected characteristics, in order to determine the focus of the full assessment. For the screening stage, potentially affected individuals, groups or sections of the affected population were identified with respect to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

2.1.5 In the findings of the screening, the full assessment considered impacts with respect to the protected characteristics of:

- Race
- Disability
- Sex
- Religion or belief
- Age
- Sexual Orientation.

2.1.6 The approach draws on guidance for the appraisal of equality impacts produced by the Equality and Human Rights Commission (EHRC), as well as Haringey and other Councils' models for conducting EqIAs. The assessment addresses the potential impact of the development as proposed in the Planning Application for affected people with respect to their sharing of equality protected characteristics. It considers how the Council has fulfilled its duties, with reference to the new public sector equality duty.

2.1.7 Criteria used to determine differential impacts with respect to equality protected characteristics are:

- Where current knowledge indicates that amongst the population affected by the planning application, people who share protected characteristics are particularly vulnerable or sensitive to a possible impact in relation to their possessing those characteristics.
- Where the overall available evidence supports a conclusion that people who share a protected characteristic will form a disproportionately large number of those adversely affected by the planning application.
- Where the overall available evidence supports conclusions that the planning application may either make worse (negative impact) or ameliorate (positive impact) existing disadvantage (e.g. housing deprivation or economic disadvantage) affecting people who share a protected characteristic.
- Where the overall available evidence supports conclusions that people with shared protected characteristics amongst the affected population may be denied a fair share in the expected positive benefits of the planning application, due to direct or indirect discrimination or where the group experience particular barriers to realising those benefits, unless suitable measures are proposed to overcome those barriers;
- Where the overall available evidence supports conclusions that the planning application may worsen existing community cohesion amongst the affected population or conflicts with community cohesion policy objectives.

2.1.8 The assessment draws on a wide range of evidence, as summarised below:

- Relevant legislation, GLA/Mayor of London and Haringey Council policy relating to the site and equality objectives;
- Evidence on the profile of the affected population, using Office of National Statistics (ONS) data, data held by Haringey Council, Communities and Local Government (CLG) data and other sources;
- Evidence on the planning application proposals, including documents submitted by Grainger Plc on the Haringey council online planning application site, documents on Grainger's Wards Corner regeneration website, in addition to information provided directly to us by representatives of Grainger.
- Evidence on the potential nature of equality impacts, drawing on wider research and evaluation concerning equality issues, reports and consultation responses relating to the Wards Corner planning application. This included a detailed re-analysis of all consultation responses posted on the Haringey Council online planning application site for HGY/2008/0303. The assessment team also referred to the website of the Wards Corner community coalition (WCCC).

3 Equalities legislation and policy review

3.1 Equality Act 2010

General Equality duty

- 3.1.2 As of 5 April 2011, a new public sector equality duty came into force, as set out in Section 149 of the Equality Act 2010. This replaces duties under the Race Relations Act and other domestic discrimination legislation, extending duties of public bodies to cover age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment in full. The Duty requires listed public bodies to consider the need to eliminate discrimination, advance equality of opportunity and foster good relations in all their functions.

Summary of General Equality Duty, Section 149 of Equality Act 2010, taken from <http://www.equalityhumanrights.com/>

Those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

These are sometimes referred to as the three aims or arms of the general equality duty. The Act helpfully explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

The new duty covers the following eight protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status. This means that the first arm of the duty applies to this characteristic but that the other arms (advancing equality and fostering good relations) do not apply.

- 3.1.3 This general equality duty applies to Haringey Council's consideration of this planning application, as of April 6th, 2011.

3.2 London-wide Policy

Draft Replacement London Plan 2009

3.2.2 The Draft Replacement London Plan¹ includes strategic and planning policies to encourage equal life chances for all, in recognition of social inequalities existing within the city. A number of policies outlined in the Plan relate to equalities and the protection of disadvantaged groups, specifically:

- Policy 3.1 'Ensuring Equal Life Chances for All' requires that development proposals should protect and enhance facilities that meet the needs of particular groups and communities. The plan does not support proposals involving loss of these facilities without adequate justification or provision for replacement. It also expects development proposals to pay due regard to the Supplementary Planning Guidance 'Accessible London: Achieving an Inclusive Environment', which provides guidance on creating equal and accessible places within London.
- Policy 3.2 'Addressing Health Inequalities' is also relevant, requiring due regard to the impact of development proposals on health inequalities in London.
- Policies 3.17 – 3.20 concern the provision of social infrastructure, including health, education, sports and recreation facilities.
- Housing policies 3.3 – 3.16 concerning housing provision, affordable housing provision, mixed and balanced communities, housing choice and provision of associated play facilities, are all relevant to equal opportunities.
- Policy 4.12 'Improving opportunities for all', addresses the need for equal employment opportunities and removing barriers for disabled and disadvantaged people to gain employment.

Equal Life Chances for All

3.2.3 'Equal Life Chances for All'² is a strategy which emphasises tackling the remaining and significant pockets of deprivation and inequality within London. It identifies the key challenges as enabling inclusion and community cohesion and tackling disadvantage. It uses a framework of equal life chances for all as an approach to overcoming existing disadvantage and inequality. Relevant desired outcomes to which the proposals may be able to contribute, are:

- Ensure the capital's diverse communities, particularly the most vulnerable and disadvantaged people, benefit from London's success and are protected in the economic downturn;
- Support deprived communities and vulnerable people and promote community cohesion;
- Support the development across the London economy of diverse markets, workforces and suppliers, including through Responsible Procurement programmes;
- Increase in the levels of employment of excluded groups;
- Decrease in the difference in income between the equality groups and others from deprived communities and the wider community; and

¹ Draft Replacement London Plan (2009), Mayor of London, GLA

² Equal Life Chances for All' (2009), GLA, Mayor of London

- An increase in the feeling of personal safety experienced by everyone, whenever and wherever they are in London.

3.3 Local Policy

Wards Corner/Seven Sisters Underground Development Brief 2004

- 3.3.2 In 2004 the Council adopted a planning brief³ for Wards Corner and Seven Sisters Underground in order to help facilitate the redevelopment of the Wards Corner site and the wider regeneration of the area. Some of the regeneration context for development includes: the area around the station is perceived as unsafe by the local community and suffers from a high degree of crime; that range of shops and facilities in the area is poor and the area suffers from high deprivation (particularly crime).
- 3.3.3 The vision for the area is to *“create a landmark development that acts as a high quality gateway to Seven Sisters, providing mixed uses with improved facilities and safer underground station access”*.
- 3.3.4 Development principles set out in the brief address:
- Urban design;
 - Transport and access; and
 - Land uses and development.
- 3.3.5 Relevant to equalities, the brief seeks to achieve:
- regeneration and improvement of the living and working environment and make best use of site opportunities;
 - a development that takes its cue from the richness and diversity of the communities and small shops in the West Green Road area;
 - significant and co-ordinated improvement to the public realm;
 - a reduction in opportunities for crime, especially around the Station entrances, designed in conjunction with the Police and the British Transport Police;
 - improvements to pedestrian access and safety in the area;
 - a development that should be accessible to all; and
 - a development is suitable for a range of land uses; including retail uses to promote the vitality and viability of the West Green Road/Seven Sisters District Centre.

Unitary Development Plan 2006 / Local Development Framework

- 3.3.6 The Unitary Development Plan⁴ (UDP) adopted by the Council in 2006 is the Council's statutory plan setting out the development and use of land and buildings in the borough. The UDP policies and proposals are being replaced by the Council's Local Development Framework

³ Haringey Council (2004) *Wards Corner/Seven Sisters Underground Development Brief* [online] available at: http://www.haringey.gov.uk/wards_corner_seven_sister_underground_development_brief.pdf

⁴ Haringey Council (2006) *Haringey Unitary Development Plan Adopted July 2006 – Saved Policies Version July 2009* [online] available at: http://www.haringey.gov.uk/index/housing_and_planning/planning-mainpage/policy_and_projects/local_development_framework/udp-2.htm#attached_files

(LDF). The main LDF document is the Core Strategy. Until the Core Strategy is adopted, the Secretary of State issued a Direction (17 July 2009) which enables certain UDP policies to be saved. Saved policies will continue to be used in determining planning applications (until the Core Strategy is in place) although emerging national and London-wide policies and new evidence over time will carry greater weight by the Council in planning decisions.

3.3.7 Saved UDP policies that are relevant to the Wards Corner development include:

- AC3: Tottenham High Road Regeneration Corridor – The accompanying policy narrative acknowledges that the area has severe environmental, economic and social problems and is in need of regeneration. Seven Sisters underground station (Wards Corner) is listed as a major site for potential redevelopment and as a catalyst for prime regeneration of the High Road and identifies that a planning brief has also been prepared for Seven Sisters (Wards Corner). The policy seeks to permit developments that promote regeneration along Tottenham High Road where:
 - it will positively contribute sustainable development and to the regeneration of the High Road;
 - no significant adverse impacts will occur on neighbouring residential amenity, and provides a safe and secure environment that combats crime and the fear of crime;
 - there will be no loss of public open space;
 - vehicular traffic on the High Road will not significantly increase;
 - it won't detract from the vitality and viability of the town centres;
 - new housing will promote a more balanced, mixed, sustainable and less transient community, and proportion of affordable housing won't exceed 50 per cent, with the majority of housing for intermediate forms of housing (shared ownership, key worker and sub-market schemes); and
 - it encourages a change to residential use outside defined retail centres, subject to other UDP policies.
- AC4: The Bridge – New Deal for Communities – The accompanying policy narrative identifies Seven Sisters underground station (Wards Corner) as an important development site in the area and that the planning brief advocates mixed use. The policy seeks to permit developments that promote regeneration, tackle poverty and social exclusion and achieve more sustainable communities in The Bridge where they:
 - will positively contribute sustainable development and to the regeneration of Seven Sisters,
 - seek to provide a safe and secure environment, and combats crime and the fear of crime;
 - improve access to and the quality of open space;
 - provide a choice of good quality housing that meets the needs of all in the community and the proportion of affordable housing does not exceed 50 per cent, with the majority of housing for intermediate forms of housing; and
 - promote an environment and conditions where opportunities for enterprise are open to all.

LB Haringey Council Equalities Scheme 2010-2013 and Sustainable Community Strategy 2007 - 2016

- 3.3.8 Haringey Council's equality scheme adopts their Sustainable Community Strategy (SCS) vision for 'A place of diverse communities that people are proud to belong to' to help ensure there is equality of opportunity throughout the Borough. The scheme also seeks to achieve fair treatment, with a priority to promote equality through strategic planning. The scheme currently covers six strands of equality, namely age; disability; gender; race; religion or belief; and sexual orientation. The scheme does not cover gender reassignment, marriage or civil partnership and pregnancy and maternity (though this may be addressed within gender).
- 3.3.9 The Equalities Scheme identifies the SCS priorities which mainstream equalities concerns into the core business of the council. Relevant priorities include:
- Enhance community cohesion; common belonging and shared vision; group interaction
 - Increase skills and educational achievement; fair treatment and equality of opportunity
 - Increase resident satisfaction with services and the area they live in; low crime and concern about crime
 - Provide greater opportunity for civic engagement and participation.
- 3.3.10 The strategy references the community cohesion framework as inextricably linked with the Council's equalities public sector duties and places a strong emphasis on evidence gathering for knowing their communities and equality mapping within the Borough.

Haringey Strategic Partnership Community Cohesion Framework Update 2010

- 3.3.11 The framework identifies community cohesion and equality of opportunity as inextricably linked and as part of the core business of the Council.
- 3.3.12 The 2008 Haringey Strategic Partnership (HSP) Community Cohesion Framework defined community cohesion as "*what must happen in all communities to enable different groups of people to get on well together.*"
- 3.3.13 The updated Framework⁵ adopts the HSP's vision as identified in the Sustainable Community Strategy 2007-2016: "*A place of diverse communities that people are proud to belong to*". It prioritises outcomes that help to achieve the vision, including:
- ensuring that people who live or work in or visit Haringey can expect equal access to high quality services; and
 - setting out a Delivery Plan involving organisations and individuals across the Borough, including those who provide services to residents.
- 3.3.14 The Community Cohesion Framework itself consists of four outcomes and their priorities. Relevant outcomes and priorities are summarised below:
- Fair treatment and equality of opportunity, including through strategic planning;

⁵ Haringey Strategic Partnership (2010) *Haringey Strategic Partnership Community Cohesion Framework Update 2010 Incorporating the Delivery Plan* [online] available at: http://www.haringey.gov.uk/community_cohesion_framework_update_2010.pdf

- Low levels of crime and concern about crime and confidence in the criminal justice system, including by working together to prevent and reduce hate crime and harassment;
- Group interaction, including provide greater opportunity for civic engagement and participation; and
- A sense of common belonging and shared vision, with priorities to enhance community cohesion and engage with local communities and empower them to shape policies, strategies and services that affect their lives.

3.4 LB Haringey Council Core Strategy Proposed Submission, May 2010

3.4.1 The Local Development Framework (LDF) is the new plan for Haringey and along with the London Plan this will guide future growth and development in the borough for the next 15 years. The LDF will replace the Unitary Development Plan and its current 'saved' policies. The main document in the LDF is a Core Strategy. The Core Strategy will be used in determining planning applications. The Core Strategy⁶ was submitted to the Secretary of State on 9 March 2011 for an Examination in Public by an independent Inspector.

3.4.2 The Core Strategy policy that is most relevant to the Wards Corner development is:

- SP1 – Managing Growth – This policy focuses on the amount and the direction of growth in the borough between 2011 and 2026. Development will be promoted in Growth Areas (Haringey Heartlands and Tottenham Hale) and in Areas of Change (Wood Green Metropolitan Town Centre, Northumberland Park, Tottenham High Road Corridor, and Seven Sisters Corridor).
 - The Seven Sisters Corridor area of change contains the Wards Corner redevelopment site. The area is identified as having high levels of multiple deprivation including unemployment, low educational achievements, poor/ lack of affordable housing, a poor environment and high crime levels.
 - Regeneration of Wards Corner to deliver new, high quality housing, new shops and public realm improvements is one priority within the strategy for the Seven Sisters Corridor Area of Change.

3.4.3 Core Strategy policies that promote equality are:

- SP2: Housing – This policy sets out density and design standards to deliver quality homes including:
 - compliance with the housing standards and range of unit sizes in the Council's Housing Supplementary Planning Document (SPD) and adopts the GLA's Housing Space and Child Play Space Standards;
 - maximise housing for people whose circumstances makes them vulnerable and/or people with specific needs; and
 - new housing is built to 100% Lifetime Homes Standards with at least 10% wheelchair accessible housing or 20% of housing adaptable for wheelchair users.
- The policy also aims to secure high quality affordable housing by:

⁶ Haringey Council (2010) *Haringey Core Strategy Proposed Submission May 2010* [online] available at: http://www.haringey.gov.uk/haringey_proposed_submission_core_strategy.pdf

- requiring development sites able to deliver five or more units to provide 50% affordable housing on site;
 - imposing an affordable housing split of 70% Social Rented Housing and 30% Intermediate Housing;
 - allowing no net loss of existing affordable housing floorspace in development; and
 - high quality design and full integration of affordable housing within schemes.
- SP9 - Improving skills and training to support access to jobs and community cohesion and inclusion – seeks to address unemployment by facilitating training opportunities for the local population, increasing the employment offered in the borough and allocating land for employment purposes. It also encourages the provision and growth of education and training facilities in areas of high unemployment, promotes diversification of the borough's economy, and will secure financial contributions from development that results in a net loss of employment floorspace to invest in training and other initiatives promoting employment and adult education in the borough.
 - SP11 – Design – encourages new development to be of high quality, attractive, sustainable, safe and easy to use to enhance Haringey's built environment. Principles include:
 - high design standards that respect local context and character that contribute and enhance a sense of place; and
 - incorporating solutions to reduce crime and the fear of crime by promoting social inclusion, and well-connected and high quality public realm that is easy and safe to use and by applying the principles set out in 'Secure by Design'.
 - SP14 - Health and Well-being - seeks to improve health and well-being in Haringey through the following ways:
 - working with the NHS to reduce health inequalities in the areas with poorest health;
 - identifying sites for new health infrastructure;
 - supporting the provision of new or improved health facilities;
 - prioritising interventions and resources to those areas of the borough where health inequalities are greatest; and
 - supporting the integration of community facilities and services, i.e. health, education, cultural and leisure in multi-purpose buildings.
 - SP15 – Culture and Leisure – aims to safeguard and foster the borough's cultural heritage and promote cultural industries and activities through:
 - the development of cultural areas across the borough, including at Tottenham Green;
 - supporting the provision of new work spaces and cultural venues that support cultural businesses particularly in cultural areas;
 - protecting and enhancing (where feasible) existing cultural facilities throughout the borough; and
 - safeguarding and fostering the borough's existing recreational and sporting facilities.

4 Summary of planning application and related proposal

4.1 Introduction

4.1.1 This Chapter seeks to summarise the related proposal and planning application for the redevelopment of Wards Corner. The content of this Chapter relies heavily on the content contained within the Planning Statement Addendum published by the Applicant, Grainger Seven Sisters Ltd in December 2010. It includes relevant detail on the existing site conditions.

4.1.2 The 0.71 ha site proposed for redevelopment is located in a highly accessible public transport area and comprises a group of two/three storey late Victorian and inter-war commercial buildings along Tottenham High Road, further commercial units along Seven Sisters Road and West Green Road and residential properties and parking to the rear along Suffield Road. Part of the site lies within the Seven Sisters Conservation Area. None of the buildings on the site are statutorily listed, although two have been 'locally listed' by the Council.

Housing provision

Existing housing which will be demolished

4.1.3 The existing 31 residential units, comprising 3 studio flats, 14 x 1-Bed, 5 x 2-Bed and 9 x 3-Bed units, would be demolished prior to redevelopment of the overall site⁷.

Provision of new housing

4.1.4 The replacement scheme proposes a total of 197 residential dwellings in a mix of studio, one, two and three bedroom units, as follows:

- Studio – 5 (1%)
- 1 Bed – 48 (8%)
- 2 Bed – 107 (56%)
- 3 Bed – 37 (26%)

4.1.5 This equates to a net increase of 166 dwellings.

4.1.6 According to the Applicant, the proposed mix has been developed to take into account the particular circumstances of the site. With the exception of Suffield Road, the main street frontages are bustling retail areas, with high footfall and busy road traffic. Generally the site is not ideally suited for families, with the exception of the Suffield Road frontage, where the majority of the family units are to be located.

4.1.7 The proposed dwellings will be built to Lifetime Homes standards. Furthermore, 10% of the proposed new homes will be designed to be wheelchair accessible or easily adaptable for residents who are wheelchair users.

⁷ Based on 'best estimate' information provided by Cluttons 10/05/2011

Affordable housing

- 4.1.8 An independent assessment by the Valuation Office undertaken in June 2008 concluded: *“I do not consider that the provision of affordable housing is viable on this development site.”* This supports the view of the Applicant that the particular circumstances of the site mean that it is not possible to provide affordable housing, even with grant funding towards the regeneration of the site.
- 4.1.9 According to the Applicant, an appraisal current at December 2010 also concluded that based upon current costs and values, the development site cannot support the inclusion of affordable housing. The report remains confidential.
- 4.1.10 Also according to the Applicant, even without affordable housing in the scheme, forecast figures indicate that affordable provision within Haringey is likely to meet or exceed London Plan targets.

Public realm and streetscape provision

- 4.1.11 In terms of overall scheme design, the Applicant has stated that the redevelopment proposal is of the highest quality in terms of design and, as is demonstrated in the Design and Access Statement⁸. One of the elements central to the proposal is creating a new public square, corresponding to the Underground entrances and bus stops.
- 4.1.12 The scheme is to also provide residents with private and shared outdoor space, including podium gardens, open space and play space and their maintenance.

Safety measures – natural and ‘hard’

- 4.1.13 The new public realm seeks to provide a safe and secure environment this includes reducing the opportunities for crime and providing for the safety of users.
- 4.1.14 Footway lighting will be provided to improve the security and safety of the new public realm while reducing the ground level clutter.
- 4.1.15 Also the public square on the High Road will be fully overlooked, as will the podium gardens. The entrance to the service road will be gated, as will the entrance to the car park. The car park itself will be designed to avoid dark corners and blind spots.

Decluttering

- 4.1.16 All existing street clutter is to be removed. Elements that will remain are the mature London Plane tree and the two entrance stairs to the Underground station, which will be re-clad and covered by glass canopies. There are no changes to the Underground station itself as they are not included in the redevelopment, although the design allows for the future installation of lift access to the ticket hall. Two new retail kiosks are located next to the stairs.
- 4.1.17 High quality paving, street lighting, signage, bus stops, benches and other street furniture will be provided to avoid physical or visual clutter and keep clear routes and lines of sight along the High Road.

⁸ Pallard Thomas Edwards Architects (2008) *Wards Corner Seven Sister Design and Access Statement* [online] available at: http://www.wardscornerregeneration.co.uk/downloads/design-access-statement.pdf?bcsi_scan_E956BCBE8ADBC89F=0&bcsi_scan_filename=design-access-statement.pdf

- 4.1.18 The existing building line to the High Road will be carved out to give more space to the public realm and create a curved public place at the centre of the site.

Public art investment

- 4.1.19 A work or works of public art is to be incorporated into the fabric of the buildings.
- 4.1.20 The final scheme features a curved corner block matching the parapet height of its neighbours. The façade is framed in stone with a cast sculpture frieze celebrating the history of the site: this will be the subject of a separate competition to select an artist, but ideas include abstract representations of the goods sold in the former department store. The stone frame contains a recessed glass façade decorated with coloured glass fins set at right angles. The scheme will also look at other opportunities to include ornamentation and decoration in the brick, plaster, glass and iron work – within the cost constraints of the scheme, to support building individuality.

Business, retail and market floorspace

Removal of existing market and temporary relocation

- 4.1.21 In order to assist with relocation costs a S106 agreement will provide for £144,000 as a “Traders’ Financial Assistance Sum” (an increase on the sum of £96,650 agreed at the time that the application was considered by the Planning Committee in 2008). Although the Market Traders operate on a license and presently have no security of tenure, this sum equates to the aggregate rateable value of the Market occupied by the Traders.
- 4.1.22 Both the Applicant and the Council will also be required by the s106 to employ an appropriate organisation to assess the opportunities for the temporary relocation of the market as a whole or within an existing market. Continued discussions between the Applicant and the Market Traders are required in order to manage the short term relocation issues and to secure the long term success of the indoor market and to undertake the following tasks:
- (i) to facilitate or fund a specialist professional facilitator to engage with the Traders in order to find and provide temporary accommodation;
 - (ii) to liaise with those existing Spanish-speaking traders to promote their interests in the temporary accommodation to be found and provided; and
 - (iii) to engage with and provide appropriate business support and advice to all Traders with the objective of securing the maximum number of expressions of interest to return to the site.
- 4.1.23 The Applicant will employ Urban Space Management and Union Land to assess the opportunities for temporary locations for the market as a whole or within an existing market. They will also undertake to provide a minimum 6 months notice period to Traders for vacant possession.

Proposed floorspace provision by use type

Retail uses

- 4.1.24 The Applicant wants to create a high quality retail floorspace, appropriate to the scale, character and function of the existing centre. The inclusion of appropriate convenience retail, coffee shop and restaurant units within the proposed scheme is intended to complement the retail offer.

4.1.25 The proposed scheme replaces 3,182 sqm of floorspace, found within the existing retail accommodation and the indoor market, with 3,792 sqm of new floorspace. The net increase of retail floorspace is 610 sqm. The mix of unit types within the proposed scheme is devised to ensure space for local traders, shops and businesses on the West Green Road and Seven Sisters Road frontages along with larger units that would be attractive to national retailers on the Tottenham High Road frontage.

4.1.26 For the units located on West Green Road, a Marketing and Letting Strategy will be developed and promoted through the S106 agreement. The first lettings of these units would need to be approved by Haringey Council and prior approval will need to be given for the amalgamation of any of the units to form larger units.

Reprovision of Seven Sisters Market

4.1.27 A study undertaken by Urban Space Management (USM) commissioned by the Bridge NDC indicates that the current market inside the former Wards Corner department store building comprises 60 retail units, with approximately 36 shops/units, with a few units vacant. The indoor units average 95 - 100 sq.ft each while spaces on the road frontage and around the perimeter of the market vary in size. USM identify the current rental and service charges, estimated at £31/sq.ft per year, as below open market rate, reflecting the poor condition of the existing building. The building is leased by a market operator, with market traders holding licenses with a 4 week break clause and a clause that vacant possession may be required for the purposes of redevelopment.

4.1.28 In a letter to all market traders dated 6th November 2008 from Grainger Plc, advice on the likely future rent payable by market traders was stated as around £90/sq.ft per year.

4.1.29 The planning application revised ground floor plan shows provision of 50 small units suitable for the re-provision of the Seven Sisters indoor market, fronting onto Seven Sisters Road and Tottenham High Road, including spaces for cafes and reprovision of a toilet within the market area. In the November 2008 letter from Grainger Plc to market traders, it was stated that the revised plans included potential space for 50-60 market units, depending on seating requirements.

4.1.30 According to the Applicant the re-provision of the indoor market is subject to reasonable conditions to ensure that the market is provided for the benefit of the current traders and that it will be successful in the long term. These conditions are to be incorporated into the S106 agreement:

- The market must be run by an experienced indoor market operator;
- This arrangement must be in place not less than 12 months prior to the due practical completion date of the proposed development;
- A Market Lease must be in place not less than 6 months prior to the due practical completion date of the proposed development; and
- The rent will be open market for A1 use class.

4.1.31 One of the conditions attached to the S106 agreement signed in 2008 was that the proposed market operator had to demonstrate that no less than 60% of the market traders that previously occupied the Seven Sisters market showed a formal interest in taking accommodation within the new market. This was to ensure the new market operator ran the market as replacement of the existing; rather than as a different concept. However, concerns have subsequently been

expressed that, should a lower percentage of the market traders show a formal interest in returning, the market could be lost altogether.

4.1.32 It is proposed to remove the reference to requiring 60% of the existing traders to formally express an interest in returning with a condition requiring the Market Operator to offer a first right to occupy to all existing traders on an exclusive and non-assignable licence of an equivalent stall in the new market area, on reasonable A1 open market terms. This revision to the conditions is designed to offer greater confidence to the existing traders that they will be able to relocate to the site once the development is completed.

4.1.33 A stipulation will also be imposed requiring the Market Operator to have offered a first right to occupy to all existing traders on an exclusive and non-assignable licence of an equivalent stall in the new market area, on reasonable A1 open market terms.

Investment in street improvements

West Green Road Environmental Improvement Fund

4.1.34 There will be financial contributions to create a West Green Road Environmental Improvement Fund of £250,000, to provide:

- £150,000 for shop/building frontage improvements
- £75,000 for street decoration and enhancements
- £15,000 for servicing improvements that allow vehicle and pedestrian traffic to have improved access and servicing
- £10,000 for an Improvement Strategy for businesses/markets, open space and parking.

Security / Public Safety

4.1.35 The proposed development will include 24 hour porterage/security, based in an office overlooking the new public square. It is perceived that the presence of on-site security and increased surveillance of public areas will serve to discourage criminal activity, to the benefit of both the future occupiers of the development and the local community.

Improvements to transport infrastructure

Bus stops

4.1.36 From the proposed ground floor plans for the scheme, a bus shelter will be located on the corner of West Green and Tottenham High Roads.

Station improvements

4.1.37 The proposed ground floor plans show two tube entrances on Tottenham High Road.

Cycle parking

4.1.38 As shown on the proposed ground floor plans the scheme includes 197 cycle storage spaces for the residential units via a pedestrian gate with controlled access. Public bicycle racks will also be provided in the public square on the High Road near the entrances to the Underground station.

Car club

- 4.1.39 There will be the submission and implementation of Travel Plans for key land uses, including details of an agreement with a car club operator for the provision of car club facilities on the site.
- 4.1.40 No entitlement for residential occupiers to residents parking permits with the exception of up to 12 permits for the houses to be built in Suffield Road.

Education investment

S106 contribution for Education provision

- 4.1.41 The Applicant will contribute £200,000 towards the cost associated with the provision of facilities and services arising from additional demand generated for school places.

Employment creation

- 4.1.42 As part of the S106 agreement for the site a Construction Training and Local Labour Agreement is proposed, and an undertaking to secure the procurement of goods and services from local businesses and the recruitment of local people.
- 4.1.43 The completed development is calculated by the Applicant to give rise to an estimated 140 jobs, a mix of full-time and part-time jobs. The existing businesses on the site are estimated to employ 111 people, a mix of part-time and full-time jobs.

Amenity Space and Play Space

- 4.1.44 The proposed scheme is to provide approximately 1,538sqm amenity space within an open landscaped central courtyard. The proposed scheme includes a play space within the central courtyard that is within a 400m walk of the Brunswick Road Open Space, which includes recently upgraded play facilities for children aged 0-16.
- 4.1.45 The Wards Corner scheme is expected to have a child occupancy of 36, resulting in an overall requirement of 360sqm play space for the development (on the basis of around 1,538sqm amenity space). This translates to a need for approximately 20% of the proposed amenity space to be classed as “play space” in order to fully comply with the regional guidelines (GLA’s Play Space Supplementary Planning Guidance (SPG)).
- 4.1.46 It is expected that 85% of the estimated child occupancy falls within the 0-11 age group using information contained in the SPG. A designated playspace is therefore provided within the central courtyard for this age group that will include items such as swings, slides and climbing areas. However, due to the size of the courtyard it will not be possible to provide youth facilities on site and areas such as basketball courts and a ‘kickabout’ area cannot be incorporated into the scheme.
- 4.1.47 It is proposed that a lack of boundaries between the spaces will make for a more transient relationship between the open space and playable space, thus creating an overall larger area for recreation.

5 Baseline situation

5.1 Wards Corner

5.1.1 Wards Corner falls within the Tottenham Green ward in the east of the London Borough of Haringey. The site includes Seven Sisters Underground Station and its entrances and frontage buildings on Seven Sisters Road, Tottenham High Road and West Green Road which houses an adjoining parade of shops.

5.1.2 The Wards Corner site covers a very small area so that it is not possible to provide robust demographic data to populate an equality profile solely relating to the site area. The baseline data provided referred to is for the small area 'Lower Super Output Area 025D', referred to as the 'Wards Corner LSOA' for the purposes of this report.

5.1.3 The resident population within the Wards Corner LSOA in 2001 was 1,513, with a higher population density than both Haringey and London (73.18 and 45.62 respectively) (Census 2001). Unfortunately more recent population estimates for small areas are being revised by ONS and are currently unavailable⁹.

5.1.4 The latest figures for deprivation indicate that Wards Corner LSOA is amongst the 5-10% most deprived neighbourhoods in England and Wales (Indices of Deprivation, 2010). Whilst it has fallen consistently within this band since 2004, at 5.6%, in 2010, its overall ranking has dropped since 2007.

5.1.5 The Wards Corner LSOA¹⁰ ranks amongst the 5% most deprived local areas in England and Wales with respect to:

- Barriers to Housing and Services, particularly in terms of the sub-indicator that measures overcrowding, homelessness and housing affordability;
- Living Environment (air quality, traffic congestion and housing quality); and
- Crime, dropping back to a ranking similar to in 2004, after a rise in the ranks in 2007.

5.1.6 The Wards Corner LSOA ranks amongst the 5 – 10% most deprived local areas in England and Wales with respect to income.

5.1.7 The Wards Corner LSOA ranks amongst the 2% most deprived local areas in England and Wales for measures of deprivation affecting older people and children.

5.2 Profile of potential affected groups sharing protected equality characteristics

Age

5.2.2 Wards Corner has a young age profile, according to the latest available age population estimates¹¹. Children aged 0-14 comprise 20 per cent of the population; whilst young people

⁹ http://www.neighbourhood.statistics.gov.uk/dissemination/Show_popStatus.do?page=populationEstimatesRevisions2010.htm [Accessed 12/04/2011]

¹⁰ <http://www.imd.communities.gov.uk/> for LSOA E01002072 [Accessed 12/04/2011]

¹¹ Resident Population Estimates by Broad Age Band, Mid 2009, from <http://www.neighbourhood.statistics.gov.uk/> [Accessed 12/04/2011]

aged 15 – 24 comprise a further 17 per cent. This sizeable population of children and younger people reflects the profile of Tottenham Green ward, which has a larger proportion of 15-29 year than Haringey as a whole. People aged 25 – 49 comprise 55% of the population, whilst people aged 65 and above comprise just over 7% of the population.

5.2.3 By 20210, the Haringey population is projected to number 239,300, comprising:

- 19.8% aged 0 – 15 - (London 19.9%, England 18.8%)
- 68.5% of working age - (London 66%, England 59.2%)
- 11.7% of pensionable age - (London 14.1%, England 21.9%)¹²

5.2.4 64% of 0–19 year olds in Haringey are from ethnic minority backgrounds (2001 Census), with approximately 160 languages spoken by children in the borough (2007 School Census).

Disability

5.2.5 Wards Corner LSOA has higher rates of people with a limiting long-term illness, at 18.4% of the population, as compared to Haringey and London averages of 15.5% (Census 2001).

5.2.6 For 75 people in Tottenham Green ward, disability was the main reason for claiming out-of-work benefits in 2010^{13,14}. This represents 0.8% of the working age population, slightly higher than the average rate in Haringey (0.7%) and in line with the London-wide rate of 8%.

5.2.7 Incapacity Benefit (IB) and Severe Disablement Allowance (SDA) are sickness and disability benefits that are claimed by people of working age who experience sickness and disability to an extent that they are unable to work, either temporarily or permanently. There are currently 105 IB/SDA claimants in Wards Corner LSOA (May 2010), IB/SDA claimants in Haringey comprise 7.5% of the working age population. The IB/SDA claim rate in Haringey is above England and London (6.7% and 5.9% respectively)¹⁵.

5.2.8 There are more than 1,700 people who are registered as either blind or with severe sight problems in Haringey¹⁶.

Race

5.2.9 Haringey borough is one of the most ethnically diverse boroughs in the UK¹⁷, reflected in the make-up of the Wards Corner LSOA, as shown in 2001 Census data, presented in Table 5.1 below. This shows there are sizeable numbers of people of Afro-Caribbean and African heritage in the local area.

¹² http://www.haringey.gov.uk/about_haringey/fact_file.htm [Accessed 12/04/2011]

¹³ <https://www.nomisweb.co.uk/reports/lmp/ward/1308625542/report.aspx> [Accessed 13/04/2011]

¹⁴ NOMIS - Working-age client group - key benefit claimants (August 2010):

<https://www.nomisweb.co.uk/reports/lmp/la/2038431864/report.aspx?town=haringey#tabwab>

¹⁵ <http://neighbourhood.statistics.gov.uk/dissemination/LeadTableView.do?adminCompAndTimeId=27328%3A340&a=3&b=286440&c=025D&d=141&r=1&e=9&f=27136&o=333&q=335645&i=1001x1003x1004x1005&l=1359&m=0&s=1302701677281&enc=1>

¹⁶ Haringey Strategic partnership Community Cohesion Framework 2010 Update:

http://www.haringey.gov.uk/index/council/how_the_council_works/equalities/community_cohesion.htm

¹⁷ Haringey Community Cohesion Framework (2010 Update)

http://www.haringey.gov.uk/index/council/how_the_council_works/equalities/community_cohesion.htm

Table 5.1: Break down of ethnic groups in Wards Corner LSOA, Tottenham Green ward, Haringey and London. Source: 2001 Census data

Specific Ethnic Group (%)	Wards Corner LSOA	Tottenham Green ward	Haringey LB	London
White: British	28.7%	29.7%	45.3%	59.8%
White: Irish	4.0%	3.7%	4.3%	3.1%
White: Other White	12.8%	16.2%	16.1%	8.3%
Mixed: White and Black Caribbean	2.7%	1.8%	1.5%	1.0%
Mixed: White and Black African	1.3%	0.8%	0.7%	0.5%
Mixed: White and Asian	1.1%	1.1%	1.1%	0.8%
Mixed: Other Mixed	1.7%	1.4%	1.3%	0.9%
Asian or Asian British: Indian	1.8%	2.3%	2.9%	6.1%
Asian or Asian British: Pakistani	2.0%	1.1%	0.9%	2.0%
Asian or Asian British: Bangladeshi	3.6%	2.3%	1.4%	2.1%
Asian or Asian British: Other Asian	1.6%	2.0%	1.5%	1.9%
Black or Black British: Caribbean	17.3%	15.9%	9.5%	4.8%
Black or Black British: African	15.5%	15.2%	9.2%	5.3%
Black or Black British: Other Black	2.0%	1.9%	1.4%	0.8%
Chinese or Other Ethnic Group: Chinese	0.3%	1.5%	1.1%	1.1%
Chinese or Other Ethnic Group: Other Ethnic Group	3.7%	3.2%	2.0%	1.6%

- 5.2.10 Since the 2001 Census, considerable change in the population size of Haringey wards has been observed. For example, the population of Tottenham Green ward has increased by 4% from 2001 to 2005, and Seven Sisters by 32%. In Haringey as a whole, the largest growth between 2001 and 2007 was among the Pakistani community (38%), followed by Chinese (30%) and Bangladeshi (22%). More recent estimates from the Office for National Statistics are currently under revision and therefore unavailable.
- 5.2.11 The Haringey Joint Strategic Needs Assessment¹⁸ identifies the largest ethnic groups amongst school pupils in Haringey in 2007 as: 20% White British, 18% Black African, 13% Black Caribbean, 10.5% 'White other', 6.8% Turkish and 3.2% Kurdish. This ethnic diversity is also reflected by the large number of languages spoken among Haringey school children: approximately 130 in total.
- 5.2.12 In 2001, 55.5% of the Wards Corner LSOA population was born in the UK¹⁹. The wide variety of countries of origin of residents of the area indicates the high ethnic diversity amongst residents, with 13% of residents born in Africa, 9% in Asia and 7% from North American (including the Caribbean). The existence of pockets of different ethnic groups is indicated by high proportions of residents of the Wards Corner LSOA (as compared to London as a whole) sharing a particular country of birth, including Turkey, Nigeria, Jamaica and other Caribbean/West Indies nations, as shown in Table 5.2.

¹⁸ Haringey Joint Strategic Needs Assessment (Ch.2) <http://www.haringey.gov.uk/index/council/hsp/ourplace.htm>

¹⁹ 2001 Census: Country of Birth (UV08) <http://www.neighbourhood.statistics.gov.uk/dissemination/>

Table 5.2: Country of Birth (2001 Census data) for residents in Wards Corner compared to Tottenham Green, Haringey & London (due to rounding, may not sum exactly to 100%)

Country of Birth %	Wards Corner LSOA	Tottenham Green ward	Haringey LB	London
UK	55.5	53.6	62.9	72.9
Republic of Ireland	2.7	2.6	2.7	2.2
Turkey	7.4	6.4	4.0	0.5
Other European countries	3.6	5.4	5.9	4.3
Nigeria	2.5	2.3	1.2	1.0
Other African countries	10	10.2	7.6	5.4
Jamaica	4.8	4.4	2.5	1.1
Other Caribbean & West Indies	2.4	2.5	1.6	0.9
Bangladesh	2.0	1.5	0.8	1.2
Other Asian countries	7.0	8.2	7.5	7.5
All Other Countries	2.3	2.8	3.0	2.7

5.2.13 A report on the Seven Sisters Market by USM notes that since the 1990s, London has received a major influx of Latin American migrants.

Race/ethnic identity of affected groups

5.2.14 A study by USM conducted in 2008 reported that 23 (64%) of the market traders at Seven Sisters market are of Latin-American origin, and mostly Spanish-speaking, whilst the remaining 13 (36%) of traders represent a mix of Afro-Caribbean, African, European and English backgrounds. It is understood that the profile of the traders is likely to have changed to some degree over the last three years, though with a continued significant presence of people of Latin American origin and other ethnic minority backgrounds.

5.2.15 It is understood that BME households comprise the majority of households living within the existing housing on the site, although detailed data on the ethnicity of affected households has not been collected.

Religion or belief

5.2.16 In Wards Corner, 54% of the population consider themselves Christian, compared to 53% in Tottenham Green ward, 50% in Haringey and 58% in London. For Muslims, the equivalent figures were 13% for Wards Corner compared to 16%, 11% and 9% for Tottenham Green, Haringey and London, respectively. Less than 5% of the population belonged to each of the other religions listed in table 6.2, while 15% had no religion (compared to 15%, 20% and 16% in Tottenham Green, Haringey and London, respectively). The question of religious belief is voluntary in the census. Absolute figures are detailed in Table 5.3.

Table 5.3: Religious belief in Wards Corner, Tottenham Green ward, Haringey LB and London (person count). Source: Census 2001 data. Those who did not respond to this question are classified as ‘religion not stated’

Religion	Wards Corner LSOA count	Tottenham Green ward	Haringey LB	London
<i>Total people in area</i>	1,513	11,966	216,507	7,172,091
Christian	823	6,342	108,404	4,176,175
Buddhist	26	171	2,283	54,297
Hindu	27	234	4,432	291,977
Jewish	17	91	5,724	149,789
Muslim	196	1,876	24,371	607,083
Sikh	6	21	725	104,230
Any other religion	10	68	1,135	36,558
No religion	227	1,834	43,249	1,130,616
Religion not stated	181	1,329	26,184	621,366

Sex

- 5.2.17 In Wards Corner LSOA the population was 1,513 in 2001, of which 46.5% were male, 53.5% female, compared to 46.9% and 53.1% in Tottenham Green ward, 47.9% and 52.1% in Haringey, and 48.4% and 51.6% in London, respectively. Figure 5.1 shows the age-sex structure for Haringey: in 2006, 31.1% of females and 36.1% of males were aged less than 25 years (a difference of 5%), whilst 11.9% of females and 9.1% of males were aged over 65 years²⁰.
- 5.2.18 In recent years, the male population has increased slightly more than the female population²¹, a trend that may continue given the higher proportion of males aged under 25 in 2006.

²⁰ Haringey Joint Strategic Needs Assessment (2008): <http://www.haringey.gov.uk/index/council/hsp/ourplace.htm>

²¹ Ibid.

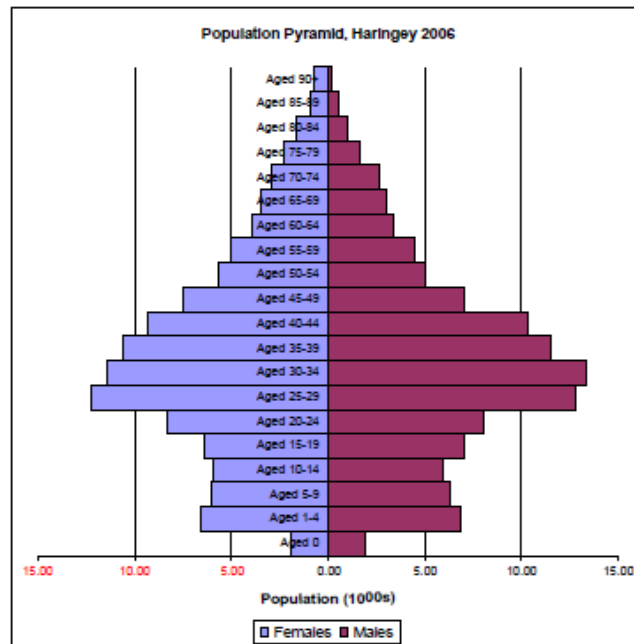


Figure 5.1: Population pyramid for Haringey in 2006, showing age-sex structure²²

Sexual orientation

- 5.2.19 ONS Integrated Household Survey (IHS) Data, using recently introduced questions on sexual orientation, indicate that across the UK, 95 per cent of adults identified themselves as heterosexual/straight, 1 per cent of adults identified themselves as gay or lesbian and 0.5 per cent of adults identified themselves as bisexual while a further 0.5 per cent identified themselves as 'Other'. London as a region had the largest proportion of adults identifying as Lesbian, Gay or Bisexual (LGB) (2.2 per cent). Estimates are not available at borough level or below due to small sample size²³.
- 5.2.20 The GLA records a positive increase in the number of lesbian and gay people who believe that Londoners are tolerant of different sexual groups²⁴.

5.3 Employment & business ownership

- 5.3.1 The most recent data available describing employment in the area is from the ONS Annual Population Survey for October 2009 to September 2010, available at local authority level. 67.9% of Haringey borough residents aged over 16 were economically active in October 2009 – September 2010; this was lower than in London (74.7%) and Great Britain (76.3)²⁵. 'Economically active' includes all residents that were employed or in employment at the time of the survey.
- 5.3.2 As shown in Table 5.4, unemployment levels amongst Haringey residents are higher in Haringey (11.4%) than in London (8.9%) and Great Britain (7.7%), whilst self-employment levels in Haringey are in line with London-wide levels (10.8%).

²²Haringey Joint Strategic Needs Assessment (2008): <http://www.haringey.gov.uk/index/council/hsp/ourplace.htm>

²³Joloza, T., Evans, J. & O'Brien, R. (2010) 'Measuring Sexual Identity: An Evaluation Report', Office of National Statistics (ONS)

²⁴Source: Annual London Survey, GLA 2002 – 2007 [Accessed 12/04/2011]

²⁵ONS Annual Population Survey, via NOMIS <https://www.nomisweb.co.uk/reports/lmp/la/2038431864/report.aspx?town=haringey>

- 5.3.3 Table 5.5 compares economic activity among the male and female populations of Haringey in 2009/10. Employment rates were higher among males than females in all regions, but there was a more marked gender difference in employment rates in Haringey. The rate of female unemployment in Haringey is above that in London (12.1% compared to 8.8%) whilst the rate of male unemployment in Haringey is below that in London (6.8% compared to 9.0%).
- 5.3.4 Economic inactivity rates among Haringey residents are significantly higher than rates recorded across London (32.1% compared to 25.3% in London (Table 5.5). Economic inactivity while 'Not wanting a job' was much more common among women (31.7%) than men (17.7%).

Table 5.4: Breakdown of economic activity, employment and unemployment Haringey borough, London and Great Britain (October 2009 – September 2010)²⁶.

	Haringey (numbers)	Haringey (%)	London (%)	Great Britain (%)
All people				
Economically active	111,600	67.9	74.7	76.3
In employment	101,400	61.6	68	70.4
Employees	82,500	50.5	56.8	60.9
Self employed	18,300	10.8	10.8	9
Unemployed	13,100	11.4	8.9	7.7
Males				
Economically active	62,800	74.8	82.2	82.6
In employment	58,500	69.6	74.7	75.4
Employees	45,500	54.5	59.5	62.1
Self employed	12,400	14.4	14.8	12.8
Unemployed	4,300	6.8	9	8.6
Females				
Economically active	48,800	60.6	67.2	70.1
In employment	42,900	53.2	61.3	65.4
Employees	37,000	46.2	54.1	59.7
Self employed	5,900	7	6.8	5.3
Unemployed	5,900	12.1	8.8	6.5

²⁶ ONS Annual Population Survey, via NOMIS <https://www.nomisweb.co.uk/reports/lmp/la/2038431864/report.aspx?town=haringey>

Table 5.5: Breakdown of economic inactivity among male and female residents of Haringey borough, London and Great Britain (October 2009 – September 2010)²⁷.

	Haringey (numbers)	Haringey (%)	London (%)	Great Britain (%)
All people				
Economically inactive	52,200	32.1	25.3	23.7
Wanting a job	12,400	7.6	6.3	5.7
Not wanting a job	39,800	24.5	18.9	18
Males				
Economically inactive	21,000	25.2	17.8	17.4
Wanting a job	6,300	7.6	5.2	4.9
Not wanting a job	14,700	17.7	12.7	12.4
Females				
Economically inactive	31,200	39.4	32.8	29.9
Wanting a job	6,100	7.7	7.5	6.5
Not wanting a job	25,100	31.7	25.3	23.5

5.3.5 2001 census data also shows that among unemployed residents in Wards Corner LSOA, long-term unemployment was higher than in Haringey, London and England both amongst men and women (Table 5.5).

Table 5.5: Long-term unemployment among unemployed residents, Census 2001²⁸.

% Long-term unemployment (2001)	Wards Corner LSOA	Haringey LB	London	England
Unemployed males	40.4	31.6	31.1	29.6
Unemployed females	48.4	34.0	31.4	31.4

5.3.6 The most recent data available regarding Jobseekers Allowance (JSA) claimants is from March 2011, collated by the ONS via Jobcentre Plus records²⁹. At this time, a total of 10,300 people were claiming JSA in Haringey borough, representing 6.4% of residents aged 16-64; this was higher than in London (4.1%) and Great Britain (3.8%). The rate was higher among males than females, with 6,587 males claiming in Haringey compared to 3,713 females; a similar pattern existed for London and Great Britain.

5.3.7 Table 5.6 shows JSA claimants broken down by age group and duration of the claim. Haringey residents have higher claimant rates across all three age groups (18-24; 35-49; 50-64) than London. Young people in Haringey have a higher claimant rate than other age groups, reflecting regional and national patterns.

5.3.8 The majority of claims were for a shorter duration (less than 6 months), except for older residents, among which claims over 12 months were almost as common as those under 6 months. This differs from London and Great Britain, for which the majority of claims were less than 6 months among *all* age groups. The rate of claims over 12 months among older residents in Haringey was 2.0% compared to 0.8% in London and 0.4% in Great Britain.

²⁷ ONS Annual Population Survey, via NOMIS <https://www.nomisweb.co.uk/reports/lmp/la/2038431864/report.aspx?town=haringey>

²⁸ 2001 Census (UV41) <http://www.neighbourhood.statistics.gov.uk/dissemination>

²⁹ NOMIS: 'Total JSA claimants (March 2011)' <https://www.nomisweb.co.uk/reports/lmp/la/2038431864/report.aspx?town=haringey>

Table 5.6: Jobseekers Allowance (JSA) claimants by age group and duration of claim, March 2011. Percentages represent the number of JSA claimants as a proportion of the resident population of the same age

	Haringey (number)	Haringey (%)	London (%)	Great Britain (%)
Aged 18 to 24				
Total	2,085	10.1	6.8	7.3
Up to 6 months	1,695	8.2	5.7	6
6 – 12 months	295	1.4	0.9	1
over 12 months	95	0.5	0.2	0.3
Aged 25 to 49				
Total	6,635	6.3	4.1	3.9
Up to 6 months	3,620	3.4	2.5	2.5
6 – 12 months	1,325	1.3	0.8	0.7
over 12 months	1,695	1.6	0.8	0.7
Aged 50 to 64				
Total	1,530	5.3	3.1	2
Up to 6 months	675	2.3	1.6	1.2
6 – 12 months	285	1	0.7	0.4
over 12 months	570	2	0.8	0.4

5.3.9 Data describing JSA claimants by gender is available for August 2009 for the smaller output area of Haringey 025D ('Wards Corner LSOA'), as shown in Table 5.7. JSA claims were more common among the male population (65%) than for females (35%); the same trend was true for Haringey, London and England.

Table 5.7: JSA claimants by age group and gender, as a proportion of claimants in August 2009³⁰.

JSA claimants (%)	Wards Corner LSOA	Haringey LB	London	England
Male	65	67	66	72
Females	35	33	34	28

5.3.10 With regard to JSA claimants by ethnicity, the smallest area for which data is available is local authority. The proportion of JSA claims in Haringey borough between October 2008 and September 2009 was lower for 'White' and higher for 'Black or Black British' and 'Chinese or other' than in London or England (Figure 5.2).

³⁰ JSA Claimants 2009, Department of Work & Pensions via <http://www.neighbourhood.statistics.gov.uk/dissemination>

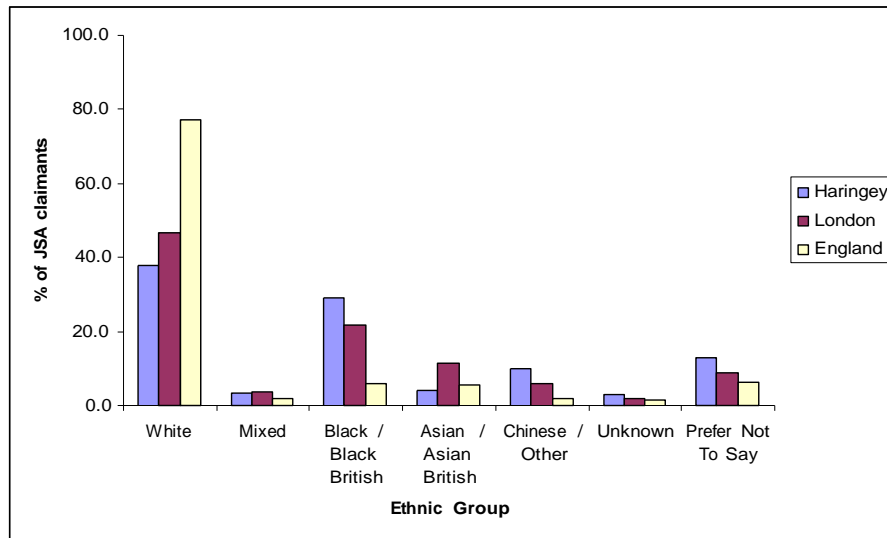


Figure 5.2: JSA claimants by ethnic group in Haringey, London and England for the period October 2008 to September 2009

5.3.11 Regarding all key benefits claimed in Wards Corner LSOA in 2009, Table 5.8 provides details of the main reason for / type of benefits claimed, as well as the age and gender of all people claiming a key benefit. The proportion of claimants for incapacity benefits in Wards Corner LSOA was notably higher at 12% of the working population, than in Haringey (8%) and London (6%), (see also 'Disability' section above).

Table 5.8: Benefits data indicators: reason, gender and age for key benefits claimants in 2009³¹

<i>% of working age population</i>		Wards Corner LSOA	Haringey LB	London
All People Claiming a Key Benefit		27	20	15
Main reason for claiming a key benefit	Job Seekers	7	6	4
	Incapacity Benefits	12	8	6
	Lone Parent	4	4	3
	Carer	1	1	1
	Others on Income Related Benefits	1	1	1
	Disabled	1	1	1
	Bereaved	0	0	0
	Unknown	0	0	0
Gender	Male	14	10	7
	Female	13	10	8
Age group	Aged 16-24	5	3	2
	Aged 25-49	14	12	9
	Aged 50 and Over	8	5	4

5.3.12 Data for 'New Deal' starts in Haringey borough in 2008 show that for 'New Deal Young People' and 'New Deal Lone Parents', the ethnic group with the highest proportion of starts was 'Black

³¹ ONS 'Benefits Data Indicators: Working Age Client Group' for Haringey LB: <http://www.neighbourhood.statistics.gov.uk/dissemination>

or Black British' (33.0% and 42.9% respectively), compared to London (25.7%, 28.5%) and England (6.7%, 8.1%)³².

- 5.3.13 As shown in Table 5.9, the proportion of residents in Haringey 16-64 with no qualifications (16.0%) was higher than in London (11.8%) and Great Britain (12.3%) whilst there is also a sizeable proportion of residents in Haringey educated to degree level.

Table 5.9: Total numbers of people who are qualified at a particular level and above in 2009³³

	Haringey (numbers)	Haringey (%)	London (%)	Great Britain (%)
NVQ4 and above	69,500	43	39.7	29.9
NVQ3 and above	86,800	53.8	53.2	49.3
NVQ2 and above	101,800	63.1	64.5	65.4
NVQ1 and above	111,300	69	74	78.9
Other qualifications	24,300	15.1	14.3	8.8
No qualifications	25,700	16	11.8	12.3

Definitions:
NVQ 1 equivalent: e.g. fewer than 5 GCSEs at grades A-C, foundation GNVQ, NVQ 1, intermediate 1 national qualification (Scotland) or equivalent
NVQ 2 equivalent: e.g. 5 or more GCSEs at grades A-C, intermediate GNVQ, NVQ 2, intermediate 2 national qualification (Scotland) or equivalent
NVQ 3 equivalent: e.g. 2 or more A levels, advanced GNVQ, NVQ 3, 2 or more higher or advanced higher national qualifications (Scotland) or equivalent
NVQ 4 equivalent and above: e.g. HND, Degree and Higher Degree level qualifications or equivalent

- 5.3.14 Regarding business ownership in Wards Corner, a survey of the Seven Sisters Market was conducted by USM in 2008 which found of the 36 traders leasing stalls in the market, the majority (64%) originated from Latin America and were mainly Spanish speaking. The remaining 36% traders were mainly English speaking, from a mixture of racial backgrounds, including Afro-Caribbean, African, Asian and White³⁴.

5.4 Housing

- 5.4.1 Wards Corner LSOA³⁵ experiences very high comparative levels of housing deprivation in terms of the sub-indicator for overcrowding, homelessness and housing affordability, according to CLG's Indicators of Deprivation 2010, which mainly use data from 2008.
- 5.4.2 A housing needs assessment conducted across Haringey in 2007 identified that single parents and people from black and minority ethnic communities were more likely to be in housing need.

³² Department for Work and Pension, via ONS 'New Deal Programme: Starts by Ethnic Group, 2008'
<http://www.neighbourhood.statistics.gov.uk/dissemination>

³³ NOMIS 'Qualifications (Jan 2009-Dec 2009)' <https://www.nomisweb.co.uk/reports/Imp/la/2038431864/report.aspx?town=haringey>

³⁴ 'Seven Sisters market Report' Urban Space Management, 2008. Available via Consultation Response #154 at:

<http://www.planningservices.haringey.gov.uk/portal/servlets/ApplicationSearchServlet?PKID=173237>

³⁵ <http://www.imd.communities.gov.uk/> for LSOA E01002072 [Accessed 12/04/2011]

Black and Black British households are reportedly more likely than other groups to be living in social rented housing. 'White - Other' households are more likely to live in the private rented sector whilst 'White - British' and 'Asian' and 'Asian British' households are most likely to be owner-occupier, across Haringey³⁶.

5.4.3 There are 31 existing homes on the site on Suffield Road and at first floor on Tottenham High Road, Seven Sisters Road and West Green Road. The existing housing stock is a mixture of owner-occupied, private-rented accommodation and social housing units. The existing dwelling stock comprises 3 studio flats, 14 x 1-Bed, 5 x 2-Bed and 9 x 3-Bed units³⁷.

5.4.4 Within the South Tottenham (N15) area, there are 409 housing units in the pipeline to be completed in 2011/12. Of these units 169 will be for social rent and 31 will be intermediate rent³⁸.

5.5 Access to services and facilities

5.5.1 There are two primary schools in the Tottenham Green ward – Earlsmead and Wellbourne. Data from 2007 showed that all reception places were filled although both schools had overall excess capacity of 10%³⁹. As at 2007, a number of approved developments in the vicinity, particularly Hale village, were expected to give rise to additional demand for school places in the local area. The 2007 report concluded that demand would be kept under annual review, although more recent data has not been identified online.

5.5.2 Haringey PCT identifies 56 GP practices within the borough. The PCT also identifies 10 dental practices providing NHS services within the South East Haringey area. Strategic planning of health services is currently the responsibility of the PCT, although proposals for greater control of service commissioning by GP practices currently being debated in parliament may influence future provision of health services and facilities for residents of the development in the future.

5.5.3 The existing shops are understood to include a mix of local food, convenience and other retail outlets. The overall local retail mix is understood to include a Tesco store but otherwise no national chain stores.

5.6 Public realm, transport, safety

5.6.1 Current access provision at Seven Sisters underground station includes facilities for the visually impaired or blind; assistance dogs welcome; facilities for the mobility impaired (escalators); facilities for hard of hearing people; induction loop; staff assistance available and alternative wheelchair accessible service available. The station does not have lift access⁴⁰.

5.6.2 Seven Sisters railway station has staff help; accessible ticket machines and induction loop. However, no part of the station has step free access, there is no disabled parking and no other facilities for wheelchair users of people with mobility impairments⁴¹.

³⁶ http://www.haringey.gov.uk/jsna_chapter_3_social_and_environmental_context_-_towards_jsna_in_haringey.pdf [Accessed 12/04/2011]

³⁷ Based on 'best estimate' information provided by Cluttons 10/05/2011

³⁸ Email correspondence from Shannon Francis, Housing Assets Officer, 19/04/2011

³⁹ http://www.haringey.gov.uk/school_place_planning_report.pdf [Accessed 12/04/2011]

⁴⁰ <http://www.directenquiries.com/> & <http://www.tfl.gov.uk/gettingaround/stations/1000201.aspx> [Accessed 12/04/2011]

⁴¹ <http://www.nationalrail.co.uk/stations/svs/details.html> [Accessed 12/04/2011]

- 5.6.3 Numerous bus routes and bus stops serve the Wards Corner site. All London buses are low floor and include at least one wheelchair space. Transport for London has also improved accessibility at bus stops.
- 5.6.4 Online crime mapping for the Wards Corner LSOA (E01002072) reports total notifiable offences in February 2011 as average (9.91) with a lower rate than for the Tottenham Green ward (12.45), though the rate is higher than the overall Haringey rate (8.91)⁴². Annual trends show falling crime rates for both Tottenham Green Ward and Haringey between 2007/08, 2008/09 and 2009/10.
- 5.6.5 Hate crime or harassment is any behaviour that is perceived by the victim or any other person to be motivated by hatred of the group to which the victim is believed to belong. In 2007/08 there were 192 racist offences. Haringey had the 6th lowest rate of racist offences in London in 2007/08 for the number of racist offences and lowest amongst its 'Most Similar' and neighbouring boroughs. Haringey has the 10th highest number of faith hate offences in London and 7th highest number of homophobic offences⁴³.

5.7 Community cohesion and relations between different groups

- 5.7.1 Community cohesion is strongly identified as a priority in Haringey council policy, the achievement of 'A place of diverse communities that people are proud to belong to' emphasised in their SCS, Single Equality Scheme and community cohesion framework, towards ensuring equality of opportunity throughout the borough.
- 5.7.2 The updated community cohesion framework identifies the eastern wards of Haringey, including Tottenham Green ward, as tending to be home to higher numbers of BME groups, newly arrived migrants, refugees and asylum seekers, people from diverse faiths and people who have limiting long-term illnesses⁴⁴.
- 5.7.3 The framework furthermore recognises the diversity of the borough's population as well as the existence of a large number and variety of voluntary and community based organisations serving different sections of the population.
- 5.7.4 A Community Cohesion Forum was established in 2008 to bring together a vision of common belonging and shared vision. The forum include groups who work with residents of different ages, genders, disabilities, ethnic backgrounds and cultures, religions and those with no religion and people from lesbian, gay bisexual and transgender communities.
- 5.7.5 Hate crime or harassment is any behaviour that is perceived by the victim or any other person to be motivated by hatred of the group to which the victim is believed to belong. In 2007/08 there were 192 racist offences. Haringey had the 6th lowest rate of racist offences in London in 2007/08 for the number of racist offences and lowest amongst its 'Most Similar' and neighbouring boroughs. Haringey has the 10th highest number of faith hate offences in London and 7th highest number of homophobic offences⁴⁵.

⁴² Rates for February 2011, for sub-ward area E01002072, <http://maps.met.police.uk/> [Accessed 12/04/2011]

⁴³ http://www.haringey.gov.uk/jsna_chapter_3_social_and_environmental_context_-_towards_jsna_in_haringey.pdf [Accessed 12/04/2011]

⁴⁴ http://www.haringey.gov.uk/community_cohesion_framework_update_2010.pdf [Accessed 12/04/2011]

⁴⁵ http://www.haringey.gov.uk/jsna_chapter_3_social_and_environmental_context_-_towards_jsna_in_haringey.pdf [Accessed 12/04/2011]

6 Consultation and Engagement

6.1.1 This chapter summarises and analyses the consultation and engagement conducted in relation to the development of proposals for the redevelopment of Wards Corner and the planning application. It includes a record of activities undertaken since 2003. It considers the adequacy the consultation and engagement processes to identify and engage with affected sections of the population who share protected characteristics. It records different issues raised in the consultation which are of potential relevance to equality impacts, the range of opinions expressed. It considers how Grainger PLC ('the Applicant'), The Bridge New Deal for Communities (NDC) and the Council have responded to concerns.

6.2 Consultation and engagement process

6.2.1 Consultation with regards to the proposed redevelopment of Wards Corner and the planning application has been undertaken by the Council, the Applicant and their project team, and by The Bridge NDC.

Table 6.1: Summary of consultation activities undertaken re. proposed redevelopment of Wards Corner

Timeline	Activity	Conducted by	Stakeholders
Sat 1 st Feb 2003	Community conference day	The Bridge NDC	
2003	Face to face street survey	Atis Real Weatheralls	Local population
2003	Public consultation on Haringey UDP	Haringey Council	Haringey residents / businesses / wider public
Sept 2003	Public consultation on Wards Corner development brief, including leaflet drop 2 drop-in sessions Presentations Translation of leaflet available Questionnaires	Haringey Council	12,000 local households & businesses
2004	Public consultation on Haringey UDP	Haringey Council	Haringey residents / businesses / wider public
12 April – 13 Sept 2005	UDP public inquiry	Haringey Council	General public
28 March 2006	Event	NDC	NDC area residents & local stakeholders
2 nd Oct – 1 st Dec 2006	Conservation Area Charter Appraisal public consultation	Haringey Council	Haringey residents / businesses / wider public
9 Dec 2006	Event	NDC	NDC area residents & local stakeholders
13 June 2007	Letter sent to tenants of current Wards Corner site	Grainger	Site tenant
28/29 June 2007	Newsletter sent to 10,000 homes; 1100 sent by Haringey council local Neighbourhood Office; info. On exhibition in Tottenham	Grainger plc Haringey Council local neighbourhood office	

Timeline	Activity	Conducted by	Stakeholders
	Journal & Haringey Independent		
10 July 2007	Presentation / Q&A at Tottenham and Seven Sisters Area Assembly	Grainger plc project team	Local councillors
12 July 2007	Preview exhibition presentation in Apex House	Grainger plc project team	Cabinet members, ward councillors, NDC board members, Tottenham Partnership Forum
13 & 14 July 2007	Exhibition held on site in trailer	Grainger plc project team	General public, including 350 residents, local businesses & retailers, commuters. North London business attended, circulated information to local business and market traders
13 Aug 2007	Letter to Tottenham Civic Society	Grainger plc	Tottenham civic society
6 Sept 2007	Presentation	Grainger plc project team	Cabinet members, ward councillors, NDC board members, Tottenham partnership forum
18 Sept 2007	Consultation event at Tottenham Civic Society	Grainger plc project team	
3 rd Oct 2007	Meeting with traders and residents	The Bridge NDC	Traders and residents
7 October 2007	Presentation to Haringey Design Review Panel	Grainger plc project team	Haringey design review panel
Nov 2007	Update leaflet sent	Grainger plc	11,000 Local households
28 Nov 2007	Meeting with traders and residents	The Bridge NDC	Wards Corner coalition; Clyde Area Residents' Association, the Fountain Area Residents' Association and the Mayes West Residents' Association
12 Dec 2007	Meeting with traders and residents	The Bridge NDC	Traders and residents Tottenham Civic Society, Resident Association representatives, WCC members
06 Feb 2008	Submission of planning application, press release	Grainger plc	
12 Feb 2008 – ongoing (April 2011)	Comments, objections, support, queries regarding planning application	Haringey Council	General public
14 Feb 2008	Workshop held in English & Spanish	The Bridge NDC	33 affected local businesses & traders
Feb 2008	Leaflet sent to 10,132 with update on scheme and invitation to public exhibition	Grainger plc project team	Homes, stakeholders & local businesses
Fri 29 Feb 1200 – 1900 & Sat 1 st	Public exhibition at site Questionnaire	Grainger plc project team	150 people attended – local residents, businesses & stakeholders

Timeline	Activity	Conducted by	Stakeholders
March 1100 – 1500 2008			109 responses to questionnaire.
3 March 2008	Workshop held in English & Spanish	The Bridge NDC	Affected local businesses & traders
2008 post-workshops	1-2-1 consultation offering support & guidance	The Bridge NDC	Affected local businesses & traders
1 st Mar – end Nov 2008	Permanent exhibition at Marcus Garvey Library, drop-in sessions last Tues each month 5pm – 8pm	Grainger plc project team	Local residents, businesses, stakeholders
Quarterly basis	Updates about Wards Corner proposals in magazine hand-delivered & placed in local libraries & agencies.	Grainger plc / NDC	NDC households; other local residents, businesses & stakeholders
Ongoing updates	Grainger/project website updates & NDC website	Grainger plc / NDC	General public / NDC constituency
18 March 2008	Meeting with Tottenham Civic Society, Resident Association representatives, market traders, residents & WCC members	Grainger plc project team	Residents, market traders, interested stakeholders
20 March 2008	Present revised site proposals, Q&A session	Grainger plc project team	Wards Corner development forum, general public
2 nd – 13 th May 2008	Independent telephone poll re feedback on site & aspirations for area	ICM market research	500 local residents
9 May 2008 & 7 July 2008	Meeting & follow-up with local MP re revised proposals	Grainger plc	Local MP
8 Aug, 19 Aug, 1 Sept & 2 Oct 2008	Series of meeting re way forward for markets and local shops & businesses	Grainger plc	Market traders, shop owners, local businesses
28 Oct 2008	Open meeting with all market traders re. way forward for Seven Sisters market	Grainger plc	Market traders
30 Oct 2008	Meeting with residents, traders & members of Haringey council inc. Council Leader	Grainger plc	Residents, traders, local council
6 Nov 2008 & 28 Jan 2009	Letter in English & Spanish to all traders to confirm Graingers position & relocation & reoccupation options, update on devt. Timescales & position re liaising with tenants	Grainger plc	All market traders
1 February 2011	Development Forum held at College of North East London	Haringey Council	General public, attended by approx. 200 people.
Following a legal challenge to the planning decision, Haringey council has continued to receive responses to the planning application. The Applicant (Grainger plc) has not undertaken further consultation in the wider community since January 2009.			

6.2.2 Activities and processes to express views regarding the proposals have also been undertaken by others. In particular, the Wards Corner Community Coalition (WCCC) has co-ordinated activities to oppose the development via a website, an online petition, regular meetings, press coverage and their own development of an alternative proposal for redevelopment at Wards Corner.

6.3 Engagement with different sections of population, including those sharing protected characteristics

Consultation undertaken by Haringey council on the Wards Corner draft development brief

6.3.1 Haringey council undertook consultation with regards to the development brief in 2003. For this it undertook diversity monitoring of written responses, with respect to age, gender, disability and ethnicity. It provided translation options and alternative formats to enable different sections of the community to put forward their views. A cabinet report concludes that the consultation on the draft development brief took appropriate measures to consider equal opportunities and to ensure wide consultation.

Consultation undertaken by Haringey council on the planning application for Wards Corner

6.3.2 Haringey Council consulted with a range of statutory, internal and external consultees, including consulting with 2,754 local residents, as of January 2011. Online responses to the planning application numbered 303, as of April 2011.

Table 6.2: Haringey Council record of consultees for Planning Application

Statutory	Internal	External
Greater London Authority (GLA) English Heritage Commission for Architecture and the Built Environment (CABE) Met Police Government Office for London (GoL) London Fire Brigade Environmental Agency	Transportation Group Cleaving Building Control Conservation Design Regeneration Policy Design Panel	Waltham Forest council Hackney council Amenity Groups Wards Corner Community Coalition Tottenham Civic Society Tottenham Conservation Area Advisory Committee (CAAC) The Bridge NDC Local Residents Total No of Residents Consulted: 2,754

Consultation undertaken by Grainger and their project team

6.3.3 The record of consultation demonstrates that over 2007 and 2008, Grainger's project team engaged widely with the local community, making efforts to meet with different affected groups including market traders, businesses and retailers, residents of the site, local residents and resident associations, the local MP and local councillors, as well as local civic groups with an interest in the proposals for the site. Efforts to enable different groups are demonstrated by their preparation of letters in both English and Spanish, extensive leafleting of households, arranging meetings with particular interest groups, conduct of meetings and exhibitions at a variety of venues, including on the site, running drop-in sessions and holding events at a range of times of day, including evenings and weekends. The conduct of focused meetings with market traders, including Latin American traders, enabled Grainger to take account of their

particular concerns and address them in revisions to proposals for the site. The record of consultation does not make explicit how consultation was made accessible and inclusive for disabled people.

6.3.4 The statement of consultation submitted indicates limited monitoring by Grainger and their team of the diversity of consultees. Written consultation questionnaires included questions that enabled monitoring by age and sex local resident status. However, no formal monitoring was undertaken with regards to ethnicity, disability, sexual orientation, religion or belief.

6.3.5 In an equality impact assessment by Clutton's commissioned by Grainger Plc, analysis of consultation undertaken in relation to the planning application identified the following concerns held by groups sharing equality protected characteristics:

- 68% of young people aged 18-24, and 65% of people aged 25 - 34 in an ICM poll reported feeling unsafe in the Wards Corner area at night;
- 62% of women as compared to 46% of men reported feeling unsafe at night, across all age groups, according to the ICM poll;
- People from BME groups predominate amongst those owning or working in existing shops/business premises and the indoor market. Traders within the indoor market are identified to be around 64% Spanish-speaking. People who own or work within shops and businesses on the site expressed strong concern about the loss of their businesses and jobs. The market traders expressed their desire to continue to operate from the site and their concerns about finding alternative equivalent accommodation, either in the long term or as a temporary measure until they are able to return to the completed scheme. Market traders also expressed concerns about the affordability of alternative accommodation and of space within the completed scheme. Spanish-speaking traders expressed a strong desire to be able to stay together as group as they believe that their businesses benefit from being part of a Latin American market;
- People belonging to BME groups predominate amongst those living in existing housing, some of whom also operate businesses from the Wards Corner site, raised particular concerns about the loss of their homes and their ability to find alternative accommodation.

6.4 Issues raised and differing views

6.4.1 Analysis of all the comments received by Haringey council in relation to planning application HGY/2008/0303, as published on the planning application website, was conducted by URS Scott Wilson to identify the range of issues raised, the differing views of respondents and how these relate to affected groups sharing protected characteristics. This analysis focused on concerns that may have a differential impact with respect to equality protected characteristics. The responses cover a time frame from February 2008 until April 2011. Some of the responses pre-date more recent changes to the submission, including amended drawings, a revised ground floor layout and amended planning statement.

Consultation process

6.4.2 Objections criticised the planning process and consultation process to date for failing to listen to the community, lack of genuine consultation, retrospective consultation and lack of engagement with local community in the production of the EQIA produced on behalf of Grainger.

- 6.4.3 The record of consultation process summarised in Table 6.2 shows that wide-ranging consultation was undertaken and included processes to listen to the community and particular affected groups. A lack of specific engagement with the local community in the production of the EQIA produced on behalf of Grainger, and indeed, for this EqIA, is acknowledged. However, this EqIA included the conduct of a thorough re-analysis of available records of consultation to date, including all responses which were published on Haringey Council's planning application site with regards to application HGY/2008/0303. This EqIA recommends the Applicant and the Council review their approach to engagement in relation to the redevelopment, to identify how concerns about the quality of engagement and effective listening can be improved.

Housing-related impacts

- 6.4.4 Objectors criticised the lack of inclusion of affordable housing, expressed concern that the proposal will give rise to homelessness and expressed the view that the housing would be unaffordable for local people. Supporters expressed the view that more private housing in the area was desirable.
- 6.4.5 Provision of affordable housing in line with Council and GLA policy would normally be expected to enable groups disadvantaged by income/savings barriers to benefit from the new housing provision on the site. The non-provision of affordable housing either on site or off-site via developer contributions is therefore identified in this EqIA as a negative equality impact. The independent judgment of the Valuation Office is referenced by the Applicant as justification for the non provision of affordable housing. An independent viability assessment has been submitted to Haringey Council and a final decision on the acceptability of non-provision of affordable housing within the development will be taken by members on the basis of this assessment. Neither the assessment of the Valuation Office or the independent viability assessment referenced above has been seen by URS Scott Wilson.
- 6.4.6 Objections were also raised with regard to provision of too many flats and not enough family-size housing.
- 6.4.7 The development proposes an increase in numbers of family-sized housing on the site as compared to the current provision. Affordability barriers mean that low income BME households, single parent households and children in low income households are unlikely to share in the benefits of this housing. This EqIA recognises this is a negative equality impact.
- 6.4.8 A number of objections questioned the basis and transparency of the justification for non-inclusion of social housing within the development.
- 6.4.9 The Applicant has given reasons of commercial confidentiality to explain why information forming the basis for judgments regarding the non-viability of affordable housing provision as part of the redevelopment. This means that some interested parties, including the WCCC have not been given the full information on which decisions have been made. This EqIA recommends that the Applicant and the Council co-operate to make publically available information that has formed the basis for decisions on non-provision of affordable housing on the site.

Employment, Business and Economic Regeneration

- 6.4.10 Support was expressed that the proposal would attract new businesses, creating new jobs whilst objectors considered the proposal would give rise to job losses relative to the existing shops and market.

- 6.4.11 The Applicant's proposals indicate intensified commercial activity on the site, including a mix of national and local shops. New retail jobs are likely to be created, which local residents, including existing employees at the site, are likely to be able to share in these new employment opportunities. Some existing jobs are likely to be lost, affecting BME employees, particularly affecting Latin American employees, though existing employees are likely to have equal opportunities to take up new jobs created as a result of the development.
- 6.4.12 Support was expressed that the proposal will regenerate the area, attracting new business and custom for existing businesses. One respondent commented on the desire for a decision to overcome the uncertainty which was detrimental to business. One objector considered that a loss of local shops at the expense of national chain stores would result in loss of money from the local economy. Objectors expressed the view that the proposal would be detrimental to local businesses, to local small traders, to specialist ethnic shops, including Indian, Chinese and new migrants and to nearby Brazilian businesses.
- 6.4.13 The entry of national retail chains at the site is likely to result in channelling of a proportion of local spend outside the area. It is unclear whether this will be at the expense of local shop profits, since overall spending in the local area can be expected to grow as a result of the new investment. Local BME-owned businesses are likely to share in new business and custom resulting from the redevelopment. The proposal includes provision for seven outlets suitable for local shops. BME-owned businesses are likely to share in the benefits of this provision. Proposed West Green Road environmental improvement fund is likely to support capture of benefits by local businesses, including local BME-owned or run businesses.
- 6.4.14 Objectors emphasised the significance of the market as a specialist Latino market, judging that the proposals would adversely affect Iberian and Latino trade, whilst comments also identified the market as offering a mix of specialist BME goods and services. Objectors considered that the proposed re-provision for the existing market would be inadequate and criticised a lack of plans for temporary relocation of the market. One objector commented that the business class restrictions of the proposed retail units would exclude many existing traders.
- 6.4.15 The EqIA recognises the significance of the market to Iberian and Latino trade and the multi-ethnic composition of traders (see 7.3.2 below).
- 6.4.16 This EqIA identifies the successful temporary relocation of the market as extremely important to securing the future success of the market stallholders and sets out additional mitigation measures to this end in Chapter eight under the heading Business and employment, as well as recognising the importance of mitigation measures negotiated for the most recent S106 agreement, referred to in 7.3.4 to 7.3.6 below. The latest proposed re-provision for the existing market is to re-provide it in its entirety, which, supported by measures to secure the right of return for existing stallholders, should support affected BME-owned businesses to share in the benefits of re-provision. The proposed business class restrictions are considered unlikely to exclude existing traders, including street food sellers, in the view of URS Scott Wilson. The Applicant has indicated to URS Scott Wilson that this is not their intent.

Character and vitality of area

- 6.4.17 Supporters considered the proposal would improve the appearance of the area, making it a more welcoming environment and overcoming blight effects of the current site.
- 6.4.18 The EqIA identifies benefits of the public realm and open space improvements and improved appearance of buildings for crime and a feeling of welcome in 7.7.1 below. These benefits are likely to be widely shared and to be particularly important for certain groups sharing protected

- characteristics, including young people, women, and possibly also LGB people. Local residents from different ethnic backgrounds are also likely to share in these benefits.
- 6.4.19 Objectors identified the proposal as out of keeping with the character of the area and one that does not support the diversity of the local community. Such comments also referenced preferences for alternative proposals put forward by the WCCC.
- 6.4.20 The proposals, as summarised in Chapter four: Summary of planning application and related proposal, include units of a size suitable for use by local businesses within the retail mix, re-provision of the existing market in its entirety and measures within the S106 agreement to help existing businesses strengthen their models, to temporarily relocate, keeping all the Latin-American businesses together, and to protect their right to return. This EqIA considers these measures demonstrate that the Applicant recognises and has tried to support the existing diversity of the local community, by enabling existing traders to form part of the mix of the future development.
- 6.4.21 Alternative proposals for the redevelopment of Wards Corner by the WCCC were submitted in an application which was accepted as valid 28 Jan 2008 despite it lacking a clear site plan showing the land which the application relates to. The Council did not make a decision on the application so the applicant appealed to the Planning Inspectorate on the basis of “non-determination”. This meant only the Planning Inspectorate can decide the application, which they decided not to do. The Council has invited WCCC to resubmit a new application so that they can take it through the normal planning process.

Safety concerns

- 6.4.22 Supporters considered the current site is uninviting and hostile at night and a focus for anti-social behaviour, and indicated confidence that the re-development would help overcome these problems.
- 6.4.23 Objectors identified the current market as family friendly and considered that crime levels have been misrepresented by the Applicant to justify demolition. One objector considered that the proposal would worsen safety in the area. In one letter of objection, a respondent indicated that the proposal fails to address the lack of provision of bars, coffee shops or restaurants to attract women and young people, in order to make the area safer.
- 6.4.24 Existing safety concerns are identified at 5.6 above. The EqIA considers the proposals are likely to have a beneficial impact for safety, benefits which are likely to be shared by people sharing protected characteristics, including women, young people, children, local BME residents and possibly LGB people. Measures to safeguard the future of the market make it possible for the family-friendly nature of the current market to be realised within the redevelopment.
- 6.4.25 The proposed retail mix does not preclude provision of coffee shops or restaurants as part of the overall mix. The Applicant should consider how the proposed layout could accommodate such provision as a potential way to enhance the development’s contribution to the sense of safety and welcome for different groups.

Provision & access to goods, services & facilities

- 6.4.26 Supporters considered the proposed redevelopment would provide a better choice of goods and services, criticising the current shops as serving a small proportion of the existing community.

- 6.4.27 The redevelopment is likely to achieve a widened choice of goods and services appealing to a wider range of people. Nevertheless, the specialist provision aimed at particular groups is important in itself and mitigation measures to maintain this specialist provision as part of the overall future mix should be retained.
- 6.4.28 Objectors criticised the proposal as lacking in provision of public space, green infrastructure, and health and school services to meet the needs of new residents.
- 6.4.29 The proposals include provision of public space and play space for young children, described in Amenity Space and Play Space. The proposals indicate that non-provision for older children within the development is due to space constraints and is justified by the close proximity to a newly refurbished playspace (see 4.1.46 above). The S106 agreement includes an agreed amount for educational provision, whilst no specific demands for health provision were made.
- 6.4.30 Objectors considered the proposed redevelopment will deprive residents of goods and services, particularly convenience and specialist ethnic services provided to a wide community and to people from ethnic minority communities.
- 6.4.31 The redevelopment proposes both new retail and opportunities for existing providers of goods and services to form a part of the new development to widen the choice of goods and services to local residents. The EqlA recognises that open-market rent levels may prove unaffordable for some existing ethnic minority businesses to operate within the redevelopment. But it considers that the combination of the proposed and additional recommended mitigation measures are adequate to protect access to specialist goods and services for BME communities goods and services.

Community cohesion

- 6.4.32 Many letters of objection criticised the proposed development as offering reduced community benefit and failing to address the needs of the local community. The proposed demolition and potential loss of local shops was judged by some objectors to threaten local cultural connections. Some expressed the view that the existing market brings ethnic diversity together through a multi-ethnic mix of traders, with one letter mentioning Latin-American, Afro-Caribbean traders as West African, Kurdish and Asian-run shops.
- 6.4.33 The proposals include measures to try to sustain the existing mix of traders, through both temporary relocation measures and measures to safeguard the eventual return and successful continuation of existing businesses as part of the development. These measures (summarised in Table 7.2: Summary of Business and Employment Impacts for Affected Groups & Table 7.3) are expected to indirectly address the needs of the local community and sustain ethnic diversity and community cohesion (see Table 7.4).
- 6.4.34 Several objection letters criticised the proposed development as detrimental to the livelihoods of local workers and their families, as giving rise to a loss of a unique space for the Latino community, in terms of family recreation, Latino friendships and integration. In two letters of objection, one person indicated that the development could jeopardise the future of the nearby Catholic church. Letters of support questioned the significance of the market's contribution to the Latin American community.
- 6.4.35 The EqlA recognises the contribution made by the existing market to the Latin-American network in London, for the livelihoods of traders and their families and wider social impacts, as referred to in 7.5.3 below. The proposals (summarised in 7.3.4 to 7.3.7) include measures to enable the continuity and cohesiveness of the Latin American trading community, via measures

set out in the S106 agreement. Specific measures directly to mitigate secondary or indirect negative social impacts for family, friendships and integration are not identified. In the view of URS Scott Wilson, the Latin-American community in London is likely to have sufficient resilience to adapt to temporary and long-term changes to the Seven Sisters market, such that the redevelopment is unlikely to give rise to permanent or irreversible significant loss to Latin-American community ties.

Effects for equality objectives

- 6.4.36 A number of respondents questioned whether the planning application process was in line with equalities legislation and local policies for community cohesion.
- 6.4.37 This EqIA has been undertaken in line with existing Council policy, London-wide policy and national equality legislation. The Council has undertaken consultation in relation to its consideration of the Planning Application. These both have been undertaken to ensure that the Council has fulfilled its duties to pay due regard to its equalities responsibilities under Section 149 of the Equality Act 2010.

6.5 How the Council and the Applicant have responded to concerns

- 6.5.1 A report to Haringey Council planning application sub-committee in 2003 records how the council responded to views raised in the public consultation on the draft development brief⁴⁶. Amendments to the brief addressed open space, green space, public art, cycle parking provision, whilst amendments of clarification were made regarding affordable housing. For other issues considered, no changes were made, with justifications provided. A specific issue raised was that the loss of the Wards store could be a blow to the personal identity of older people who are long term residents did not result in amendments to the brief. The response given was that the building had been vacant and boarded up for thirty years and its loss needed to be balanced against the benefits of works to the physical area, including for safety and access. Issues relevant to equality considerations and the responses of the sub-committee to them have been extracted from Appendix B of Wards Corner/Seven Sisters Underground – Report on Draft Development Brief consultation (PASC 8 July 2003) and are reproduced in Table 6.3. The table of all issues and responses is reproduced in its entirety at Appendix One, whilst the report itself can be requested from the Council committee clerks.

⁴⁶ Haringey Council PASC: Wards Corner/Seven Sisters Underground – Report on Draft Development Brief Public Consultation. 8th December 2003

Table 6.3: Responses by planning sub-committee to views raised in public consultation on the draft development brief

Nature of Impact	Response of Planning Committee (numbers as per Appendix B of the Report)	Action
Open space, green space, public art	<p>7. 'The Brief does not include any details of treatment of open space, but does make it clear that significant, and co-ordinated, improvement to the public realm should take place.'</p> <p>15. 'It is accepted that the open space [<i>Pages Green</i>] could be treated better than it is at present, but it does have the potential to make an important contribution to the overall amenity of the area.'</p>	<p>7. 'Amend Brief to reflect.'</p> <p>15. 'Amend the brief to emphasize the importance of green space.'</p>
Public realm	<p>17. 'The building [<i>Wards Corner store</i>] has been vacant and boarded up for 30 years. The loss of the landmark would need to be balanced against the works to the physical fabric of the area, particularly in terms of safety, access etc.'</p> <p>21. 'London Underground, who would be ultimately responsible for alterations to the station, have been consulted on the Brief, but have not responded at this stage. However, the Brief identifies the need to consider access arrangements as part of the overall development of the area.'</p> <p>28. Regarding the issue: <i>Residents must be kept informed, and the Council should consider things that will enhance the area and draw visitors attention to the environment.</i> Response: 'Acknowledged.'</p> <p>36. 'The existence of public toilets on the Apex House site is referred to in the Brief, which says that they should be replaced. This can be considered as part of the feasibility design process.'</p>	<p>17. 'No change to the brief is proposed.'</p> <p>21. 'No change to the brief is proposed.'</p> <p>28. 'Amend the brief to emphasize the need to improve the public realm.'</p> <p>36. 'No change to the brief is proposed.'</p>
Affordable housing	<p>9. 'The issue of affordable housing provision, and its concentration within certain parts of the Borough is topical. It is unlikely that the Council would look for pure social housing here, but instead key worker or shared ownership. The Tottenham High Road strategy supports this approach.'</p> <p>37. 'The precise nature of housing tenure would be agreed at the detailed stage, this will consist of various sizes and tenures, especially key worker, and shared ownership, accommodation.'</p>	<p>9. 'Amend the Brief to clarify the situation.'</p> <p>37. 'Amend the Brief to clarify the situation.'</p>

<p>Transport infrastructure</p>	<p>25. 'The intention is to improve linkages between the tube station and buses, possibly in the area to the front of the Wards building. However, no details have been worked up and both London Buses, and the Council's Head of Transport Planning, have expressed doubts about the workability of the idea.'</p> <p>30. 'Car parking should be kept to a minimum, given the excellent public transport access in the area, and so as to be in line with the Council's most up-to-date policies.'</p>	<p>25. 'No change to the Brief is proposed.'</p> <p>30. 'No change to the Brief is proposed.'</p>
<p>Crime</p>	<p>21. Regarding issue: '<i>Tube station might be improved by being at street level, reducing the 'hot-spots' for crime...</i>'. Response: 'London Underground, who would be ultimately responsible for alterations to the station, have been consulted on the Brief, but have not responded at this stage. However, the Brief identifies the need to consider access arrangements as part of the overall development of the area.'</p> <p>40. 'Both the Police and the British Transport Police have confirmed that the station, the market and the area in general are subject to high levels of crime. The proposed development would give opportunities to incorporate the principles of "Designing Out Crime" in any new buildings and spaces around them.'</p>	<p>21. 'No change to the Brief is proposed.'</p> <p>40. 'Amend the Brief to emphasize the likely personal safety benefits from the redevelopment.'</p>
<p>Cultural diversity and mix of uses</p>	<p>18. 'The Brief does indicate that the replacement of the market "would be welcomed". However, the future of the market is outside the scope of the brief and would need to be agreed by the traders, who are all understood to be on short-term leases, along with any future developer.'</p> <p>19. Regarding issue '<i>...what alternative arrangements are being proposed to ensure that the richness and diversity of local communities is not lost?</i>' Response: 'The Brief seeks to guide future development of the site.'</p> <p>27. Regarding issue '<i>area needs "culture" not supermarkets</i>' Response: 'Acknowledged. The intention of the Brief is not to impact on culture, in whatever form it is considered to exist.'</p> <p>10. Regarding issue '<i>Art house cinema, or language night school should be provided. Will there be space for community use?</i>' Response: 'The Brief cannot be too over-prescriptive, in terms of specific uses, and, instead it refers to "a range of land uses" as being appropriate. Retail uses are specifically encouraged.'</p> <p>31. 'The details and identity of the likely occupiers of any proposed development are not known at this stage. The fact that certain respondents want a multi-national retail presence, whilst others object to precisely that, is an illustration of the difficult balance that needs to be struck.'</p>	<p>18. 'The Council will seek to assist in any future re-location of traders by encouraging links with local business organisations.'</p> <p>19. 'No change to the Brief is proposed.'</p> <p>27. 'No change to the Brief is proposed.'</p> <p>10. 'No change to the Brief is proposed.'</p> <p>31. 'No change to the Brief is proposed.'</p>

<p>Loss of market / market traders</p>	<p>18. 'The Brief does indicate that the replacement of the market "would be welcomed". However, the future of the market is outside the scope of the brief and would need to be agreed by the traders, who are all understood to be on short-term leases, along with any future developer.'</p> <p>38. 'The area has been blighted by the derelict building for over 30 years. Redevelopment will regenerate the area and improve quality of the environment.'</p>	<p>18. 'The Council will seek to assist in any future re-location of traders by encouraging links with local business organisations.'</p> <p>38. 'No change to the Brief is proposed.'</p>
<p>Public consultation & Consideration of alternatives</p>	<p>39. 'The building is not owned by the Council. Any proposed use would need to be discussed with the landowner.'</p> <p>26. 'The suggestion that the consultation has been inadequate is not accepted. There have already been a variety of meetings in the past in order to relay the contents of the brief to interested parties.'</p>	<p>39. 'No change to the Brief is proposed.'</p> <p>26. 'No change to the Brief is proposed.'</p>

6.5.2 The Applicant responded to concerns raised in consultation on the proposed design with a number of changes to the design and other measures, including in renegotiations of S106 measures. Changes which are chiefly design changes and not relevant to consideration of equality impacts are not included here. Changes relevant to equality considerations, as summarised in a document prepared by the Applicant's project team, are:

- Including accommodation suitable for the re-provision of the entire Seven Sisters market
- Redesigning the retail accommodation to attract a mix of local and independent traders to smaller units on West Green Road and Seven Sisters Road as well as to attract a range of national retailers to the High Road frontage, principally for convenience uses
- Changes to S106 agreement with regard to conditions for the return of the existing market traders to a future replacement market
- Increasing the value of their offer of voluntary financial contributions to create a West Green Road Environmental Improvement Fund.

6.5.3 This EqIA identified that limited diversity monitoring or analysis of consultation responses has been undertaken to date by the Council in its consideration of this application. In the future, it is recommended that the Council more systematically monitor and analyse how the concerns of different equality groups are addressed in future consideration of the development and in implementation of agreed mitigation measures.

6.6 Summary

6.6.1 A process of community consultation and engagement was undertaken in relation to the development brief by Haringey council and in relation to the planning application by the Applicant, the Bridge NDC and Haringey Council. This has included measures to engage widely with different sections of the affected population, including people sharing equality protected characteristics. However, a significant number of consultation responses received by Haringey council raise objections regarding the adequacy and effectiveness of the consultation process in engaging with the local community.

6.6.2 Analysis by URS Scott Wilson of both consultation responses and survey questionnaires relating to the development proposal indicates that concerns of potential negative impacts particularly relate to equal opportunities for local BME residents, for Latin-American, Afro-Caribbean and other ethnic minority market traders and local shop owners as well as to community cohesion for the Latin-American community and the local multi-ethnic community.

6.6.3 Analysis of face to face questionnaire responses by URS Scott Wilson indicates that safety around the existing site is a particular concern for young people and for women living in the local area. Limited diversity monitoring of consultation to date means that little evidence has been identified regarding the impacts of concern to other equality protected groups, including disabled people and people of different religions or beliefs.

6.6.4 The available evidence, as presented to URS Scott Wilson, indicates that both the Council and the Applicant have responded to consultation responses, both in terms of adapting the original development brief and in terms of changes to the design proposals and the terms of the S106 agreement.

7 Appraisal of Equality Impacts

7.1 Appraisal introduction

- 7.1.1 The appraisal considers the potential impacts for affected people sharing protected characteristics arising from the planning application and associated proposals for Wards Corner.
- 7.1.2 The appraisal addresses impacts in relation to key themes, identified from the review of policy, the screening findings and the review of baseline evidence and consultation evidence.
- 7.1.3 Equality impacts on business and employment, goods services and facilities and for community cohesion are identified as highly inter-connected, in relation to the future of the existing market and shops.

7.2 Housing

- 7.2.1 URS Scott Wilson understand that BME residents predominate amongst the residents of the existing housing on the site, across a mix of tenure types, reflecting the wider ethnic diversity of the local area. Housing impacts are likely to differ according to tenure type. The lack of precise data on the identity of affected households makes it impossible to identify if the individuals affected may be particularly sensitive to the effects of losing their existing housing on grounds of their possessing equality characteristics. It is noted that single parents and people from black and minority ethnic communities are identified as more likely to be in housing need in Haringey, so where affected households share these characteristics, it would indicate a potential negative equality impact, exacerbating existing disadvantage amongst these groups.
- 7.2.2 For those residing in social housing, whether in secure tenure council housing or in housing association, it is considered that suitable offers of alternative provision, on the same tenure basis, can be made within the locality. Information provided by Haringey Council officers indicate that within the South Tottenham (N15) area, there are 409 units in the pipeline to be completed in 2011/12. Of these units 169 will be for social rent. The Council will be able to allocate suitable alternative accommodation to the three households currently in social rented units scheduled to be displaced as part of the Wards Corner redevelopment. Similar re-provision for tenants of the seven housing association units should also be expected. It is judged that no major adverse impact is identified for this group of households, although additional recommendations are made to ensure suitable re-provision.
- 7.2.3 For those living in private rental, we consider that suitable alternative provision can be found within the locality. On the understanding that within the South Tottenham (N15) area, there are 409 units in the pipeline to be completed in 2011/12, it is judged likely that a suitable choice of alternative private rental or intermediate housing options will be available. However, in the case of any individual households or household members who may be particularly vulnerable (e.g. due to disability, long term illness, low income lone parent households), there may be negative impacts. Additional recommendations are set out in Chapter Eight to support affected households to access a choice of suitable alternative accommodation.
- 7.2.4 Those households who own their own home are more likely than other residents to be negatively affected by the loss of housing, in particular the small number of households who also own businesses on the site. Existing blight effects of the site are likely to reduce the market value of their homes, negatively affecting their ability to afford to purchase a suitable

choice of alternative housing in the locality. In the absence of detailed information regarding the profile of existing residents, it is not possible to identify if the impact of the loss of existing housing and consequent possible displacement from the local area will disproportionately affect people sharing protected equality characteristics. If the households concerned are from BME backgrounds or lone-parent households, groups identified as particularly affected by housing deprivation in the borough, equality impacts are likely. Recommendations are set out in Chapter Eight to support affected households to access a choice of suitable alternative accommodation.

7.2.5 Consultation responses criticised the lack of family-sized housing proposed for the site. The proposed provision is for 37 3-bed housing units, a four-fold increase on the current provision of nine 3-bedroom houses. It is thus considered that there is likely to be a positive impact for children, by increasing provision of suitable family housing on the site. The loss of two family-sized social housing units on the site is considered a potential negative impact affecting children living in households experiencing housing need. The re-provision of housing for affected tenants by the council and the housing association respectively is considered appropriate to mitigate this impact. It should be noted that URS Scott Wilson do not know whether the 3-bedroom social housing units are currently occupied by households with dependent children.

7.2.6 The EQIA screening and the consultation responses raised concerns about possible negative equality impacts of not including affordable housing on the site, against London-wide and local policy requirements. Possible impacts could be important for black and minority ethnic households and single parent households, reported to experience higher rates of housing need. The non-replacement on site of affordable housing is considered to be a negative equality impact. However, URS Scott Wilson has referred to the Valuation Office's independent appraisal that the development cannot afford affordable housing as the basis for accepting the Applicant's justification for the non-provision of affordable housing as part of the Planning Application. The expected completion of 409 units within the South Tottenham (N15) area, of which 169 will be for social rent, provides assurance that alternative provision is being made to meet affordable housing targets in the East of the Borough. On this basis, the non-provision of affordable housing on the site is judged to have a minor negative impact for equality.

Table 7.1: Summary of Housing Impacts for Specific Affected Groups

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Indicative timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Loss of social rented housing, including family-sized houses on site, due to demolition & re-housing.	Afro-Caribbean, African, and households from other ethnic backgrounds living in social rented housing Children in affected households	Re-provision in social housing on same tenure status within borough, with additional compensation in line with Haringey Council policy.	Following granting of planning permission Site preparation phase	Re-provision of affordable housing on site judged unaffordable by Valuation Office

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Indicative timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Loss of private rental housing on site; no guarantee of re-provision on site within new private housing.	Afro-Caribbean, African, and households from other ethnic backgrounds living in private rental housing Children in affected households	No agreed mitigation measures. Recommended mitigation of support, particularly to households with specific needs, to identify suitable alternative housing in the locality	Following granting of planning permission Site preparation phase	Re-provision of affordable housing on site judged unaffordable by Valuation Office – understood to include intermediate housing and below-market rental rates.
Loss of owner-occupied housing on site, including family-sized houses; no guarantee of re-provision on site within new private housing.	Afro-Caribbean, African, and households from other ethnic backgrounds living in owner-occupied housing Children in affected households	No agreed mitigation measures. Assumed recommended mitigation of negotiated purchase and compensation, as well as support, particularly to households with specific needs, to identify suitable alternative housing in the locality	Following granting of planning permission Site preparation phase	Re-provision of affordable housing on site judged unaffordable by Valuation Office – understood to include intermediate housing and discounted purchase rates.
Indirect: On-site loss of affordable housing, exacerbating existing barriers to housing	BME households, lone parent households (details according to Haringey HNS 2007)	New affordable housing provision planned within East Haringey at other site resulting in net increase	Over timeframe of site preparation and construction.	N/A

7.3 Business and employment

Market traders

- 7.3.2 The market is understood to include 64% Latin American owned businesses and to also include a significant proportion of other BME-owned businesses. It is also understood that the employee ethnicity profile reflects the ownership of the businesses, including family-operated businesses. Consultation responses identify the market as particularly significant to the Latin-American community in London.
- 7.3.3 The EqIA screening and consultation responses identified potential negative equality impacts arising from possible loss of livelihoods and employment for Latin American and other BME-owned businesses and their employees, following closure of the existing shops and markets.

- 7.3.4 Revised plans submitted to the Council include space for re-provision of the existing market in its entirety. The proposals, for incorporation in a S106 agreement, include measures to protect the existing stallholders' ability to return to the replacement market. However, the predicted increase in rent to open market levels in the new market may make it unviable for some existing stallholders to return to the site.
- 7.3.5 The period of demolition and construction, when the space will be unavailable for market holders, poses a threat to the ability of stallholders to continue to operate their businesses and to employees of existing shops and market stalls.
- 7.3.6 The S106 conditions require both the Applicant and the Council to assess the opportunities for the temporary relocation of the market, including re-locating all of the Latin-American businesses together. The Applicant has also offered compensation, a minimum 6 months notice period and business support.
- 7.3.7 These measures, taken together, should contribute to enabling a significant proportion of the affected businesses to plan for their temporary relocation and develop their business in order to be able to afford to return to the new market or to an alternative permanent location, as well as to enable the Latin American market traders to continue to operate together. This will require effective collaboration between all interested parties including Haringey Council, the Applicant, the landowner, the business owners (shops and stallholders) and the existing market operator.

Shops

- 7.3.8 The shop units on the site are understood to include a business selling Halal meat for Muslim customers and other BME-owned shops and businesses.
- 7.3.9 Revised plans submitted to the Council include space for six small shop units along the West Green Road intended to be suitable for local and independent retailers.
- 7.3.10 Measures within the West Green Road Environmental Improvement Fund to pay for shop/building frontage improvements, investment in street decoration and enhancements, service improvements, improved parking and an Improvement Strategy for businesses/markets are proposed as mitigation measures to benefit local businesses.
- 7.3.11 URS Scott Wilson consider that the provision of new shop units, improvements to the wider West Green Road retail environment and availability of alternative premises for relocation mean that existing shops, including Muslim-ownership businesses and BME-ownership businesses and their employees are unlikely to be unfairly affected by loss of the existing shop units. Whilst recognising that those businesses that lease or rent their existing premises at below-market rates may find it hard to afford the future rental/leasehold rates of new units, URS Scott Wilson consider that, with appropriate compensation for costs of disruption, these businesses should be able to share in the benefits of the improved retail facilities as part of the redevelopment.
- 7.3.12 URS Scott Wilson consider that the proposals are likely to have some negative impacts for equality, where it proves unviable for some of the existing businesses to continue to trade, despite proposed measures for temporary and permanent re-provision, because they will lose the benefit of current low rental costs. However, the proposed measures are considered appropriate to support equal opportunities of Latin American and other BME businesses and employees to share in the benefits of the new development. Further recommendations are identified below to strengthen positive outcomes and limit potential negative equality effects with respect to business and employment.

7.3.13 Consultation responses in support of the planning application identified new jobs and new investment as benefitting employment, whilst some responses objecting to the planning application, considered that the proposal would result in a loss of employment affecting BME people. Figures presented by the Applicant indicate that there would be a net increase in employment as a result of the redevelopment. The local employment and procurement policy is also expected to generate local employment during the construction phase. The baseline evidence indicates that unemployment rates are disproportionately high amongst young people and Black/Black British ethnic groups in Haringey. Black/Black British young people had the highest proportion of New Deal Young People starts in Haringey. It is considered that the wider employment impacts are potentially positive for equality groups. Recommendations are identified in Chapter eight to strengthen positive equality outcomes with respect to employment.

Table 7.2: Summary of Business and Employment Impacts for Affected Groups

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Business closure/ non-viability of business following permanent loss of existing low-rent market site	Latin-American/Spanish-speaking ownership businesses Afro-ownership business African ownership businesses Other BME-ownership businesses	Re-provision of all stalls within re-provided market within new development at open-market rental in improved venue Measures to protect right of return of existing stallholders Identification of suitable alternative venues for temporary re-provision of market	Following granting of planning permission Site preparation phase	N/A
Interim loss of existing market site during redevelopment, affecting temporary operation of business and long term continuation of businesses	Latin-American/Spanish-speaking ownership businesses Afro-ownership business African ownership businesses Other BME-ownership businesses	Measures to protect right of return of existing stallholders Identification of suitable alternative venues for temporary re-provision of market Intention to identify single site for all Latin American traders together	Following granting of planning permission Site preparation phase	N/A

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Break-up of Latin-American market affecting viability of individual stallholder businesses & overall vibrancy.	Latin-American/Spanish-speaking ownership businesses	Measures to protect right of return of existing stallholders Identification of suitable alternative venues for temporary reprovision of market Intention to identify single site for all Latin American traders together	Following granting of planning permission Site preparation phase	N/A
Loss of employment due to stall business closure / restructure	Latin-American/Spanish speaking employees Afro-Caribbean employees African employees Other BME employees	Indirect benefits of mitigation measures directed at businesses	Following granting of planning permission Site preparation phase	N/A
Loss of shop / business property on site	Muslim shop owner BME-ownership shops and businesses (understood to include Asian, African, Afro-Caribbean and Latin-American owned businesses)	Provision of 6 new retail units suitable for local shops Investment in improvements to West Green Road retail environment.	Construction phase Site preparation phase / construction phase	N/A
Business closure due to inability to afford new market-rate rental/leasehold	BME-ownership shops and businesses (understood to include Asian, African, Afro-Caribbean and Latin-American owned businesses)	Provision of 6 new retail units suitable for local shops Investment in improvements to West Green Road retail environment.	Construction phase Site preparation phase/construction phase	N/A

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Loss of employment following any closure/restructure of affected shops / businesses	Muslim employees of Halal business BME Employees (understood to include Asian, African, Afro-Caribbean and Latin-American people)	Creation of new jobs as a result of new development, including in larger shops, and generated indirectly from investment. Indirect benefits of support to existing businesses (as above) Creation of construction employment	Construction phase Completed development – recruitment by businesses Construction phase	N/A

7.4 Goods, services and facilities

- 7.4.1 For the existing business selling Halal meat for Muslim customers, it is considered that there exist both: suitable opportunities for this business to relocate either within the redevelopment or in alternative local premises; and suitable alternative local retailers of Halal meats; to ensure that the development will not disadvantage local Muslims in their ability to purchase goods in accordance with their belief.
- 7.4.2 The market includes a variety of Latin-American stalls/shops selling specialist goods as well as providing specialist services for Latin American customers, understood to be drawn from a wide area across London. The consultation evidence includes a mix of views regarding the significance of the market for providing specialist services to Latin American people, although the greater numbers of responses relating to this indicate that the market is important to the community. The market and shops on the site also provide specialist goods and services to other racial and cultural groups, including goods and services aimed at an Afro-Caribbean and African clientele.
- 7.4.3 In line with the findings regarding impacts for business and employment, URS Scott Wilson consider that proposed measures provide adequate protection to prevent unfairly impacting on people sharing Latin American, Afro-Caribbean or African racial identity in their access to specialist goods and services. Furthermore, measures to enable the Latin American market traders to continue to operate together and return to the site should support the equal opportunities of Latin American people to share in the benefits of the completed development as a focal point for trade in specialist goods and services. Recommendations are identified in Chapter Eight to secure this outcome.
- 7.4.4 The EqIA screening identified provision of play spaces and schools provision to meet the specific needs of children as a potential issue. Objectors also raised concerns about inadequate provision for children. The planning application includes proposals for provision of

play space to meet the needs of children living in the new residential units. The S106 agreement includes a contribution for educational provision negotiated between Haringey council and the Applicant. URS Scott Wilson consider that the development has a neutral or minor positive impact for equality impacts, with respect to education.

7.4.5 The EqIA screening identified equal access to shopping facilities for disabled people as a potential issue. Consultation responses also expressed dissatisfaction with the quality of the existing public realm, including cluttered pavements. The existing buildings do not meet current access standards. The future development would be required to abide with current building standards and guidance concerned to achieve accessible environments. URS Scott Wilson consider that the development would make a positive contribution to improving accessibility, particularly benefitting people with physical and sensory impairments, as well as parents of babies and toddlers using pushchairs.

Table 7.3: Summary of Goods, Services & Facilities Impacts for Affected Groups

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Loss of access to outlets for goods & services specific to religion/belief	Muslim customers of Halal meat selling business	Provision of 6 new units sized for local shops in proposed redevelopment. Alternative suitable premises available in local vicinity Alternative retailers exist in area	Construction phase Site preparation phase	N/A
Permanent worsening of access to outlets for goods & services specific to race/ethnic/cultural	African / Afro-Caribbean and other BME communities in Seven Sisters area Other BME-ownership businesses	Measures to protect right of return of existing stallholders Identification of suitable alternative venues for temporary reprovision of market – possibly within other local existing markets. Variety of alternative suitable retail outlets within wider Seven Sisters / North London	Site preparation phase	N/A
Permanent worsening of access to outlets for goods & services specific to race/ethnic/cultural	Latin-American/Spanish-speaking communities in London	Measures to protect right of return of existing stallholders Identification of suitable alternative venues for	Ongoing from planning permission granted – site preparation - construction phase –	N/A

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
		temporary reprovision of market Intention to identify single site for all Latin American traders together	completion Following planning permission granted – site preparation	
Temporary worsening of access to outlets for goods & services specific to race/ethnic/cultural identity	Latin-American/Spanish-speaking ownership businesses	Measures to protect right of return of existing stallholders Identification of suitable alternative venues for temporary reprovision of market Intention to identify single site for all Latin American traders together	Following planning permission granted – site preparation	N/A
Increased demand for play spaces and school provision	Children, including amongst future residents of development	New doorstep play space provision within development to meet needs of resident children. Contribution to educational provision	Construction phase Construction phase	N/A
Share in benefits of improved public realm and shopping facilities	Disabled people, particularly those with physical or sensory impairments.	De-cluttered pavements, public realm to latest access requirements.	Construction phase	N/A

7.5 Community cohesion and relations between groups

- 7.5.1 The EqIA screening identified that the proposal may have the effect of worsening community cohesion by displacing predominant BME groups among existing residents, market traders, shop owners and employees. Consultation responses identified the proposed development as threatening community cohesion and cultural connections, both for Latin American community and for the wider ethnic diversity arising out of the multi-ethnic mix of the existing market.
- 7.5.2 Equality legislation emphasises the importance of supporting positive relations between different groups whilst local community cohesion policy supports group interaction, fair treatment and equal opportunity and a sense of common belonging, including empowering local communities to shape decisions affecting their lives

7.5.3 URS Scott Wilson consider the loss of the existing shops and market poses a potential threat to the cultural connections of the Latin American community employed at and visiting the market, given the evidence that the market provides a hub for social as well as commercial interaction for this group. However, in line with the findings regarding impacts for business and employment, URS Scott Wilson consider that proposed measures to safeguard the future of the Latin-American businesses to operate together provide adequate protection to prevent the proposals unfairly impacting on community cohesion for people sharing Latin American racial identities.

7.5.4 URS Scott Wilson consider the loss of the existing shops and market poses a potential threat to the interactions between different racial groups at the existing site that contribute to community cohesion. However, in line with the findings regarding impacts for business and employment, it proposed measures to re-provide the market in its entirety, in addition to measures to support affected businesses to continue trading and to give priority to existing stallholders to return are appropriate measures to enable the community cohesion to be revived within the redevelopment.

Table 7.4: Summary of community cohesion impacts for affected groups

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Worsening community cohesion by displacing predominant BME groups amongst existing residents, shop owners, market traders and employees.	Latin-American & Spanish-speaking community Afro-Caribbean African Other BME communities	All measures set out in Tables 12 & 13 above to protect permanent and temporary viability of market and businesses, including those measures specific to Latin-American stallholders. The benefits of such measures on community cohesion would be secondary.	Following planning permission granted – site preparation, continued through to construction and completion	Measures specifically directed at sustaining community cohesion not identified.
Loss to cultural connections and social interaction amongst specific community with shared racial identity	Latin-American, including Spanish-speaking people	All measures set out in Tables 12 & 13 above to protect permanent and temporary viability of market and businesses, including those measures specific to Latin-American stallholders. The effect of such measures on community cohesion would be indirect.	Following planning permission granted – site preparation, followed through in construction and completion.	Measures specifically directed at sustaining community cohesion not identified.

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Threat to ethnic diversity of area associated with multi-ethnic mix of existing market	All ethnic groups reflecting make-up of existing market stall-holders and clientele.	All measures set out in Tables 12 & 13 above to protect permanent and temporary viability of market and businesses. The effect of such measures on community cohesion would be indirect.	Following planning permission granted – site preparation, followed through in construction and completion.	Measures specifically directed at sustaining community cohesion not identified.

7.5.5 Recommendations identified in Chapter eight to strengthen the achievement of positive outcomes for businesses and employment are expected to also benefit community cohesion. Additional measures specific to community cohesion are also set out in Chapter eight.

7.6 Inclusive public spaces and transport

7.6.1 The EqIA identified potential impacts for disabled people in relation to accessible transport. The baseline evidence indicates that Seven Sisters underground station includes some accessibility features but does not have a lift and is not accessible to wheelchair users. However, alternative provision is available. All main TfL bus services are now wheelchair accessible. The proposed public realm and landscaped areas would be designed and constructed in line with latest access requirements. URS Scott Wilson thus consider that the proposal will enhance local access at this transport interchange, although it will not address the existing limited accessibility at Seven Sisters underground station. Recommendations are identified in Chapter eight to secure the accessibility of the public realm and at any new bus stops.

7.7 Safety and crime

7.7.1 Crime is identified as a major basis for seeking the redevelopment of the Wards Corner site by Haringey Council and the Applicant. Many supporters commenting on the proposals identified existing safety concerns and crime levels in Wards Corner as a major concern that they believe the development will address. Responses identify young people and women as particularly affected by concerns about safety. The EqIA screening also identified LGB people as a group who may be disproportionately affected by safety concerns. Current crime data identifies a downward trend in crime levels in Wards Corner, suggesting that past high levels of crime have to some extent been addressed. Nevertheless, mentions of crime and safety are evident amongst more recent consultation responses. The proposed replacement of existing run-down buildings with new buildings with more active frontages, as well as newly designed public realm, in line with designing out crime principles is likely to enhance safety and reduce opportunities for crime. URS Scott Wilson considers that the completed development is likely to enhance safety, with positive equality benefits for women, young people and possibly also

for LGB people. Local residents from different ethnic backgrounds are also likely to share in these benefits.

7.7.2 During demolition and construction, the presence of a large inactive frontage is likely to adversely affect perceptions of safety, without suitable mitigation measures. This may result in negative equality impacts, particularly affecting women, young people and LBG people. Recommended suitable mitigation measures are set out in Chapter eight.

Table 7.5: Summary of crime and safety impacts for affected groups

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Need to ensure redevelopment contributes to addressing crime levels and fear of crime associated with the site	BME people, women, young people (both men and women), children, older people, lesbian, gay & bisexual people, disabled people.	Active, overlooked frontages in new development. New public realm designed with consideration of security.	Completed development	N/A
Risk of increased fear of crime / increased opportunities for crime during demolition & construction phase	BME people, women, young people (both men and women), children, older people, lesbian, gay & bisexual people, disabled people.	Recommended best practice measures to enhance external appearance of site, including appropriate additional lighting. Recommend consult police on appropriate additional security measures e.g. patrolling by police or private security staff	Demolition & construction phase	N/A

7.8 Wide ranging consultation and enabling participation

7.8.1 Consultation responses raised criticisms with regards to the quality of consultation undertaken in relation to the planning application. Local policy on community cohesion and equality promotes engagement with local communities and empowering them to shape policies that affect their lives.

7.8.2 Analysis of the consultation process indicates that Haringey Council took account of equal opportunities and took measures to enable people from protected groups to participate in consultation. It undertook diversity monitoring of respondents, although it is unclear whether the results of the monitoring informed subsequent consultation.

7.8.3 Grainger PLC and The Bridge NDC led the consultation activities in relation to the planning application, chiefly during 2007 and 2008. Consultation appears to have included a variety of

measures to enable wide engagement, via use of a variety of venues, conduct of sessions at different times, targeted meetings with specific affected groups, flexible drop-in sessions as well as formal measures for recording feedback. A shortcoming of the consultation with regards to equality concerns a failure to effectively monitor how consultees reflected the mix of the local community, in relation to protected characteristics. This, in turn, makes it harder to demonstrate the consultation's reach and how effectively the Applicant has responded to the concerns of people sharing equality characteristics.

7.8.4 The long delay in progressing the redevelopment during the period of legal challenge has interrupted consultation and engagement. In order to realise the sharing of the benefits of redevelopment, it will be important to prioritise re-establishment of a new process for consultation and engagement. Recommendations in Chapter eight are set out to enable this to support realisation of positive equality outcomes from the development.

Table 7.6: Summary of Consultation Impacts

Nature of Impact	Affected Group	Agreed mitigation measures (if any)	Timeframe for implementing mitigation measures	Reason why mitigation measures not possible
Effective consultation with affected community, recognising diversity and different interest groups to contribute towards sharing of benefits of regeneration.	All equality groups, including BME residents, employees & business owners, visitors & customers.	Approach to date has included variety of means of consultation. Recommend urgent revisit of consultation & engagement approach to respond to criticisms of not listening, quality of consultation and to address long gap in engagement	Following decision on Planning Application – as a matter of urgency	N/A
Diversity monitoring to understand effects on equality protected groups	All	Haringey Council to monitor consultation and record mitigation impacts for groups sharing protected characteristics	Consideration of planning application Ongoing following granting of planning permission	N/A

7.9 Sharing in benefits of redevelopment

7.9.1 This EqIA identifies the following potential benefits of the redevelopment:

- Provision of new housing
- Public realm and streetscape provision, including de-cluttering

- Safety measures that would reduce opportunities for crime and provide for safety
- Business opportunities, particularly retail
- New employment opportunities
- Transport infrastructure improvements
- New play space.

7.9.2 One of the criteria for assessing equalities impact of a proposal is the extent to which any benefits from the proposal will be available to all groups affected by it. Table 7.7 identifies possible barriers to people sharing particular protected characteristics may be prevented from a fair share of these benefits of the redevelopment. It identifies the nature of the barriers and how those barriers might be removed or reduced, or where this is not possible, the reason why.

Table 7.7: Possible Barriers to People Sharing Particular Protected Characteristics

Expected benefit of redevelopment	Affected Group	Barriers to their getting a fair share in benefit of redevelopment	How barrier can be removed or reduced (specific to redevelopment)	Why barrier cannot be removed or reduced
Provision of new housing	BME groups – African, Afro-Caribbean (but also affects low income households from different racial/ethnic backgrounds)	Affordability barriers, related to low income/savings levels	Planned delivery of new affordable housing elsewhere in borough	Valuation Office identifies development as unable to afford inclusion of affordable housing
Provision of new housing	Single-parent households, disproportionately female-headed	Affordability barriers, related to low income/savings levels Cost/availability of child-care, particularly affecting women in low- to middle-income employment.	National strategies to tackle child care affordability offer some help e.g. child care element of working tax credits. Planned delivery of new affordable housing elsewhere in borough	Valuation Office identifies development as unable to afford inclusion of affordable housing
Provision of new housing	Children in low income households	Affordability barriers, related to low income/savings levels Cost/availability of child-care, impact on household income, particularly where parents in low- to middle-income employment.	National strategies to tackle child care affordability offer some help e.g. child care element of working tax credits but unlikely to adequate. Planned delivery	Valuation Office identifies development as unable to afford inclusion of affordable housing

Expected benefit of redevelopment	Affected Group	Barriers to their getting a fair share in benefit of redevelopment	How barrier can be removed or reduced (specific to redevelopment)	Why barrier cannot be removed or reduced
			of new affordable housing elsewhere in borough	
Public realm and streetscape provision, including de-cluttering	Older people and some disabled people; women, especially from certain faith groups (e.g. Muslim) or racial groups; children; some young people.	Fear of crime, including hate crime, or anti-social behaviour, may prevent individuals from amongst these groups venturing out or lead them to avoid area, based on past experience/reputation	Planned measures to design out crime likely to be beneficial. Measures to promote new identity for area. Community support officers. Engagement with support groups to identify specific concerns and identify appropriate actions.	
Safety measures to reduce opportunities for crime and make for safer environment	Older people and some disabled people; women, especially from certain faith groups (e.g. Muslim) or racial groups; children; some young people.	Fear of crime, including hate crime, or anti-social behaviour, may prevent individuals from amongst these groups venturing out or lead them to avoid area, based on past experience/reputation	Effective communication of new safety measures, effective targeting of communications at key groups	
Business opportunities, particularly in retail sector	Latin-American, including Spanish-speaking Afro-Caribbean, African and other BME groups	Existing businesses may not have turnover / robust business model to be able to afford open market rental levels or compete with national chains	Targeted business training / advice Measures outlined in table 12 likely to contribute.	
New employment opportunities	Young people BME people with low skills	Lack of experience/skills Lack of relevant experience/skills	Targeted skills training; apprenticeships; targeted promotion of opportunities	
Transport infrastructure improvements	All groups	No barriers identified	London-wide measures to enable transport affordability likely to be beneficial	

Expected benefit of redevelopment	Affected Group	Barriers to their getting a fair share in benefit of redevelopment	How barrier can be removed or reduced (specific to redevelopment)	Why barrier cannot be removed or reduced
New play space	Disabled children	Construction of non-inclusive play equipment may exclude	Use of inclusive play equipment / construction to London Play standards	

7.9.3 Adherence to the recommended mitigation measures, where available, is likely to enable barriers to the fair share of benefits by people sharing equality characteristics to be overcome with respect to most of the benefits of the redevelopment.

7.9.4 Non-affordability of housing is a significant barrier likely to prevent people from some BME backgrounds, lone-parent households (largely female-headed) and children in low income households sharing in the provision of new housing. Adequate mitigation measures to enable them to share in the benefits within the new redevelopment are not identified. Within the wider context of Haringey, provision of new affordable housing elsewhere in the East of the borough is considered to mitigate the negative impacts specific to this site.

7.10 Consideration of objections and concerns raised in Court of Appeal [2010] EWCA Civ 703 Approved Judgment

7.10.1 The objections and views referred to in Paragraphs 12 – 16 and 21 of the Judgment Approved by the Court of Appeal for handing down in are addressed in turn below.

Paragraph 12: letter of objection from a local resident, Mr Lagu Sukumaran:

“May I kindly request you and all decision makers to carefully consider the Human suffering the loss of achievement, of the Ethnic Minority Businesses in West Green Road, Seven Sisters Road and the High Road, known as the Wards Corner. I live above my Business with by family, and it is a live and work business concept ... I am part of this Diverse local Ethnic minority Community who I serve and depend on my Shop for their unique and specialist Food products that is non available in National Supermarkets. Demolition will destroy the existing Ethnic Minority Business, the Owners, their families, employees and their suppliers. The owners and their families have built up their existing businesses with many years of hard work and determination, in some cases hard work of three generations of the family. There are a number of traders who live above their businesses and in this case they will be forced out of their homes. The traders will not be able to relocate their business to a new location and be successful due to the poor state of the world economy ... The customers and residents will lose their choice of shopping and the specialist shops.”

7.10.2 The concerns raised by Mr Sukumaran are addressed within the assessment in sections 7.2 above, 7.3 and 7.4 above. The potential threats to livelihoods of ethnic-minority owned businesses, particularly family-owned businesses where the family also will be affected by the

demolition of their existing home, are recognised. The consequential loss to existing customers and local residents of access to specialist goods and services is also recognised.

7.10.3 Planned measures to minimise or prevent negative impacts proposed by the Applicant include:

- Provision of six small shop units along the West Green Road suitable for local and independent retailers
- West Green Road Environmental Improvement Fund to pay for shop/building frontage improvements (which could benefit businesses relocating from the site to other premises on the West Green Road)
- Funding for Improvement Strategy for businesses/markets.

7.10.4 Additional recommended measures are further proposed, as set out in 8.2 below. These include:

- For owner-occupier households (leaseholders and freeholders), the Applicant should seek to negotiate on a case-by-case basis a reasonable value for purchase and compensation for disturbance, with the objective of enabling households who wish to do so to afford alternative accommodation of comparable size in the local area. A reasonable timeframe for such negotiations prior to compulsory purchase order should be agreed between the Applicant and the Council. Where the household comprises a family that also runs a business on the site, negotiations should be conducted to address relocation of housing and business relocation either separately or together, to best fit the preferences of the affected household.
- An updated S106 agreement should incorporate existing proposed measures (from the previously negotiated S106 agreement) to support the existing shops and businesses to continue to trade and to develop their businesses successfully, including for temporary relocation during the demolition and construction phase.
- Support to enable the existing businesses to develop a shared marketing strategy and other business improvements, including employee training, will be an important measure to support realisation of positive equality outcomes.
- For existing leaseholder and freeholder shop businesses, the Applicant should seek to negotiate on a case-by-case basis a reasonable value for purchase of the premises and compensation for disturbance, with the objective of enabling businesses who wish to do so to relocate to alternative premises along the West Green Road or elsewhere in the Seven Sisters/Tottenham area. For those who live above their businesses, the negotiations may concern either separately or together relocation of business and housing. A reasonable timeframe for such negotiations following planning permission and prior to compulsory purchase order should be agreed between the Applicant and the Council.
- Struggling businesses and employees should be signposted towards existing appropriate bodies to assist individuals to find suitable alternative employment.
- Planned support to help existing businesses find temporary or permanent alternative locations or premises will be important to ensure that existing customer bases who share equality characteristics are able to continue to access specialist goods and services. Marketing and advertising advice is likely to provide an important component of this support to ensure existing and new customers are made aware of temporary relocations of businesses.

- 7.10.5 Whilst it is recognised that wider economic circumstances may increase the difficulty of achieving successful outcomes for all affected businesses, this is outside the control of the Applicant. The proposed and recommended mitigation measures are considered appropriate to prevent the development unfairly causing adverse impacts for ethnic minority businesses, including family-run businesses, currently operating on the site.

Paragraph 13: objections expressed by Wards Corner Community Coalition

“Local planning processes are required to demonstrate that meaningful community engagement and equalities issues have been accounted for and that diverse groups are not systematically disadvantaged by public authority processes. There is no reference in this planning application to the impact on diverse communities and the needs of diverse local communities, including ethnic minority communities. Members of particular minority ethnic communities are being disproportionately disadvantaged by these proposals. Virtually all the businesses that will be ended by the proposals are from ethnic minority communities that provide some ethnically distinct and important services and goods. The Coalition contends that the needs of the growing Latin American community are being explicitly negated in these proposals.”

“Public authorities should support the social and business networks in an area. These plans from Grainger represent the destruction of existing community and replacement by an alternative, selected community. This is Council-backed, unethical social engineering which WCCC rejects.”

- 7.10.6 The concerns raised by WCCC are reflected and addressed in this EqIA’s assessment of impacts on housing, business and employment, access to goods, services and facilities and community cohesion. As such, the entire report and all mitigation measures, both those proposed by the Applicant and those additionally recommended in this EqIA should be referenced in seeking to understand how Haringey Council has responded to these objections.
- 7.10.7 The EqIA recognises that the non-provision of affordable housing within the development and the likely change in balance of the retail mix will result in changes to the overall profile of the resident and visitor community to Wards Corner following redevelopment. However, the EqIA identifies measures to support the opportunity for return of existing businesses as part of the redevelopment, which will help to prevent the loss and wholesale replacement of the existing diverse community. This includes recognition of specific measures set out in Chapters seven and eight to support the Latin American traders to respond to the needs of the Latin American community.

Issues/objections raised by Ms Siobhan Crozier in evidence

“This is of great importance for Seven Sisters as it contains, within the proposed development, businesses that provide “essential convenience and specialist” shops which provide for, and add to, the cultural diversity of Tottenham. These shops would be lost forever if the demolition goes ahead and the local community would be bereft. Several long-established businesses will lose their livelihood and in some cases, their homes. Local authorities are supposed to support SMEs [small and medium enterprises], not eradicate them in favour of units designed to appeal to high street multiples.”

- 7.10.8 The concerns raised by Ms Crozier are acknowledged in the assessment in 7.3 above, planned measures to minimise or prevent negative impacts for existing SMEs which comprise shops and stalls currently operating on the site are set out in Table 7.2, with additional recommended

mitigation measures proposed in Chapter eight on page 70. These measures are considered appropriate to support the existing SMEs to continue their businesses.

Objection referenced in paragraph 15

“the Market which has been created, and which has added vibrancy, richness and diversity to the area, would be lost”.

- 7.10.9 This EqlA reflects this objection’s concern for the market’s contribution to the ethnic diversity and community relations in the area in its assessment of impact on community cohesion, addressed in 7.5 above. Additional mitigation measures to safeguard this are set out in Chapter eight on page 71. These measures are considered appropriate to support the continued contribution that the market makes to ethnic diversity and community relations in the area.

Views expressed by Wards Corner Community Coalition in letter 8 July 2008 to Council

“The Wards Corner Community Coalition takes the view that the Grainger scheme for the site will not deliver regeneration for the people of Tottenham and will damage the material, social and economic fabric of this diverse community. Further, the Wards Corner Community Coalition believes the Grainger proposals to be based upon questionable premises and have put forward an alternative vision for the site.”

- 7.10.10 These views are reflected in Chapter six - Consultation and Engagement, which makes reference to the alternative vision put forward by WCCC. It is considered that the proposals demonstrate consideration and efforts to incorporate the alternative vision most clearly in the resubmitted layout of the ground floor to accommodate the existing market in its entirety as part of the redevelopment and in the negotiating the S106 contributions.
- 7.10.11 The assessment recognises potential adverse impacts on community cohesion, whilst also recognising measures proposed by the Applicant to mitigate these.
- 7.10.12 Whilst differing from the WCCC vision, this proposal does include measures that are supportive of regeneration for Tottenham’s diverse community.
- 7.10.13 The application for the alternative vision has not been considered by the Council. In light of this the WCCC appealed to the Planning Inspectorate on the basis of “non determination”. Due to the appeal, only the Planning Inspectorate could decide the application, which they decided not to do. In order for the planning application to be considered, the application needs to be resubmitted to the Council following normal procedures.

Objection raised by Councillor Diakides recorded in paragraph 21

“... the local traders reflected the rich cosmopolitan mixture of the local community and their businesses responded to the special needs of those communities...these would not be accommodated within the proposed development.”

- 7.10.14 These concerns raised by Cllr Diakides are addressed within the assessment in sections 7.3, 7.4 and 7.5 above. Additional mitigation measures to safeguard this are set out in Chapter eight. These measures are considered appropriate to support the continued contribution that the market and shops makes to ethnic diversity and community relations in the area as well as support the existing SMEs to continue their businesses.

8 Recommendations and conclusions

8.1.1 This chapter sets out recommendations to strengthen, secure or enhance positive equality impacts and to mitigate for potential negative equality impacts. It also concludes on the overall impact of the planning application proposals for equality.

8.2 Recommendations

8.2.1 The following recommendations are set out to be undertaken once planning consent is given:

Housing

- Haringey Council to engage in direct dialogue with secure and non-secure council tenants residing on the site regarding their needs and choices for re-housing within the local area, where this is their preference.
- Re-housing should be on existing tenancy terms. Homes offered should be based on need or one additional bedroom for under-occupying tenants.
- An offer of a property with a garden should be made for residents who currently have one.
- The Council should ensure tenants requiring special adaptations have their needs assessed and necessary adaptations are completed to the replacement property before the tenant moves in.
- Home loss compensation and compensation for tenant's improvements (or similar forms of compensation) should be provided in line with existing legislation and Haringey's current policy.
- For existing housing association tenants, the housing association should offer alternative housing to affected tenants, in accordance with existing legislation and its current policy. Haringey council should brief the housing association regarding the scheme's progress to ensure adequate time for them to identify suitable alternative provision for affected tenants.
- The Applicant and/or Haringey Council as appropriate should consider providing or signposting support to existing private rental tenants on an individual basis regarding possible alternative accommodation choices for them, including intermediate housing options. Additional appropriate support should be offered to individual households or household members identified as particularly vulnerable, where there is considered to be a potential risk of homelessness or economic hardship.
- For owner-occupier households (leaseholders and freeholders), the Applicant should seek to negotiate on a case-by-case basis a reasonable value for purchase and compensation for disturbance, with the objective of enabling households who wish to do so to afford alternative accommodation of comparable size in the local area. A reasonable timeframe for such negotiations prior to compulsory purchase order should be agreed between the Applicant and the Council. Where the household comprises a family that also runs a business on the site, negotiations should be conducted to address relocation of housing and business relocation either separately or together, to best fit the preferences of the affected household.
- It is recognised by URS Scott Wilson that the Applicant has previously sought to engage in negotiations with existing freeholders and leaseholders of residential properties on the site.

The above recommendations set out further steps to be undertaken following the awarding of planning permission.

Business and employment

- An updated S106 agreement should incorporate existing proposed measures (from the previously negotiated S106 agreement) to support the existing shops and businesses to continue to trade and to develop their businesses successfully, including for temporary relocation during the demolition and construction phase.
- The Applicant should discuss with the market holders mutually acceptable measures to safeguard the option to return of existing market holders, to be set out in the updated S106 agreement.
- Haringey Council should require the Applicant to undertake a baseline study and subsequent ongoing monitoring of the business owners and market holders at key points in the progression of the planning application and construction of the development (suggested points are approval of planning application; acquisition of site; point of serving of notice; point of vacating of site; at annual intervals during the construction; at the point of allocating occupancy of new sites). This monitoring should include diversity monitoring of business owners and employees; recording of current business location & business 'health'/employee numbers; status & intentions of business re return to site. Suggested decision points for ceasing to monitor individual businesses are where businesses are recorded as having ceased to trade or expressed a definite intention not to return to the site.
- The appointment of an advisor to assess opportunities for the temporary relocation of the market and additional measures to support businesses, as set out in the existing S106, will be extremely important to ensuring the long term survival and opportunity to return to the new site. Haringey Council should undertake or require of the Applicant submission of regular progress reports on the appointment and activities of such an advisor, as well as on other measures to support the traders.
- Support to enable the existing businesses to develop a shared marketing strategy and other business improvements, including employee training, will be an important measure to support realisation of positive equality outcomes.
- For existing leaseholder and freeholder shop businesses, the Applicant should seek to negotiate on a case-by-case basis a reasonable value for purchase of the premises and compensation for disturbance, with the objective of enabling businesses who wish to do so to relocate to alternative premises along the West Green Road or elsewhere in the Seven Sisters/Tottenham area. For those who live above their businesses, the negotiations may concern either separately or together relocation of business and housing. A reasonable timeframe for such negotiations following planning permission and prior to compulsory purchase order should be agreed between the Applicant and the Council.
- Struggling businesses and employees should be signposted towards existing appropriate bodies to assist individuals to find suitable alternative employment.
- The local employment and procurement policy should include a requirement for contractors to adhere to national or local schemes to promote employment amongst under-represented equality groups, e.g. the Disability Two Ticks scheme.

Goods, services and facilities

- Planned support to help existing businesses find temporary or permanent alternative locations or premises will be important to ensure that existing customer bases who share

equality characteristics are able to continue to access specialist goods and services. Marketing and advertising advice is likely to provide an important component of this support to ensure existing and new customers are made aware of temporary relocations of businesses.

- Future marketing of the completed development should capitalise on the Latin American market identity to support its success and to make its specialist goods and services available to a wider customer base.

Community cohesion and relations between groups

- Future marketing of the completed development should capitalise on the Latin American market and local ethnic diversity of the local area to support its success and to wider community cohesion objectives.
- The new public realm and open spaces should be designed and built in line with existing building regulations and regional guidance on accessible design.
- Any new bus stops should be designed and built in line with Transport for London's accessible bus stop guidelines and any updated best practice.

Safety and crime

- It is recommended that during the demolition and construction phase, suitable measures are put in place to enhance the external appearance of the site, including appropriate additional lighting.
- The police should be consulted on any appropriate additional security measures, either by the police or by security officers, during the demolition and construction phases.

Wide-ranging consultation and enabling participation

- Following a planning decision, Haringey Council and the Applicant should urgently develop a renewed strategy for ongoing community engagement. This should include adequate attention to diversity monitoring and measures to enable the participation of different sections of the community in future consultation and engagement.
- Further opportunities remain for members of the public to express their concerns about potential impacts of the development, including where these may affect people sharing protected characteristics. Opportunities also remain for members of the public to identify additional mitigation requirements. Particularly important in this respect is the forthcoming meeting at which Haringey Council considers the revised application by the Applicant for redevelopment at Wards Corner.
- A future strategy should set out specific engagement pathways for particular affected groups, including existing shop owners, stallholders, employees and residents on the site, and other local residents and business owners.

8.3 Conclusion

- 8.3.1 Overall URS Scott Wilson conclude that the planning application proposal is unlikely to give rise to major negative equality impacts provided all the measures set out in the S106 agreement are honoured in full and in a timely manner, as well as other recommended mitigation measures set out in this report. The assessment recognises concerns expressed by objectors concerning potential impacts, particularly in relation to Latin American people and members of other black and minority ethnic groups. In addition to measures previously set out in the S106 agreement and voluntary financial contributions by the Applicant, the assessment has set out additional recommendations to strengthen previously identified mitigation measures and to address residual negative impacts.
- 8.3.2 The proposal will give rise to negative equality impacts resulting from the non re-provision of affordable housing on the site and lack of new provision of affordable housing, in conflict with existing Council policy. The lack of suitable on-site mitigation is accepted on the basis of the independent judgment of the Valuation Office. Groups that may be unable to share in the provision of new housing due to the lack of affordable housing include Black African and Black Caribbean households, children living in low income households and single parent households.
- 8.3.3 The planning application proposal is identified as giving rise to positive equality impacts in relation to safety and crime, and a more accessible public realm. People sharing equality protected characteristics are likely to be able to share in these benefits.
- 8.3.4 Increased provision of family housing is identified as a benefit of the development. Affordability barriers may cause certain groups, including BME families, children living in low income households and single parent households, from sharing in this benefit.
- 8.3.5 Expected improvements to the business and retail environment are likely to be shared by people from different racial backgrounds subject to the successful implementation of recommended mitigation measures.

Annex: Appendix B of Wards Corner/Seven Sisters Underground – Report on Draft Development Brief consultation (PASC 8 July 2003)

	ISSUES	RESPONSE	ACTION
1.	Unightly sigooe in the area should be removed, most of which wiU be illegal anyway. Detracts fi:om area.	Poorly sited, or excessively prominem, signs can have: an unacceptable impact on the appearaoce Of an arc:a.	Pkmmang Enforcement should consider targeting lbo&e signs that ar-c food co be unauthorised and which C:luse most harm to visual a ty.
2.	"Welcome to Tottenham "signage slould be provided, gllding people to development (cg:on South Tottenham railway bridge).	Illis is a suggestion thai could be progressed as pilt of lbe iiJ1)rovcmnts to the area and would be in line with the Tottenham High Road Strat IO'.	No change ro the Bnef •s proposed. To be considered by the Bridgefor futme act10tl.
3.	Wards building must be retained. The brief ignores. lbe strikingly cleiant frontage of the Wards building. BuUding sbouJd be retained, as denlOJition makes a mockery of Conservation Area statu t. Wards should be retaioid as a distinct, "-ell-re>COt;nised locallandmwk	The Council, incoRSull,ulon with EngliS:b Heritage, have formed lbe view that the bulding is not worthy of listing. Having said that, it could only be demolished tf its rc-ph\mcm was considered to either preserve, or enhance, the charat:teT of the Conservation Area, but its retention will nol be mststed upOn.	The current pra<:ess to prepare the Bnef is the first step towards evenrual development of the site. Further consultation with Engluh Heritage will take place: m future on the me:rits of the replacement buldmgs, as pan of the Development Control process
4.	Distmction needs to be made between the Wards store itself and the other buildings on the site. Tite former is txc one element of the comer tl\at should be retained as an inl'ortant part of any redevelopment.	The building has been vacant for over 30 years and will not be rctamed.	No change lo the Bric:(Jli proposed. (See acuoN 3 above).
5.	Wards buildimust be retamed regardless of what the Council or En.Riisb Heritage say.	See response 3.	No chante Lo the Bnef is proposed.
6.	Bxplanalion for rc:dc:velopment is neither logical nor sensible and sounds "like a whitewash for a hid<leo agenda, _	The site covered by the Bridis considered to be likely to play a significant role in the rtgeneratJon ofthe area.	No change to the .Brief is proposed.
7.	Lack of attention to public open space. Area must be srcened and include pubhc art,	The Brief does noc mclude any details of treatment of open pace, but does make il clear that significAnt, and cc-ordin:ued, improvement 10 the pubbc realm should take place.	Amend Brief to reflect
8.	Underpasmust be removed and a two-way system re-inuoduccd. Cydneed to be lhought about far more than they are and bicycle parking \$hould be provided. Traffic <aiming measures need to be mtroduct.	Seven Sisters Road and High Road are the respon&ibility of TfL, who would nted 10 ag,cc any highway workl, including improvements to cy<:le/car JDtcrface. However, inclusion, or improvement, of bicycle facilit lelt should be sougch as part of any developm::nt	Amend Bnef to reflecl
9.	Remove the rcqutrrent for Affordable housmg,as !here is enough in the area already.	The issue ofaffordlable hous.ing provision, and sis tllnccntratJon within certain partS of the Borough is	Amend Brief io clarify the situation.

		topical. It is unlikely that the Council would look for pure social housing here, but instead key worker or shared ownership. The Tottenham High Road Strategy supports this approach.	
10.	Art house cinema, or language night school, should be provided. Will there be space for community use?	The Brief cannot be too prescriptive, in terms of specific uses, and, instead, it refers to "a range of broad uses", as been appropriate. Retail uses are specifically encouraged.	No change to the Brief is proposed.
11.	It is disappointing. Little evidence of any background research into potential interest from retailers or other commercial enterprises. Without this, it is just a will and a good deal of "meaningless waffle".	The brief seeks to guide future development of the site. The consultation exercise should highlight the needs of interested groups.	
12.	Development is long overdue. The run-down nature of the site contributes to the perception of Tottenham as an unattractive area.	Acknowledged.	No change to the Brief is proposed.
13.	The statement that the Apex building includes an attractive dock tower is disputed.	The Brief asks for a public feature of equal or greater landmark merit. It is acknowledged that the tower is of limited architectural merit.	Amend the Brief to emphasize that an improvement to the existing situation will be sought.
14.	5-6 storey building not appropriate, or needed. Will simply result in empty, modern buildings.	The height of a building is only one consideration in the overall assessment of design quality, but it has been decided that the site could accommodate 5/6 storeys on Wards Corner. The nature of the occupier and occupancy would be a matter for the developer.	The current proposals to prepare the Brief is the first step towards eventual development of the site. Further consultation with English Heritage will take place in future on the merits of the replacement buildings, as part of the Development Consultation process.
15.	Pales Green is not an attractive open space, as described. It is constantly rubbish-strewn.	It is accepted that the open space could be treated better than it is at present, but it does have the potential to make an important contribution to the overall amenity of the area.	Amend the Brief to emphasize the importance of green spaces.
16.	"Sloppy brief will result in a poor and ultimately unsuccessful development".	Acknowledged.	No change to the Brief is proposed.
17.	For older people, who are long-term residents of an area of, or damage to, a valued local landmark, (Wards Corner) can be a blow to personal identity and sense of well-being.	The building has been vacant and boarded up for 30 years. The loss of the landmark would need to be balanced against the worth to the physical fabric of the area, particularly in terms of safety, access etc.	No change to the Brief is proposed.
18.	Consensus of local views of the loss or the market traders is challenging success and vibrancy of the area depends on the viable retailing area of	The Brief does indicate that the replacement of the market "would be welcomed". However, the future of the market is outside the scope of the brief and	The Council will seek to assist in any future relocation of traders by encouraging links with local businesses organizations.

	small shops, not multi-national pre-5000. Market is an opportunity for local people to start their own small businesses. If they succeed, they move on and are replaced by others. This way the local move retains their customer base and strengthens the community spirit in the area.	would need to be agreed by the traders, who are all understood to be on short-term leases, along with any future developer	
19.	If the Council decide that comprehensive development is the way forward, what alternative arrangements are being proposed to ensure that the richness and diversity of local communities is not lost?	The Brief seeks to guide future development of the site	No change to the Brief is proposed.
20.	Concerned about impact on property value. Will the Council protect full value when/if they move?	Property value is not considered to be a planning matter.	No change to the Brief is proposed.
21.	Tube station might be improved by being at street level, reducing the "hotspots" for crime (as at Wood Green). There are access issues (particularly wheelchair users) which need to be taken into account.	London Underground, who would be ultimately responsible for alteration to the station, have been consulted on the Brief, but have not responded at this stage. However, the Brief identifies the need to consider access arrangements as part of the overall development of the area.	No change to the Brief is proposed.
22.	How do you avoid a piecemeal development?	The purpose of a Brief of this kind is precisely to seek to avoid piecemeal development, by looking at an area as a whole, and considering compulsory purchase if necessary. However, there is no future.	No change to the Brief is proposed.
23.	Changes to road layout must not impact on Bruce Grove area	Options of alterations to the highway are outside the remit of the Brief	No change to the Brief is proposed.
24.	No trees should be lost. Extra planting should take place.	The Brief states that existing mature trees should be protected where possible. The "greening" of the environment would be an important consideration in any form of submission for planning permission.	Amend the Brief to enhance the importance of trees.
25.	Where (and why) is the new bus station going to be?	The intention is to improve linkages between the tube station and buses, possibly in the area to the front of the Wards building. However, no details have been worked up and both London Buses, and the Council's Head of Transport Planning, have expressed doubts about the workability of the idea.	Amend the Brief to reflect the need for further discussions to take place.
	"Public consultation meeting should be held to hear all views. The consultation that has taken place in	The suggestion that the consultation has been inadequate is not accepted. There have been a number of	No change to the Brief is proposed.

	connection with the Brief as wholly inadequate.	been a variety of meetings in the past in order to relay the comments of the brief to interested parties.	
27.	Arelll ..." culture", not supenrukets.	Acknowledged. The intention of the Brief is not to impact on culture, m wbatel\ cr foml it is considered to exist.	No change to the Brief is proposed.
28.	Residents must be kept informed. and the Council should consider things that will enhance the area and draw visitors auctaon to the environment	Acknowledged..	Amend the Brief to emphasize the need to improve the public realm.
J.	" irlerreturning West Gtee.n Road loa marlctt.	This would be outside the remit of the Brief and would be subject to a number of Traffic Orders, if it were to take place, requiring extensive assessment of all area wide traffic management options. Nevertheless, a manct could contribute to the range of facilities available in the area.	No change to the Brief is proposed.
30.	Make sure that there is adequate public car parking.	Car parking should be kept to a minimum.. given the excellent public transport access in the area, and so as to be in line with the Council's most up-to-date policies.	No change to the Brief is proposed.
31.	High quality shops are needed. not more of those already in the area (eg: luggage, international retail centres, take-away food). Give people a wider choice. Development like at Angel, Islington. Should be primarily retail.	The details, and identity, of the likely occupiers of any proposed development are not known at this stage. The fact that certain respondents want a multi-national retail presence, whilst others object to that, is an illustration of the difficult balance that needs to be struck..	No change to the Brief is proposed.
31	Would hate it to become just another anonymous high street shopping centre (like at Angel, Islington!)	See response 31.	No change to the Brief is proposed.
33.	No modern designs, go "traditional". Modern architecture can work in certain parts of London, but not in Seven Sisters (eg: Tesco's).	Contemporary architecture is capable of working in any location, providing that it is done well. In contrast, a pastiche solution does not always provide for an acceptable form of development.	It is the current process to prepare the final scheme the first step towards eventual development of the site. further consultation with English Heritage will take place in future on the merits of the proposed placement of buildings, as part of the Development Control process.
34.	Landmark development will not benefit the community, but only serves the Council's purpose to increase and charge higher Council Tax..	The proposed development in Wards Corner will contribute to the regeneration of the area, contribute to the regeneration of the area, create jobs, homes and improved facilities.	No change to the Brief is proposed.



35.	Tighter control of car parking in the area is needed in order to stop illegal parking, even before a new development	This issue is outside the remit of the Brief, but the Council's Transportation Section will be informed about the issue.	Inform the Council's Transportation Section of the parking enforcement problems in the vicinity of the site.
36.	Surprised that there is no mention of provision of public toilet provision	The existence of public toilets on the Apex House site is referred to in the Brief, which says that they should be replaced. This can be considered as part of the feasibility design process.	No change to the Brief is proposed.
37.	Single flats should be provided above the development for people who cannot afford a mortgage.	The nature of housing tenure would be agreed at the detailed stage, this will consist of various sizes and tenures, especially key worker, and shared ownership, accommodation.	Amend the Brief to clarify the situation.
38.	No public demand for the development Objects to the loss of the market, the Warehouse building, Apex House and the houses in Suffield Road	The area has been blighted by the derelict building for over 30 years. Redevelopment will regenerate the area and improve the quality of the environment.	No change to the Brief is proposed.
39.	People have expressed interest in the Wards building, but have been refused the opportunity to let the site.	The building is not owned by the Council. Any proposed use would need to be discussed with the landowner.	No change to the Brief is proposed.
40.	The area is subject to high levels of crime. Any plans that help to change this should be encouraged.	Both the Police and the British Transport Police have confirmed that the station, the market and the area in general are subject to high levels of crime. The proposed development would have opportunities to incorporate the principles of "Signaling Out Crime" in any new buildings and spaces around them.	Amend the Brief to emphasize the likely personal safety benefits from the redevelopment.

Appendix IV - Baseline study of Seven Sisters Indoor Market



GL Hearn

Part of Capita Real Estate

Diversity Monitoring – Baseline Study

Seven Sisters Indoor Market

Grainger

Seven Sisters Regeneration

March 2017

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Quality Standards Control

The signatories below verify that this document has been prepared in accordance with our quality control requirements. These procedures do not affect the content and views expressed by the originator.

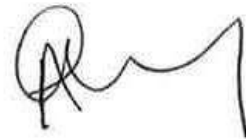
This document must only be treated as a draft unless it has been signed by the Originators and approved by a Business or Associate Director.

DATE
March 2017

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Limitations

This document has been prepared for the stated objective and should not be used for any other purpose without the prior written authority of GL Hearn; we accept no responsibility or liability for the consequences of this document being used for a purpose other than for which it was commissioned.

1 INTRODUCTION

1.1 Haringey Council resolved to grant planning permission to Grainger for the Seven Sisters Regeneration project on land comprising 227-259 High Road, 709- 723 Seven Sisters Road, 1a -11 West Green Road and 8-30 Suffield Road. The permission was subject to (i) conditions; (ii) referral to the Mayor of London; and (iii) the prior completion of planning obligations.

1.2 Grainger is committed to delivering the Seven Sisters Regeneration project, which will deliver £65 million of investment into Tottenham and Seven Sisters, transforming the area and providing much-needed new homes and shops as well as a brand new Seven Sisters Market.

1.3 GL Hearn's Strategic Communications team and AECOM were appointed by Grainger Seven Sisters Limited to support in delivering the required activities to comply with Schedule 4, clause 21.1 of the S106 agreement, dated 11 July 2012, which states:

No later than twelve (12) months after the Unconditional Date or three (3) months after the Council resolves to make a compulsory purchase order to facilitate the carrying out of the Development (which is the later), to submit a community engagement strategy to the Council for approval PROVIDED THAT such strategy shall demonstrate how the Developer will deal with the following matters:

(a): Regular diversity monitoring regarding the impact of the development on affected third parties (in concert with the approved Baseline Study and updates to it);

(b): Reporting on the engagement process and how representation from third party stakeholders will be taken into account; and

(c): Any further mitigation measures (including a programme for implementation) that are identified as a result of the on-going monitoring and are both necessary and directly related to the development

1.4 This report outlines the data gathered by GL Hearn's Strategic Communications team on behalf of Grainger to create a Baseline Study for the Council's approval in relation to point (a) above. This data has been collated over a period of approximately four months in 2016. It is intended that this data will form the Baseline for future diversity monitoring of Seven Sisters Indoor Market as the development progresses and up to 12 months following practical completion.

1.5 Officers at Haringey Council have been kept advised of the work being undertaken by the Seven Sisters Regeneration project team throughout the above-mentioned time period.

2 BASELINE STUDY

Overview

- 2.1 The Equalities Impact Assessment (EqIA) submitted with the approved planning application and undertaken in June 2011 identified a number of equality effects (both positive and negative) associated with the planned development. In particular the report indicated potential negative equality impacts arising from possible loss of livelihoods and employment for Latin American/Hispanic and other BME-owned businesses and their employees, if the existing shops and market were to close.
- 2.2 The loss of the existing shops and market was also considered to pose a risk in undermining the cultural connections and social fabric of the Latin American/Hispanic community employed at and visiting the market, and therefore a series of measures were recommended for incorporation in the Planning Obligation by Agreement.
- 2.3 Schedule 4, Clause 21.1 part (a) of the S106 agreement requires Grainger to undertake regular diversity monitoring to assess the impact of the development on third parties and to measure the findings against an approved Baseline Study.
- 2.4 The data set out in this report is proposed to become the aforementioned Baseline Study. The study is required to consider three key areas of interest:
- a) diversity monitoring of business owners, stall holders and other employees working at the Market;*
 - b) details of the number of employees at each business; and*
 - c) details of the location of each business within the site and whether it intends to relocate to the New Market Area;*

(a) Diversity monitoring

- 2.5 The project team undertook diversity monitoring through the use of an equality and diversity questionnaire. In addition individual meetings were offered to all license holders and employees at the market to discuss their individual circumstances and to obtain information in regards to part (c) of what is required for the approved Baseline Study. This chapter considers the responses provided by those working at the market using the questionnaire and through the individual meetings. Copies of their completed form can be found at **Appendix A (English) and B (Spanish)** of this report.

- 2.6 All reasonable endeavours have been made to ensure that all traders have been made aware of the monitoring exercise being undertaken and given the opportunity to respond. Members of the GL Hearn team made two trips to the market between July and August 2016 to issue and collect completed copies of the EqlA questionnaire. A copy of the form was posted on the market notice board and extra copies made available at the market management office for anyone who had lost a copy or was unaware of the exercise being undertake.
- 2.7 English and Spanish versions of the form were made available as a standard and a Spanish speaking interpreter accompanied team members on the occasions when they visited. This was in recognition that the vast majority of license holders and employees of the market were of Colombian background and that Spanish was the main language for that community. In addition members of the project team made it clear that anybody requiring the form in any other language should contact a member of the project team. To support the project team in collating the form, the market management team has furthermore encouraged traders to complete and return forms to the Grainger project team, and forwarded on any forms handed to him.
- 2.8 The questionnaire included both qualitative and quantitative questions in order to collect a broad range of responses. Where possible (for quantitative questions), graphs are provided in this report for the analysis of answers.
- 2.9 As of the end of January 2017, 31 EqlA forms had been completed and received by the project team. The answers provided by these respondents are considered in this report. The following sections present the data collated through the questionnaire systematically.
- 2.10 Not every question included on the questionnaire was answered by every respondent; where n/a is shown, this indicates that no answer was provided to a question.

Questionnaire results

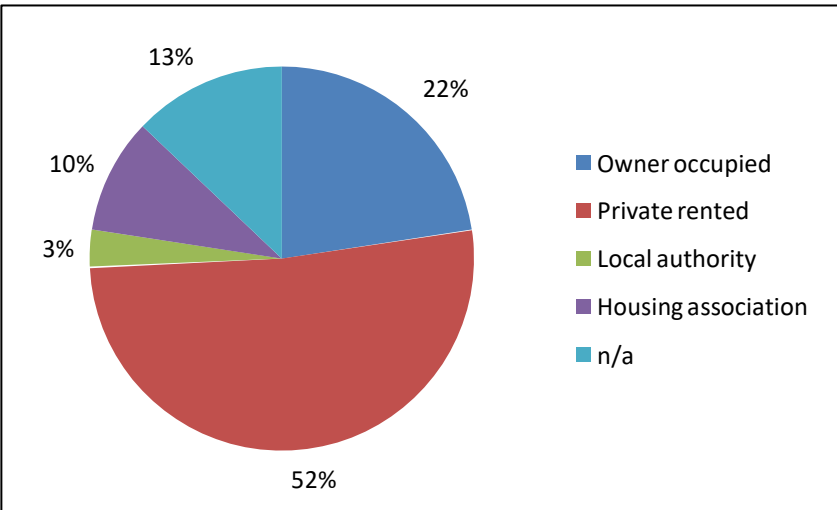
2.11 **Personal details**

- First names**
- Surname**
- Home address**
- Home postcode**

These questions consider personal details used to monitor and confirm who has responded to the survey. The answers given have not been considered or analysed in this report.

2.12 **Residential status**

Is your home:	
Owner occupied	7
Private rented	16
Local authority	1
Housing association	3
n/a	4
<i>Total</i>	<i>31</i>



Just over half of respondents (52%) indicated that they lived in privately rented accommodation. This was the most frequently selected answer given. Almost a quarter of respondents (22%) said that they owned their own homes.

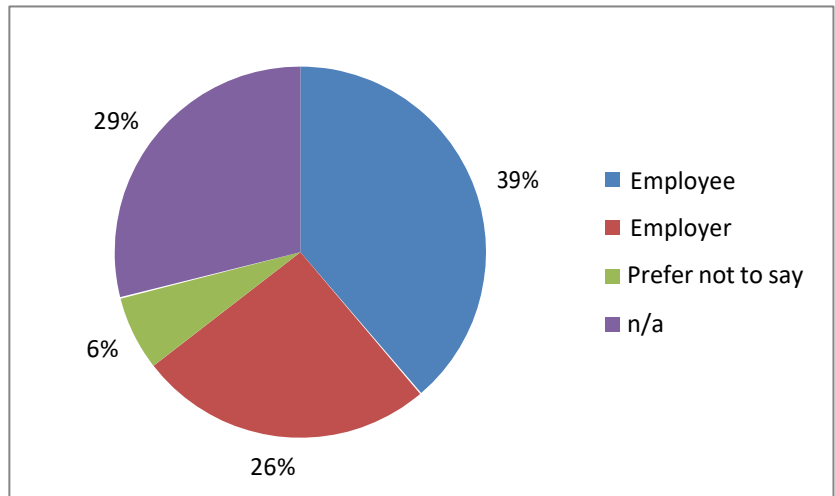
2.13 **Type of business**

This question allowed respondents to enter their own description of their business, rather than selecting a category which best describes their business. The answers that were given were as follows:

Types of business	
Accessories	Barber
Butcher	Café / restaurant / bar
Clothing	Envio de paqueteria (Package delivery)
Estetica (Aesthetics/Beauty)	General store – key cutting
Hairdressing	Household linens and unisex clothes
Kitchen	Legal services
Letting Agency	Loteria (Lottery)
Mini Mercado	Money remittance / bureau exchange
Money Transfer	Nails Art
Peluqueria (Hairdressing)	

2.14 **Employee or employer**

Are you an employee or an employer?	
Employee	12
Employer	8
Prefer not to say	2
n/a	9
<i>Total</i>	<i>31</i>



Over a third of respondents (39%) indicated that they were the employee of a business at the market, which was the most commonly given answer to this question. Eight people (26%) said that they were employers, whilst two people (6%) indicated that they would prefer not to select either option. Nine completed forms (29%) had no answer given in response to this question.

2.15 **Job title and description of role**

As with the question on the type of business, the text field for this query was left open (rather than offering specific options) to allow people to provide their own responses as appropriate. The following answers were given.

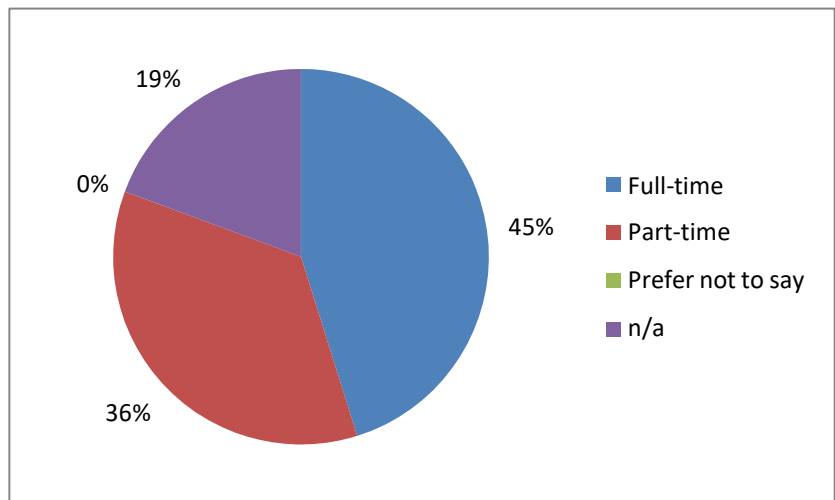
Job title/Description of role	
Art and style barber	Carnicero (butcher)
Cook	Lawyer
Licensee	Manager
Manicura y pedicuras (Manicure and pedicures)	Owner
Peluqueria (Hairdressing)	Self-employed

Stylist	Vendedora (Seller)
Waiter and barman	

Respondents were also able to provide the start date for their employment at the market. These ranged between 1993 at the earliest and June 2016 at the most recent.

2.16 **Working pattern**

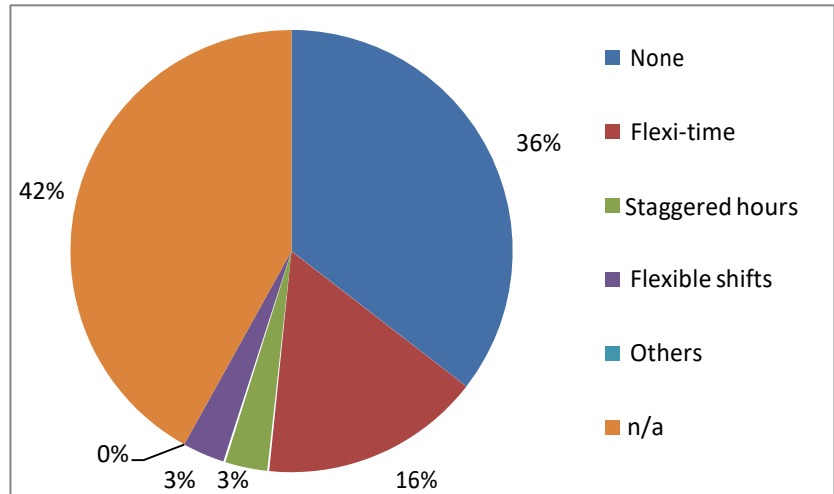
What is your current working pattern?	
Full-time	14
Part-time	11
Prefer not to say	0
n/a	6
<i>Total</i>	<i>31</i>



In total, 45% of respondents indicated that they currently work full-time at the market, which was slightly more than those who said they worked part-time (14 or 45% for the former, 11 or 36% for the latter). Six people did not select an answer for this question.

2.17 **Flexible working**

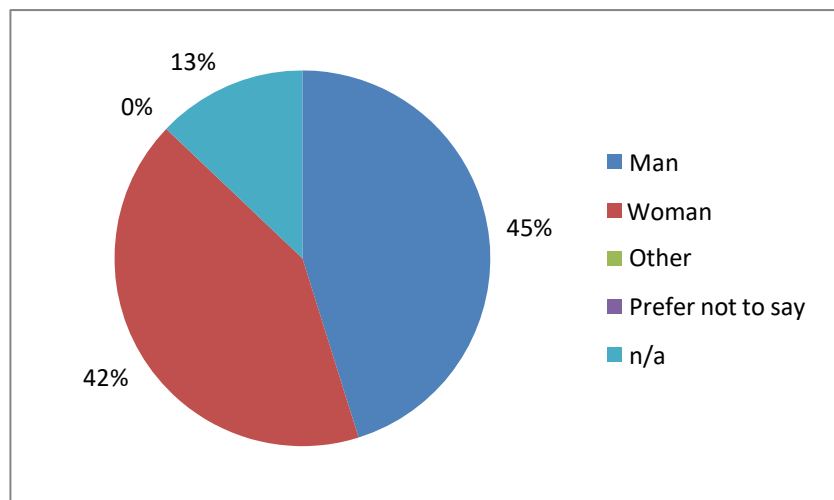
Do you have a flexible working arrangement?	
None	11
Flexi-time	5
Staggered hours	1
Flexible shifts	1
Others	0
n/a	13
Total	31



A range of ten different options were provided to this question for respondents to select from, reflecting some possible flexible working arrangements. A total of 11 people (36%) indicated that they did not have any flexible arrangement in place, perhaps because they were full time employees. Of the flexible arrangement options that were picked, the most common was Flexi-time (with 16% of responses).

2.18 **Gender**

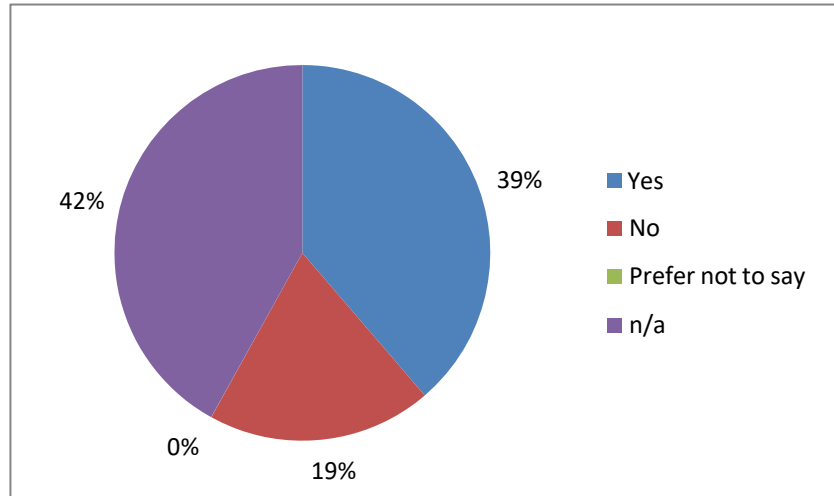
Gender	
Man (including trans man)	14
Woman (including trans woman)	13
Other gender identity	0
Prefer not to say	0
n/a	4
Total	31



The responses to this question showed that slightly more men than women completed the form (14 or 45%, compared to 13 or 42%). Four people did not provide an answer.

2.19 **Marital status**

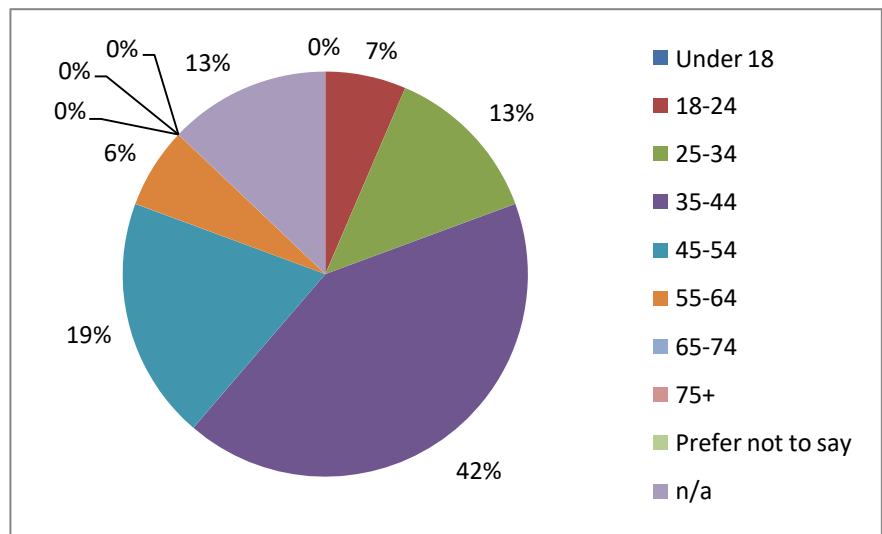
Are you married or in a civil partnership?	
Yes	12
No	6
Prefer not to say	0
n/a	13
<i>Total</i>	<i>31</i>



Just under half of respondents provided did not provide an answer to this question (13 out of the 31 total, or 42%). Of those that did, 12 (39%) indicated that they were married or in a civil partnership and six (19%) said that they were not.

2.20 **Age**

Age (years)	
Under 18	0
18-24	2
25-34	4
35-44	13
45-54	6
55-64	2
65-74	0
75+	0
Prefer not to say	0
n/a	4
<i>Total</i>	<i>31</i>



This question provided eight brackets of age ranges for people to select (e.g. between 18 and 24), rather than asking for a specific age to be selected. The most frequently selected response (42%) was for the 35 to 44 years old age bracket.

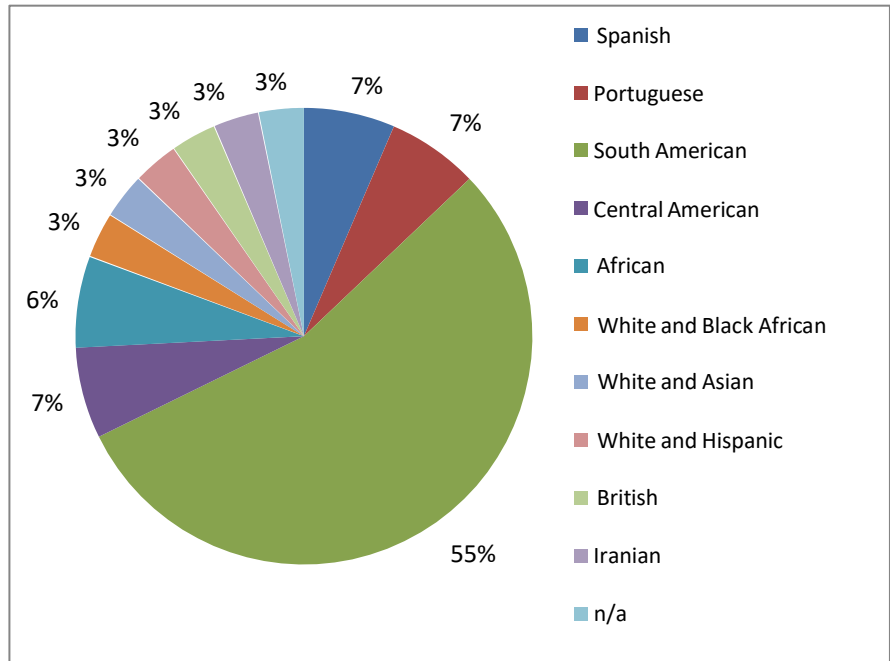
2.21 **Country of birth**

This question asked respondents for their country of birth, providing a blank text box for answers rather than providing a list of possible options. The countries named in responses are listed below; one of them (Colombia) was provided by 11 different respondents.

Country of birth	
Bolivia	Colombia (x11)
England	Iran (x2)
Peru	Portugal
Burundi	Romania
Venezuela	Salvadoreña (El Salvador)

2.22 **Ethnicity**

What is your ethnicity?	
Spanish	2
Portuguese	2
South American	17
Central American	2
Black African	2
White and Black African	1
White and Asian	1
White and Hispanic	1
White British	1
Iranian (Other)	1
n/a	1
Total	31

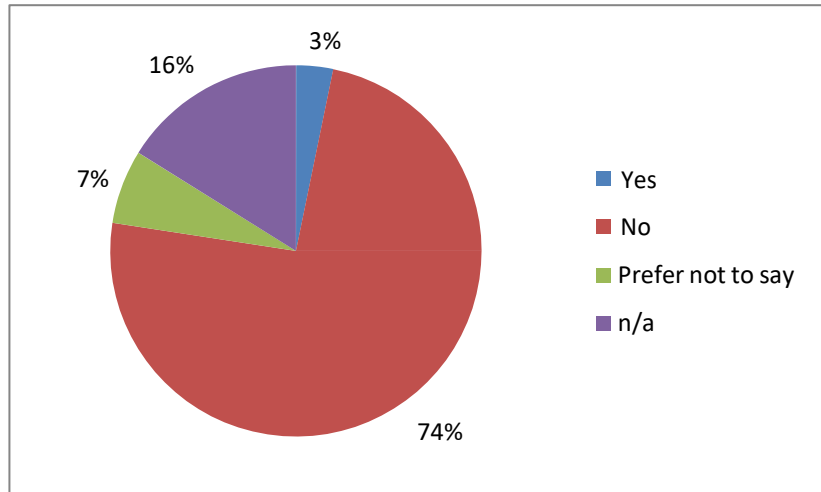


In the preamble to this question it was stated that *“Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.”* A range of options were provided for people to select, with broad categories (e.g. ‘Hispanic/Latino/Spanish’) then being broken down into further options (e.g. Spanish, Portuguese, South American, Central American). The full range of options can be found in the example EqlA form attached as an appendix to this report.

The most answer most frequently selected by respondents was ‘South American’, with over half of respondents selecting this (55%). A further six people chose Spanish, Portuguese or Central American. This meant that 23 of the 31 total respondents (76%) selected one of the sub options within the ‘Hispanic/Latino/Spanish’ category.

2.23 **Disability**

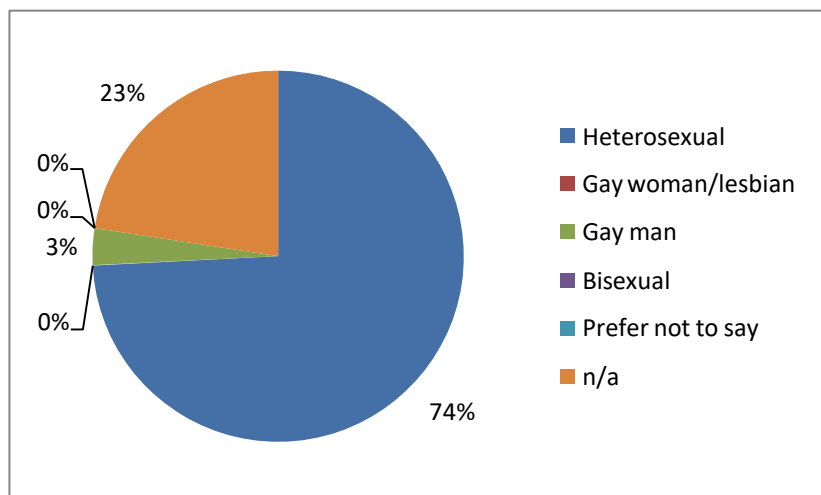
Do you consider yourself to have a disability?	
Yes	1
No	23
Prefer not to say	2
n/a	5
Total	31



One person indicated that they felt themselves to have a disability (as per the description provided in the question, referring to the Equalities Act 2010). This was described as being 'blind in one eye and deaf in one ear'. The majority of other respondents did not believe themselves to have a disability as per the wording of the Act provided.

2.24 **Sexual orientation**

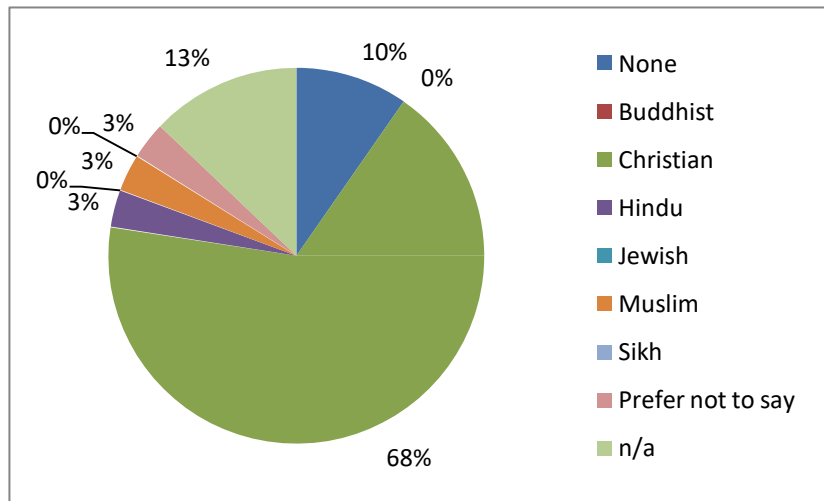
What is your sexual orientation?	
Heterosexual	23
Gay woman/lesbian	0
Gay man	1
Bisexual	0
Prefer not to say	0
n/a	7
Total	31



The majority of respondents described themselves as being 'Heterosexual' in answer to this question. One person identified as a gay man, whilst seven people did not provide a response.

2.25 **Religion**

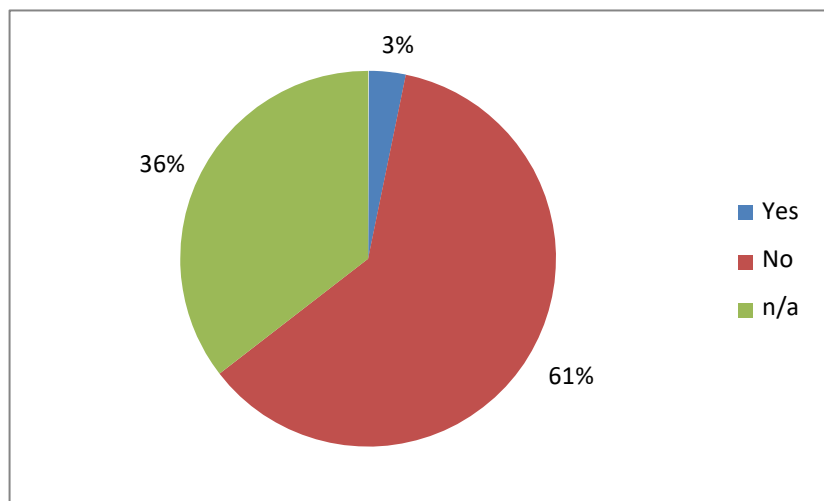
What is your religion or belief?	
No religion or belief	3
Buddhist	0
Christian	21
Hindu	1
Jewish	0
Muslim	1
Sikh	0
Prefer not to say	1
n/a	4
<i>Total</i>	<i>31</i>



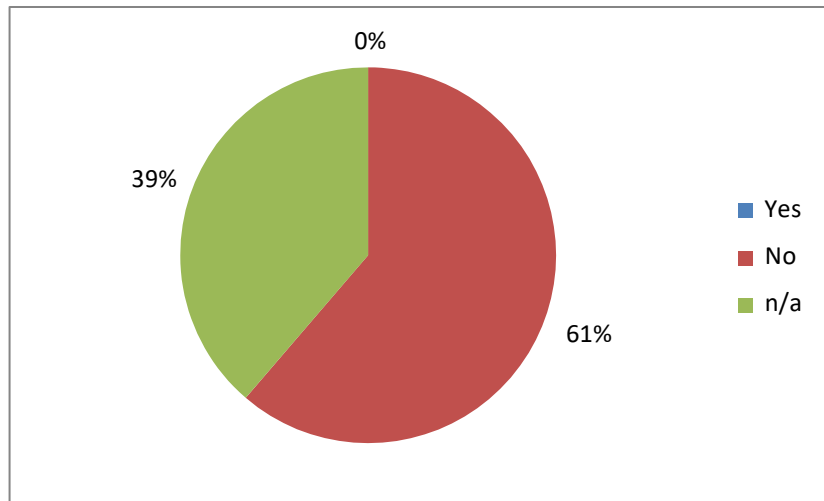
The most commonly selected response to this question was Christian, which over two thirds of the total respondents selected. Other religions or beliefs selected by respondents included 'Hindu' (one), 'Muslim' (one) and 'None' (three).

2.26 **Pregnancy**

Are you pregnant?	
Yes	1
No	19
n/a	11
<i>Total</i>	<i>31</i>



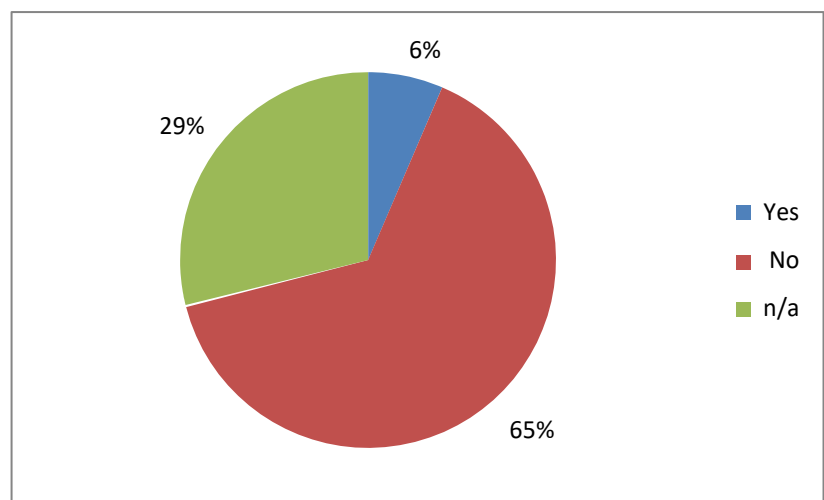
Have you had a baby in the last 12 months?	
Yes	0
No	19
n/a	12
<i>Total</i>	<i>31</i>



Two separate but related questions were asked on this topic. The first asked whether respondents were pregnant at the time of completing the form. One person indicated that this was the case, and 19 people said 'no' and 11 providing no answer. When asked if they had given birth within the last 12 months, similar ratios of responses were given; 19 selected no and 11 did not provide an answer – one answer was recorded 'n/a' as the recipient did not make a selection but stipulated that they had a baby 15 months ago.

2.27 Refugees/asylum

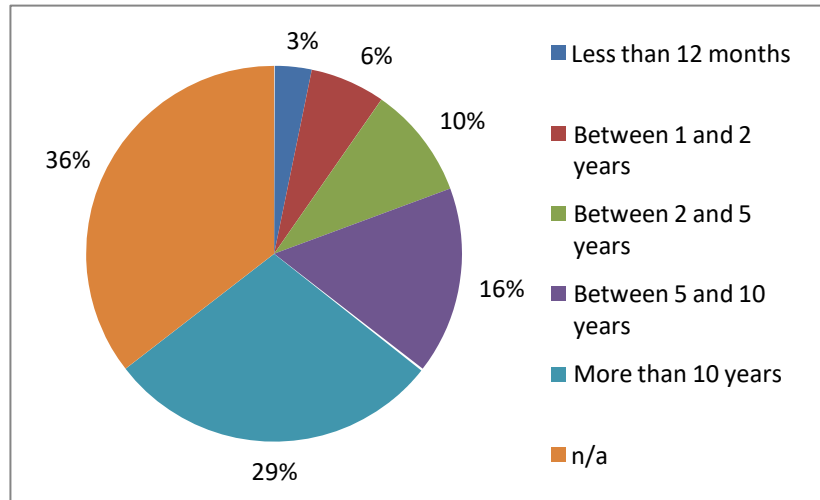
Are you a refugee or asylum seeker?	
Yes	2
No	20
n/a	9
<i>Total</i>	<i>31</i>



Two respondents identified themselves as being refugees or asylum seekers but the follow up question (asking which country or region they had arrived from) did not receive any answers.

2.28 **Business managers**

How many years has your business been trading?	
Less than 12 months	1
Between one and two years	2
Between two and five years	3
Between five and ten years	5
More than ten years	9
n/a	11
<i>Total</i>	<i>31</i>



The final questions on the form were intended for the managers or owners of businesses at the market, as indicated in response to one of the early questions (about being an employee or employer). The number of responses provided to these questions does not match the quantity of ‘Employers’ in section 2.14. In the earlier question, 8 respondents declared that they were an employer yet 20 respondents have responded to this question.

Of the respondents that answered how long their business had been operating at the market, nine selected ‘More than ten years’ and five selected ‘Between five and ten years’. This suggests that these businesses are well-established operations.

(b) Details of the number of employees at each business

(c) Location of businesses and their intention to relocate

- 2.29 In addition to the EqIA questionnaire discussed in the above section, the Grainger project team has sought to arrange and hold individual meetings with every trader at the Seven Sisters Indoor Market to discuss their business and plans for the future.
- 2.30 As part of these discussions, traders have been asked a number of questions relating to their time at the market so far, their reflections on their business and areas where they may need support and their plans for the future as relating to the redevelopment of the site. Particular questions were asked relating to the number of employees working within the business (including whether they were full or part time) and whether the trader wanted to remain at the market during its temporary relocation and redevelopment.
- 2.31 At the time of writing this report 25 of the 38 traders at the market (66%) have taken up the opportunity of an individual meeting. It is worth noting that not all traders who have taken the opportunity to discuss their individual situations have also completed the EqIA questionnaire. A copy of the form used during these interviews for recording answers can be found at **Appendix C (English) and D (Spanish)** of this report.
- 2.32 Two traders have declined to meet on an individual basis to discuss their business.
- 2.33 Members of the project team regularly visit the market with a Spanish speaking interpreter to encourage traders to take up the opportunity to discuss their individual circumstances with Grainger and to discuss their future plans via the individual meetings. A schedule of dates of when members of the team will be available on a fortnightly basis was made available to all traders via email (where email address is known), notice board and via the market management team. At the start of the process in July 2016, a schedule of dates for every other Friday was published from 2pm-4pm, which was increased to Tuesdays (2pm-4pm) and Fridays (2pm-4pm) on a fortnightly basis from October 2016. This was to encourage take up of meetings and provide traders with choice of two days. Members of the team have also been flexible where required to accommodate traders wishes and meet outside of the agreed dates.
- 2.34 The responses received by the project team on the subject of a) number of employees per business and b) intentions regarding relocation during the redevelopment of the site from the traders who have taken the opportunity to have individual meetings are outlined below.

2.35 **Number of employees per business**

The table below shows in percentage terms the number of employees per business in the market. This data is based on 25 businesses (traders who took the opportunity to have individual meetings and discuss their business). Out of the 25 businesses 32% of them are run solely by the business owner without any employees. The other businesses have employees from 1 to over 5, although a vast majority of those employees (83%) work on a part time basis.

Number of employees	% of businesses*
None	32%
One	24%
Two	12%
Three	20%
Four	4%
Five +	4%
Didn't provide an answer	4%

*based on 25 businesses

% of full time employees*	% of part time employees*
17%	83%

*based on 25 businesses

2.36 **Intentions regarding relocation**

Based on the 25 businesses who took the opportunity to have individual meetings, 96% of them expressed an interest to relocate during the redevelopment of the market, while 4% explained they were undecided. The type of businesses which expressed an interest to relocate included:

Types of businesses
Café/restaurant,
Hairdressers/beauticians
Fashion and accessories,
Grocers/supermarkets
Homeware/soft furnishing,
Entertainment/digital
Property services
Butchers
Money transfer/goods transfer

.

2.37 A copy of the existing market map (showing the locations of the various units within the market) can be found at **Appendix E**.

3 CONCLUSION

- 3.1 This report presents the data collated on Seven Sisters Indoor Market (businesses, stall holders and employees) between June 2016 and February 2017. The data was collated via two channels EqlA questionnaire and through a series of individual meetings with traders. The data collated to date will form the Baseline Study, which will be used to compare against future monitoring exercises throughout the development process up until 12 months after practical completion.

APPENDIX A: EqlA questionnaire (English)

Equality and diversity monitoring form

As part of the Seven Sisters Regeneration project, Grainger is requesting information from you in order to build up an accurate picture of the make-up of the workforce at the Seven Sisters Market and encourage equality and diversity. It is a requirement of the planning approval for the project with Haringey Council that this is carried out on an annual basis, and is an Appendix to the Diversity Monitoring and Community Engagement Strategy which has been agreed with the Council as part of the planning obligations.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. **The information in this form is for monitoring purposes only.**

In accordance with the Data Protection Act 1998, the information you provide will stay confidential and will only be used in relation to Seven Sisters Regeneration project by Grainger and appointed consultants. It may also be shared with relevant employees from Haringey Council for purposes related to the project.

Please **return the completed form by 15 July 2016** in the envelope marked 'Strictly confidential' to **FREEPOST RTHZ-AKZT-SABG, GL Hearn, 280 High Holborn, London, WC1V 7EE** or return to the Market Manager, Jonathan Owen.

First Names

Surname

Home Address

Home Postcode

Is your home:

Owner occupied private rented local authority housing associations

Business Name

Business Unit *(please specify if you occupy more than one unit)*

Business Postcode

Type of business

Description

Are you an employee or an employer?

Employee Employer Prefer not to say

If you are a manager or a business owner (as opposed to an employee) please fill out the additional questions at the end.

Job title and description of role

Employment start date

What is your current working pattern?

Full-time Part-time Prefer not to say

Do you have a flexible working arrangement? If yes, what is your flexible working arrangement?

None Flexi-time Staggered hours Term-time hours
Annualised hours Job-share Flexible shifts Compressed hours
Homeworking Prefer not to say If other, please write in:

Gender Man (including trans man) Woman (including trans woman)
Other gender identity (e.g. Transsexual, Transgender, Intersex, Androgyne person)
Prefer not to say

Are you married or in a civil partnership? Yes No Prefer not to say

Age Under 18 18-24 25-34 35-44 45-54
55-64 65-74 75+ Prefer not to say

Country of birth:

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box.

Hispanic/Latino/Spanish

Spanish Portuguese South American Central American

Any other Hispanic or Latino background, please write in:

Asian/Asian British

Indian Pakistani Bangladeshi Chinese South East Asian

Prefer not to say

Any other Asian background, please write in:

Black/ African/ Caribbean/ Black British

African Caribbean Prefer not to say

Any other Black/African/Caribbean background, please write in:

Mixed/multiple ethnic groups

White and Black Caribbean White and Black African White and Asian

White and Hispanic/Latino Prefer not to say

Any other mixed background, please write in:

White

English Welsh Scottish Northern Irish Irish

British Gypsy/Roma Irish Traveller Polish Russian

Turkish Turkish Cypriot Greek/Greek Cypriot Kurdish

Any other white background, please write in:

Other ethnic group

Arab Prefer not to say

Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition?

In the Equality Act 2010, a person has a disability if:

- **they have a physical or mental impairment**
- **the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities**

For the purposes of the Act, these words have the following meanings

- **'substantial' means more than minor or trivial**
- **'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)**
- **'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping**

Yes No Prefer not to say

If yes, please describe the nature of the disability below:

What is your sexual orientation?

Heterosexual Gay woman/lesbian Gay man Bisexual
Prefer not to say If other, please write in:

What is your religion or belief?

No religion or belief Buddhist Christian Hindu Jewish
Muslim Sikh Prefer not to say If other religion or belief, please write in:

Are you pregnant?

Yes No

Have you had a baby in the last 12 months?

Yes No

Are you a refugee or asylum seeker?

Yes No

If yes, what country or region are you a refugee or asylum seeker from?

***FOR MANAGERS/BUSINESS OWNERS ONLY:**

How many years has your business been trading?

- Less than 12 months Between one and two years
Between two and five years Between five and ten years
More than ten years

How long has your business been trading from Seven Sisters Market?

How many employees do you have? This does not include yourself as the manager/business owner.

How many of your employees work full time?

How many of your employees work part time?

-END-

Thank you for your time

APPENDIX B: EqlA questionnaire (Spanish)

Formulario de Monitoreo de Igualdad y Diversidad

Como parte del proyecto de Regeneración de Seven Sisters, Grainger le está solicitando información para crearse una imagen adecuada de la composición de la fuerza laboral del Mercado de Seven Sisters y promover la diversidad y la igualdad. Este es un requerimiento de la aprobación de la planificación del proyecto con el Consejo del Municipio de Haringey que se lleva a cabo anualmente, y es un Apéndice a la Estrategia sobre el Monitoreo de la Diversidad y la Participación de la Comunidad, la cual ha sido acordada con el Consejo del Municipio como parte de las obligaciones de planificación.

La organización necesita de su ayuda y su cooperación para tal propósito, aunque usted no está obligado a llenar este formulario ya que es voluntario.

La información en este formulario es sólo para propósitos de monitoreo.

De acuerdo con la Ley de Protección de Datos de 1998, la información que usted brinde es confidencial, y sólo será utilizada con relación al proyecto de Regeneración de Seven Sisters por Grainger y los asesores nominados por la misma.

Por favor, **envíenos su formulario completado a más tardar el 15 de Julio 2016** en el sobre que dice 'Estrictamente confidencial' a la dirección **FREEPOST RTHZ-AKZT-SABG, GL Hearn, 280 High Holborn, London, WC1V 7EE** o entreguéselo al Gerente del Mercado Jonathan Owen.

Nombres

Apellidos

Dirección Particular

Código Postal

Su casa es:

Ocupada por dueño rentada privada de autoridad local

Asociaciones de casas

Nombre del Negocio

Unidad Comercial (por favor, especifique si ocupa más de una unidad comercial)

Código Postal del Negocio

Tipo de Negocio

Descripción

¿Usted es un empleado o un empleador?

Empleado Empleador Prefiero no decirlo

Si usted es gerente o dueño de un negocio (en vez de un empleado) por favor, responda las preguntas adicionales al final.

Nombre de su trabajo y descripción de su función

Fecha de inicio de empleo

¿Usted trabaja actualmente?

¿Usted trabaja actualmente?

A tiempo completo A tiempo parcial Prefiero no decirlo

¿Usted tiene un régimen de trabajo flexible? Si lo tiene, ¿cómo es su régimen de trabajo flexible?

Ninguno Tiempo flexible Horarios escalonados Por período Contrato de anualización Trabajo compartido Turnos flexibles

Horario comprimido Trabaja desde casa Prefiere no decirlo

Si tiene otro régimen de trabajo, por favor, escríbalo aquí: _____

Género Hombre (incluyendo hombres transexuales) Mujer (incluyendo mujeres transexuales) Otra identidad de género (e.j. Transexual, Transgénero, Intersexual, una persona andrógina) Prefiere no decirlo

¿Usted está casado o en una unión civil? Sí No Prefiere no decirlo

Edad Menos de 18 18-24 25-34 35-44 45-54
55-64 65-74 75+ Prefiere no decirlo

País de Nacimiento:

¿Cuál es su origen étnico?

El origen étnico no tiene que ver con la nacionalidad, ni con el lugar de nacimiento o su ciudadanía. Es el grupo al que usted considere que pretenezca. Por favor, marque el cuadrado apropiado.

Hispánico/Latino/Español

Español Portugués Sudamericano Centroamericano

Si pertenece a algún otro origen Hispánico o Latino, por favor, escríbalo:

Asiático/Británico Asiático

Indio Paquistaní Bangladeshí Chino Sudeste Asiático Prefiero no decirlo

Si pertenece a algún otro origen Asiático, por favor, escríbalo:

Negro/ Africano/ Caribeño/ Negro Británico

Africano Caribeño Prefiere no decirlo

Si pertenece a algún otro origen Negro/Africano/Caribeño, por favor, escríbalo:

Mixto/múltiples grupos étnicos

Caribeño Blanco y Negro Africano Blanco y Negro Blanco y Asiático

Blanco e Hispánico/Latino Prefiere no decirlo

Si pertenece a algún otro origen mixto, por favor, escríbalo:

Blanco

Inglés Galés Escocés Norirlandés Irlandés

Británico Gitano/Roma Viajero Irlandés Polaco Ruso

Turco Turco Chipriota Griego/Griego Chipriota Kurdo

Si pertenece a algún otro origen blanco, por favor, escríbalo:

Otro grupo étnico

Árabe Prefiere no decirlo

Si pertenece a algún otro grupo étnico, por favor, escríbalo:

¿Usted considera que tiene una incapacidad o algún problema de salud?

De acuerdo a la Ley sobre Igualdad del 2010, una persona tiene una incapacidad si:

- tiene una discapacidad física o mental
- si esta discapacidad tiene efectos adversos sustanciales y a largo plazo que afecten su habilidad para realizar actividades diarias

Para los propósitos de la Ley, estas palabras significan:

- 'sustancial' significa considerables y no sin importancia
- 'a largo plazo' significa que la discapacidad ha durado o probablemente dure al menos doce meses (hay reglas especiales que cubren enfermedades recurrentes o fluctuantes)
- 'actividades diarias normales' incluyen cosas que uno hace diariamente como comer, lavarse, caminar e ir de compra

Sí No Prefiere no decirlo

Si su respuesta es sí, por favor describa el tipo de discapacidad aquí:

¿Cuál es su orientación sexual?

Heterosexual Mujer homosexual o lesbiana Hombre homosexual

Bisexual

Prefiere no decirlo Si es otra, por favor, escríbala aquí:

¿Cuál es su religión o creencia?

No religión o creencia Budista Cristiano Hindú Judío

Musulmán Sikh Prefiere no decirlo Si tiene otra religión o creencia, por favor, escríbala aquí:

¿Está embarazada?

Sí No

¿Ha tenido un bebé en los últimos 12 meses?

Sí No

¿Usted es un refugiado o un solicitante de asilo?

Sí No

Si es, ¿usted es un refugiado o un solicitante de asilo de qué región?

***SOLO PARA LOS GERENTES/DUEÑOS DE NEGOCIOS:**

¿Por cuántos años su negocio ha estado activo?

Menos de 12 meses Entre uno y dos años

Entre dos y cinco años Entre cinco y diez años

Más de diez años

¿Por cuántos años su negocio ha estado activo desde o en el Mercado de Seven Sisters?

¿Cuántos empleados usted tiene? Sin incluirlo a usted como gerente/dueño del negocio

¿Cuántos de sus empleados trabajan a tiempo completo?

¿Cuántos de sus empleados trabajan a tiempo parcial?

-FIN-

Gracias por su tiempo

APPENDIX C: Trader interview form (English)



Seven Sisters Market Trader – individual meetings

As part of the Seven Sisters Regeneration project, Grainger is holding individual meetings with market traders to establish more information about your business to understand how it can be supported by the project. The information on this form will be considered by Grainger and Haringey Council in order to ascertain how we might be able to help you.

All of the information in this form is **private and confidential** but we reserve the right to use anonymised data for reporting purposes.

In accordance with the Data Protection Act 1998, the information you provide will stay confidential and will only be used in relation to Seven Sisters Regeneration project by Grainger, their appointed consultant (GL Hearn) and Haringey Council.

First Names

Surname

Business Name

Business Unit *(please specify if you occupy more than one unit)*

BASIC INFORMATION

1. Description of business

2. Date business was established

3. How long has your business been trading from Seven Sisters Market?

4. Brief description of business history and reasons for trading from this location

5. Do you have any other business in any other locations?

Yes No

If yes, please state where the business is located, what type of business it is and provide a description of how the business is performing

CURRENT ARRANGEMENTS

6. How many employees in your business? This does not include yourself as the manager/business owner.

7. How many of your employees work full time? Please provide names of employees and details of each employee's working arrangement

8. How many of your employees work part time? Please provide names of employees and details of each employee's working arrangement

9. How would you describe your business is performing? Please also describe customer base and footfall, sales levels and any other relevant indicators of business health

10. What facilities/equipment does your business require to successfully trade? Do you currently have these facilities in your business unit? If not, please indicate what is missing

11. Have you invested in your business unit? If so, please provide details of level of investment and facilities/equipment installed

12. Do you feel your business could benefit from any external support? i.e. training on accounting/book keeping etc. If yes, please specify what support you would like?

TEMPORARY MARKET

13. Are you interested in being relocated into a temporary market during the construction of the Seven Sisters Regeneration project?

Yes No Undecided

Please specify your reasons

During the relocation of the market, there is inevitably going to be some disruption to the businesses. However, Grainger and Market Asset Management will endeavour to ensure the process is handled carefully with minimal disruption to the individual businesses in the market.

14. Do you anticipate any specific issues to your business during the temporary relocation period? If yes, please specify

FUTURE BUSINESS PLAN

15. What are your immediate and long term plans for the business? Please provide as much detail as possible i.e. employee numbers, indication of turnover, type of business, timescales etc.

AUTHORISATIONS

By providing your signature below, you are confirming that you agree that the information contained in this form is an accurate representation of your answers.

Signed:

Name printed:

Date:

FOR INTERNAL TEAM USE ONLY

Project team attendees:

Date of Seven Sisters Market Trader meeting:

APPENDIX D: Trader interview form (Spanish)



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Reuniones Individuales con los Comerciantes del Mercado de Seven Sisters

Como parte del proyecto de Regeneración de Seven Sisters, Grainger tendrá reuniones individuales con los comerciantes del mercado para obtener más información sobre sus negocios y entender cómo el proyecto puede ayudarles.

Grainger y el Consejo del Municipio de Haringey analizará la información en este formulario para establecer cómo podemos ayudarles.

Toda la información en este formulario es **privada y confidencial**, pero nos reservamos el derecho de usar datos anónimos para finalidades de gestión de informes.

De acuerdo con la Ley de Protección de Datos de 1998, la información que usted dé será confidencial y sólo se utilizará con relación al proyecto de Regeneración de Seven Sisters de Grainger, su consultor (GL Hearn) y el Consejo de Haringey.

Nombres

Apellidos

Nombre del Negocio

Unidad del Negocio *(por favor, especifique si utiliza más de una unidad)*

INFORMACION BASICA

1. Descripción del Negocio

2. Fecha en que se estableció el negocio

3. ¿Cuánto tiempo lleva su negocio en el Mercado de Seven Sisters?

4. Breve descripción de la historia del negocio y las razones por las cuales tiene su negocio en este lugar.

5. ¿Tiene otro negocio en algún otro lugar?

Sí No

Si su respuesta es sí, por favor, diga dónde está el negocio, qué tipo de negocio es, y dé una descripción sobre como se está desempeñando su negocio

ACUERDOS ACTUALES

6. ¿Cuántos empleados hay en su negocio? Sin incluirse usted como gerente/dueño del negocio.

7. ¿Cuántos de sus empleados trabajan a tiempo completo? Por favor, proporcione los nombres de los empleados y detalles de los acuerdos laborales de cada uno

8. ¿Cuántos de sus empleados trabajan a tiempo parcial? Por favor, proporcione los nombres de los empleados y detalles de los acuerdos laborales de cada uno

9. ¿Cómo describiría el rendimiento de su negocio? Por favor, describa la base de clientes y el número de personas que entran al negocio, las ventas y cualquier otro indicador de la salud del negocio

10. ¿Qué instalaciones/equipos requiere su negocio para operar con éxito? ¿Tiene actualmente estas instalaciones o medios en su negocio? Si no, por favor, diga qué falta

11. ¿Ha invertido en la unidad de su negocio? Si es el caso, por favor, proporcione detalles del nivel de inversión, las instalaciones y el equipo instalado

12. ¿Cree que su negocio se beneficiaría de apoyo externo? E.j. capacitación en contabilidad, etc. Si fuese el caso, por favor, especifique qué tipo de apoyo desearía.

MERCADO TEMPORAL

13. ¿Está interesado en ser reubicado en un Mercado temporal durante el proyecto de Regeneración de Seven Sisters?

Sí No Indeciso

Por favor, especifique sus razones

Durante la reubicación del mercado, habrá inevitablemente interrupciones en su negocio, pero Grainger y la Gerencia del Mercado, Market Asset Management, garantizarán que este proceso se haga cuidadosamente con mínimas interrupciones a los negocios individuales en el Mercado.

14. ¿Usted anticipa algún problema específico para su negocio durante el periodo de reubicación temporal? Si es el caso, por favor, especifique.

PLAN DE SU NEGOCIO PARA EL FUTURO

15. ¿Cuales son sus planes inmediatos y a largo plazo para su negocio? Por favor, proporcione todos los detalles que pueda, e.j., número de empleados, volumen o ganancias del negocio, tipo de negocio, horarios, etc.

AUTORIZACION

Al firmar debajo, usted está confirmando que está de acuerdo en que la información contenida en este formulario es una representación exacta de sus respuestas.

Firmado:

Escriba su Nombre:

Fecha:

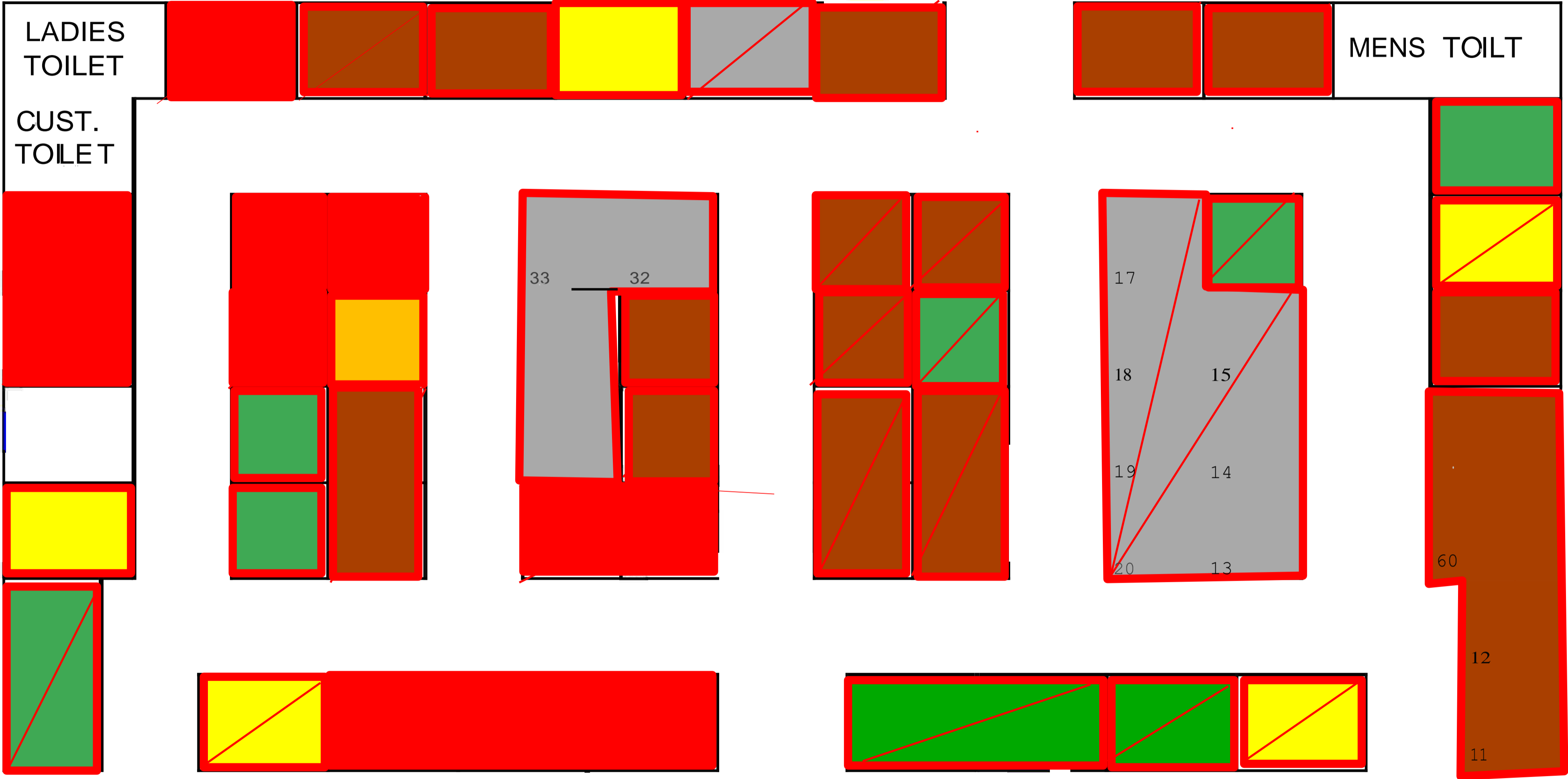
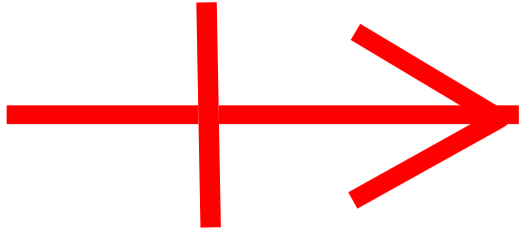
SOLO PARA EL USO DEL EQUIPO INTERNO

Participantes del equipo del proyecto:

Fecha de la reunión con el Comerciante en Seven Sisters Market:

APPENDIX E: Market map, showing unit locations

SEVEN SISTERS MARKET



Equality and diversity monitoring form

As part of the Seven Sisters Regeneration project, Grainger is requesting information from you in order to build up an accurate picture of the make-up of the workforce at the Seven Sisters Indoor Market and encourage equality and diversity. It is a requirement of the planning consent for the project with Haringey Council that this is carried out on an annual basis, and is included in the annual Diversity Monitoring and Community Engagement progress report.

We need your help and co-operation to carry out this exercise, however completing this form is voluntary. **The information in this form is for monitoring purposes only.**

In accordance with the Data Protection Act 1998 and the recently introduced General Data Protection Regulation (GDPR), your contact details and the information you provide on this form will stay confidential and will only be used in relation to Seven Sisters Regeneration project by Grainger and its appointed consultants. It may also be shared with relevant employees from Haringey Council for purposes related to the project.

Please **return the completed form by 16th August 2018** in the envelopes marked 'Strictly confidential' to Jonathan Owen, Market Asset Management via the market management office.

First Names

Surname

Home Address

Home Postcode

Is your home:

Owner occupied private rented local authority housing associations

Business Name

Business Unit *(please specify if you occupy more than one unit)*

Business Postcode

Type of business

Description

Are you an employee or an employer?

Employee Employer Prefer not to say

If you are a manager or a business owner (as opposed to an employee) please fill out the additional questions at the end.

Job title and description of role

Employment start date

What is your current working pattern?

Full-time Part-time Prefer not to say

Do you have a flexible working arrangement? If yes, what is your flexible working arrangement?

None Flexi-time Staggered hours Term-time hours
Annualised hours Job-share Flexible shifts Compressed hours
Homeworking Prefer not to say If other, please write in:

Gender Man (including trans man) Woman (including trans woman)
Other gender identity (e.g. Transsexual, Transgender, Intersex, Androgyne person)
Prefer not to say

Are you married or in a civil partnership? Yes No Prefer not to say

Age Under 18 18-24 25-34 35-44 45-54 55-64
65-74 75+ Prefer not to say

Country of birth:

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box.

Hispanic/Latino/Spanish

Spanish Portuguese South American Central American
Any other Hispanic or Latino background, please write in:

Asian/Asian British

Indian Pakistani Bangladeshi Chinese South East Asian
Prefer not to say
Any other Asian background, please write in:

Black/ African/ Caribbean/ Black British

African Caribbean Prefer not to say
Any other Black/African/Caribbean background, please write in:

Mixed/multiple ethnic groups

White and Black Caribbean White and Black African White and Asian
White and Hispanic/Latino Prefer not to say
Any other mixed background, please write in:

White

English Welsh Scottish Northern Irish Irish
British Gypsy/Roma Irish Traveller Polish Russian
Turkish Turkish Cypriot Greek/Greek Cypriot Kurdish
Any other white background, please write in:

Other ethnic group

Arab Prefer not to say
Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition?

In the Equality Act 2010, a person has a disability if:

- they have a physical or mental impairment
- the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

For the purposes of the Act, these words have the following meanings

- 'substantial' means more than minor or trivial
- 'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)
- 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

Yes No Prefer not to say

If yes, please describe the nature of the disability below:

What is your sexual orientation?

Heterosexual Gay woman/lesbian Gay man Bisexual
Prefer not to say If other, please write in:

What is your religion or belief?

No religion or belief Buddhist Christian Hindu Jewish
Muslim Sikh Prefer not to say If other religion or belief, please write in:

Are you pregnant?

Yes No

Have you had a baby in the last 12 months?

Yes No

Are you a refugee or asylum seeker?

Yes No

If yes, what country or region are you a refugee or asylum seeker from?

***FOR MANAGERS/BUSINESS OWNERS ONLY:**

How many years has your business been trading?

Less than 12 months Between one and two years
Between two and five years Between five and ten years
More than ten years

How long has your business been trading from Seven Sisters Market?

How many employees do you have? This does not include yourself as the manager/business owner.

How many of your employees work full time?

How many of your employees work part time?

-END-

Thank you for your time



Tottenham Regeneration
Programme
Haringey Council
Enterprise Centre, 639 High Road,
London, N17 8AA

0208 489 6930
wardscornerCPO@haringey.gov.uk

May 11 2017

Our ref: Wards Corner CPO

Dear Sir/Madam,

Re: Wards Corner Regeneration Project Compulsory Purchase Order 2016

Please find enclosed a leaflet inviting you to the final 'CPO Drop-in Event' before the Public Inquiry. The 'CPO Drop-in Event' is being held:

On: Thursday 25 May, 5-8pm
**At: The College of Haringey, Enfield and North East London (CONEL),
High Road, London, N15 4RU**

As you will be aware from previous correspondence, the Wards Corner Compulsory Purchase Order (CPO) objection period ended on 28 October 2016. Haringey Council received formal notification from the National Planning Casework Unit (NPCU), dated 22 December 2016, advising that the Secretary of State for Communities and Local Government has decided to hold a Public Inquiry into the above CPO. This will take place for approximately 12 days from **Tuesday 11 July 2017** at Haringey Civic Centre. Further information can be found online at www.haringey.gov.uk/wards-corner

Haringey Council submitted its Statement of Case to the Secretary of State on 2 February 2017 and continues to engage with objectors in order to discuss their concerns and whether those objecting to the CPO may wish to re-consider their objection on the basis of these discussions.

You are invited to attend this drop in event to find out more about the development scheme and have the opportunity to speak to council staff, Grainger and their agents directly. In addition, Haringey Council Housing Officers will be on hand to offer housing advice to anyone affected by the CPO.

If you would like to make a specific appointment during the event to discuss your situation, please call: **0344 225 0003** or e-mail: sevensisters@glhearn.com and indicate which time you would like.

If you require a translation of this letter in Spanish, please contact the Wards Corner CPO Project Team by telephone on: **0208 489 6930** or by e-mail: wardscornerCPO@haringey.gov.uk

*Si usted necesita esta carta traducida al español, por favor, póngase en contacto con el Equipo encargado del Proyecto Orden CPO Wards Corner por teléfono, tel: **0208 489 6930** o por email: wardscornerCPO@haringey.gov.uk*

Yours faithfully,

Wards Corner CPO Project Team
Tottenham Regeneration Programme

CPO DROP-IN EVENT

Thursday 25 May 2017, 5pm - 8pm at CONEL



Grainger and Haringey Council will be hosting the final drop-in session for those affected by the Wards Corner Compulsory Purchase Order (CPO) on **Thursday 25 May at the College of Haringey, Enfield & North East London, 5pm - 8pm.**

You are invited to attend this event, where you will have the opportunity to speak to council staff, Grainger and their agents directly. In addition, a Haringey Council Housing Officer will be on hand to offer housing advice to anyone affected by the CPO. Pre-booked private meetings are available on request.

Grainger and the Council remain committed to wanting to reach a negotiated settlement with the remaining land owners and tenants without having to resort to the use of the CPO. If you are affected by the CPO we would encourage you to book a specific appointment to discuss your situation.

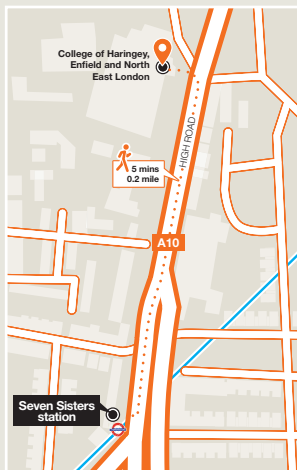
Grainger and the appointed agents will continue to negotiate with affected parties. The Public Inquiry is scheduled to commence on 11 July 2017 at Haringey Civic Centre.

Seven Sisters

REGENERATION

Details for the next drop-in session:

Date	Time	Venue
Thursday 25 May 2017	5pm - 8pm	College of Haringey, Enfield and North East London (CONEL), High Road, London N15 4RU



If you would like to make a specific appointment to speak to one of the appointed agents directly, please let us know which time you would like by using the contact details below.

In the meantime, for more information on the project or the CPO process, visit our website:

www.sevensistersregeneration.co.uk

or the Council's website:

www.haringey.gov.uk/wards-corner

If you have any further questions, would like to book a specific appointment or speak to the appointed agents directly, please contact us on:

✉ sevensisters@glhearn.com ☎ 0344 225 0003

A Spanish interpreter will be in attendance at this event. If you would like this flyer translated, please contact us using the details above.

For more information about the Compulsory Purchase Order or if you would like to speak to a representative of Haringey Council, please contact the:

Wards Corner CPO Project Team

✉ wardscornerCPO@haringey.gov.uk ☎ 0208 489 6930

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WELCOME

WELCOME TO OUR CPO DROP-IN EVENT

This is the last in a series of drop-in events organised by the project team (made up of Grainger, Haringey Council and their appointed agents) prior to the Compulsory Purchase Order (CPO) Public Inquiry. This event is for people who own a property or land within the site, who are tenants or who have shown an interest in the project. These sessions have also allowed people to discuss their personal situations and enter into negotiations to sell their land/property/lease as relevant.

Members of the team are here today to answer any questions you might have about the project. If you would like a one to one meeting with a member of the team, please let one of us know and this can be arranged.

WHAT IS A CPO?

The Town & Country Planning Act 1990 allows a council to use its compulsory purchase powers to help facilitate comprehensive redevelopment projects where it is in the public interest to do so. Haringey Council has agreed to use these powers by making a CPO to assist with the land assembly required to deliver the Seven Sisters Regeneration project, which has planning permission and will provide a number of significant benefits for the local area, including new jobs, homes, employment space and a new purpose built market for Seven Sisters Indoor Market.

THE SEVEN SISTERS REGENERATION SCHEME

Seven Sisters Regeneration project will transform the site and contribute to the wider regeneration of the area. The regeneration of the site (once complete) will deliver:

- A new, purpose built market for Seven Sisters Indoor Market to operate from
- 210 full-time jobs supported by new employment space
- 80 full-time jobs indirectly created by the development
- £2 million of net additional residents' spending within local shops or services per year
- Rejuvenation of the high street, bringing back high street names as well as six new shops for independent businesses
- 196 much needed new homes
- Creation of a safe and active public area and a new focal point for the community



View of the development from the High Road looking north west.

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BACKGROUND

BACKGROUND

Grainger was appointed as the development partner to deliver the Seven Sisters Regeneration project by Haringey Council in 2004. Grainger worked closely with the Council and the community to develop a set of development plans for the site, which received planning consent in July 2012.

Grainger, along with Haringey Council and London Underground Ltd, owns the majority of the site and needs to acquire the remainder in order to deliver the Seven Sisters Regeneration Scheme.

Good progress has been made in assembling the required land, however there are still a small number of properties left to acquire before the project can be delivered.

Haringey Council has made a Compulsory Purchase Order (CPO) in order to assist with the delivery of the Seven Sisters Regeneration scheme, which will create new homes, new retail and employment opportunities. The next stage is for the Department of Communities and Local Government (DCLG) to consider whether or not the CPO should be confirmed through a Public Inquiry which is scheduled to commence on 11 July 2017. More information on the Wards Corner CPO process can be found at www.haringey.gov.uk/wards-corner

- Haringey Council made the London Borough of Haringey (Wards Corner Regeneration Project) Compulsory Purchase Order 2016 on 22nd September 2016
- The CPO was published on 23rd September 2016 and submitted to the Secretary of State for Communities and Local Government for confirmation on 6th October 2016
- The Secretary of State has now confirmed that a Public Inquiry is scheduled to commence on Tuesday 11th July 2017

Grainger, working with Haringey Council, will continue to negotiate with anyone who still owns land or property within the site as well as anyone else potentially affected by the redevelopment. Both parties are also keen to engage with people who may have objected to the CPO in order to establish whether the concerns which have been raised can be addressed.

CPO INFORMATION/ TIMESCALES

Below is an indicative timeline for Haringey Council's CPO process.

INDICATIVE PROGRAMME

AUTUMN 2016:

22nd September - Haringey Council made the London Borough of Haringey (Wards Corner Regeneration Project) Compulsory Purchase Order 2016.

28th October - The objection period for the CPO ended.

SPRING 2017:

2nd February - Haringey Council's Statement of Case was issued to all objectors and the Secretary of State. All documents can be seen online at www.haringey.gov.uk/wards-corner

3rd May - A Pre-Inquiry Meeting (PIM) was held by the Planning Inspectorate to enable the Inspector to make procedural directions in advance of the Inquiry.

SUMMER 2017:

11th July - Start of Public Inquiry, which will run for approximately 12 days to be held in the Haringey Civic Centre, Wood Green.

AUTUMN 2017:

The Secretary of State will consider the case for the CPO and issue a decision. The decision is likely to be late 2017/early 2018.

WINTER / SPRING 2018:

If the CPO is confirmed by the Secretary of State, Haringey Council will seek to use compulsory purchase powers for the remaining interests to be acquired so that the new development for Seven Sisters can begin.

WE ARE
HERE
NOW

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Map to show the boundary of the London Borough of Haringey (Wards Corner Regeneration Project) Compulsory Purchase Order

Grainger, Haringey Council and London Underground Limited own the freehold title to 77% of the area of the site. Grainger has had offers accepted on an additional 4% of the site. The remaining 19% of the site is owned by a combination of private individuals and companies.

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SEVEN SISTERS INDOOR MARKET

The market management team (Market Asset Management (Seven Sisters) Ltd) continues to invest in and support the Seven Sisters Market and has undertaken a number of improvement projects during 2016. These include behind the scenes works to utilities and infrastructure, as well as more visible promotional work such as the new market website www.sevensistersmarket.co.uk and advertising added to the hoardings at 251-253 High Road.

Seven Sisters Indoor Market will be at the heart of the new development. The project will deliver a brand new space for the market to operate from which is the equivalent size of the existing market.

The new market will be very visible from the street,



(see computer generated image of the development on the 'Thank you' board), facing onto both Seven Sisters Road and Tottenham High Road and market traders will benefit from a number of provisions in the S106 agreement which is connected to the planning permission granted to Grainger for the redevelopment.

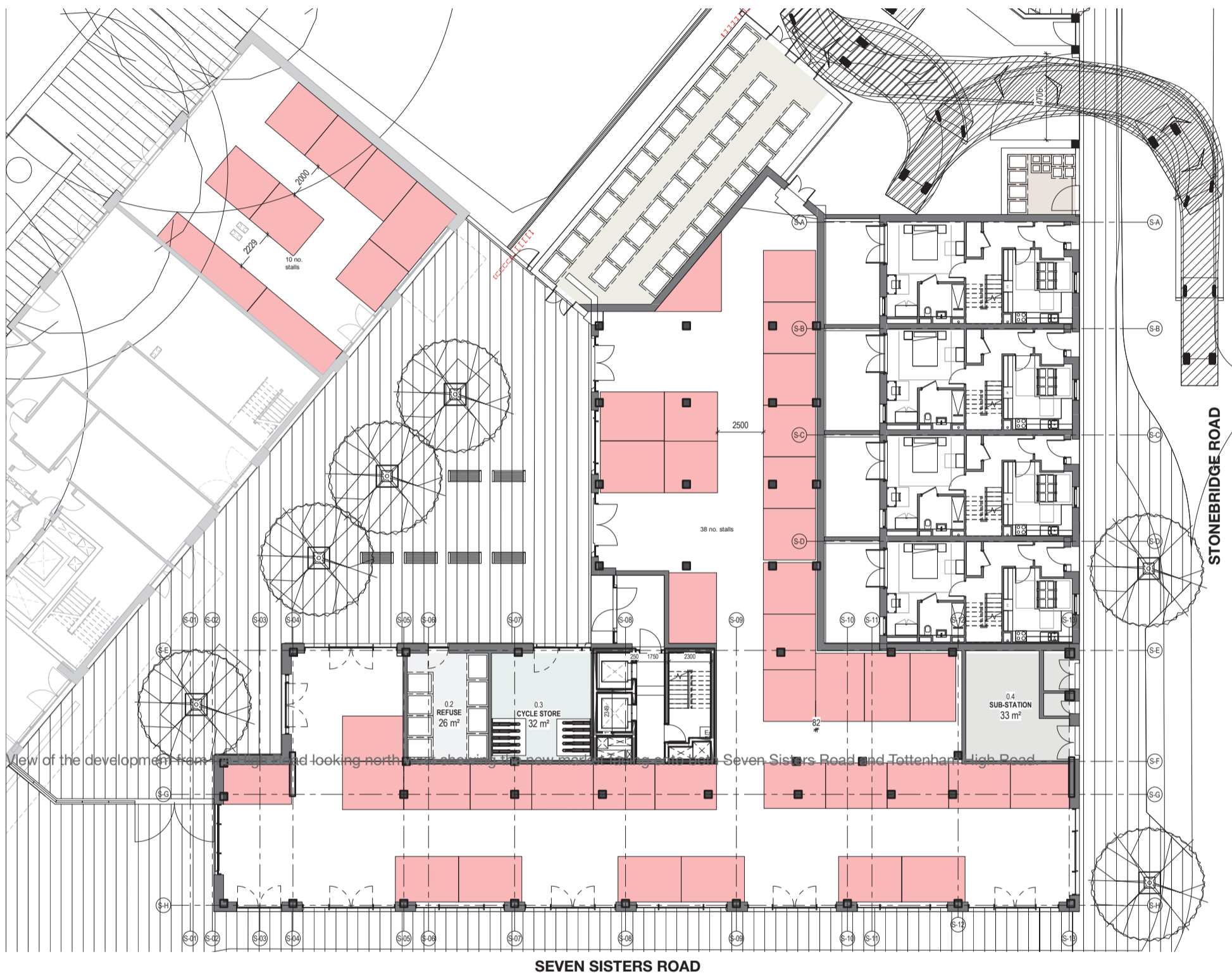


Floorplan of the new, purpose built market for the Seven Sisters Indoor Market to operate from.

Supported by:



POTENTIAL TEMPORARY MARKET LOCATION



Indicative floorplan of the temporary location of Seven Sisters Indoor Market in neighbouring Apex House.

A Future of Seven Sisters Market Steering Group made up of market traders representatives, the market manager, Grainger and Haringey Council was set up last autumn to discuss the future of the market. The group continues to meet on a regular basis. Individual meetings have also been offered to all traders at the market, to help with forward planning and preparation for the redevelopment of the site and the temporary relocation during construction.

During the construction period, the market will need to temporarily relocate. Through discussions with the Steering Group, a potential location for this temporary market has been discussed which

would be in the neighbouring Apex House redevelopment site.

Given Apex House's proximity to the current market and its existing planning permission, Grainger believes it would be an ideal location for the market to relocate into on a temporary basis and market traders have agreed that this would be the best option, subject to further detailed discussions on the practicalities.

Grainger is committed to continuing to engage with the market traders to discuss how they can be supported throughout the lifetime of the project, including relocation to a temporary market during the period of construction.

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THANK YOU



View of the development from the High Road showing Seven Sisters Indoor Market facing onto both Seven Sisters Road and Tottenham High Road.

Thank you for taking the time to attend our drop-in event today, which we hope you found to be useful. If you have any questions after reading these display boards please do speak to a member of the project team before you leave. You can also contact the team after this event via one of the options shown on this board.

As previously mentioned, Grainger and Haringey Council are keen to reach agreements with all land owners and tenants affected by the CPO. If you would like more information or wish to enter into negotiations with us about selling your land/property/lease, please speak to a member of the project team here today.

Alternatively, you can contact one of our agents:

Stephen Walker
E: stephen.walker@cbre.com
T: 020 7182 2193

Nick Ware
E: nick.ware@unionland.co.uk
T: 020 7493 7856

Haringey Council and Grainger also wish to engage with people who may have objected to the CPO, in order to establish whether the concerns which have been raised can be addressed. If you would like more information about the Compulsory Purchase Order process or would like to speak to a representative of Haringey Council about a submitted objection or any other aspects of the CPO, please contact:

Wards Corner CPO Project Team
T: 0208 489 6930
E: wardscornerCPO@haringey.gov.uk

For general information about the project, you can contact Grainger's communications consultants at GL Hearn via:
Email: sevensisters@glhearn.com
Call: 0344 225 0003

www.sevensistersregeneration.co.uk

Similarly, if you would like any of the information shown here today translated, please contact us on the above details.

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Summary of Drop-in event

May 2017

On Thursday 25^h May 2017, Grainger jointly with London Borough of Haringey held their final drop-in event for property owners, lessees and tenants within the site boundary prior to the public inquiry, scheduled for July 2017. The purpose of the event was to encourage those property owners and lessees who are yet to enter into negotiations with Grainger to do so about their land and lease interests. It was also intended to provide tenants living or working on site with the opportunity to gather further information about the CPO process and discuss their individual situations as well to provide objectors of the CPO with a forum to meet the Council and Grainger to discuss their objection.

The drop-in event was hosted between 5pm-8pm at the College of Haringey, Enfield and North East London, which is located within a few minutes walking distance of the development site. The venue was clearly signposted and easily accessible to all interested parties.

To inform the property owners, tenants and objectors of the event A5 flyers were sent out approximately 10 days prior to the event via Royal Mail to all relevant parties. For this session, we used the usual landowner and tenant database held by Grainger's consultant team and the latest list of the objectors. Additionally, copies of the A5 flyer in English and Spanish were distributed to all Seven Sisters Indoor market traders via the market manager as well as issuing an electronic copy to those traders who have email addresses. Market representatives on the Future of Seven Sisters Market Steering Group were notified and encouraged to inform all traders of the event. The flyer clearly outlined the purpose of the event, date, time and location. An example copy of the A5 flyer is included below.

To support Grainger's promotion of the event, the Council also wrote to all affected parties and objectors to inform them of the event and encourage attendance.

Six A1 boards were displayed at the event. The boards covered information on the progress of the project, timescale of activities for the land assembly process, information on the agreed temporary market location and all the necessary contact details tenants and property owners would need to engage with Grainger and their agents about their interest as well as the Council's CPO representative.

In addition A5 handouts were made available for attendees and other interested parties to take away, which captured a summary of the information provided on the display panels.

Members of the project team were at the event to talk to members of the public which included representatives from Grainger, their agents for the land assembly process (CBRE and Union Land), Grainger's community consultation consultant and representatives from the Council including a representative from Tottenham Regeneration team leading on the Wards Corner CPO and a representative from the Council's Housing team.

Over the course of the evening eight people visited the event including a couple of landowners/lessees, market traders from Seven Sisters Indoor Market, interested local residents and representatives of the local community group, Wards Corner Coalition. The full list of those who attended the event is included in the table below.

Constructive discussion took place between the landowner/lessees and Grainger's agent. The other attendees visited the event for an update on the project and CPO process.

List of attendees and property addresses

Name	Property address
Sara Hall	N15
Candy Amsden	14 Nelson Road, N15 4LE - Wards Corner Coalition
Rashmi Poppat	9-11 West Green Road – Landowner
John Paz	249A High Road, N15 5BT
Marta Hinestroza	Seven Sisters Market
Mehmet	717-719 Seven Sisters Road
Sibler	Seven Sisters
Anwar Elfrougui	36 Remington Road, N15

Copy of the A5 flyer



If you would like this flyer translated, please contact us using the details overleaf.

CPO DROP-IN EVENT

Thursday 25 May 2017, 5pm - 8pm at CONEL



Grainger and Haringey Council will be hosting the final drop-in session for those affected by the Wards Corner Compulsory Purchase Order (CPO) on **Thursday 25 May at the College of Haringey, Enfield & North East London, 5pm - 8pm.**

You are invited to attend this event, where you will have the opportunity to speak to council staff, Grainger and their agents directly. In addition, a Haringey Council Housing Officer will be on hand to offer housing advice to anyone affected by the CPO. Pre-booked private meetings are available on request.

Grainger and the Council remain committed to wanting to reach a negotiated settlement with the remaining land owners and tenants without having to resort to the use of the CPO. If you are affected by the CPO we would encourage you to book a specific appointment to discuss your situation.

Grainger and the appointed agents will continue to negotiate with affected parties. The Public Inquiry is scheduled to commence on 11 July 2017 at Haringey Civic Centre.

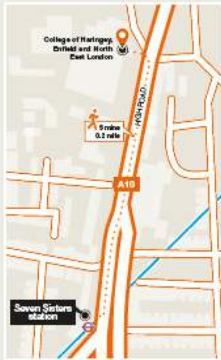




Seven Sisters REGENERATION

Details for the next drop-in session:

Date	Time	Venue
Thursday 25 May 2017	5pm - 8pm	College of Haringey, Enfield and North East London (CONEL), High Road, London N15 4RU



If you would like to make a specific appointment to speak to one of the appointed agents directly, please let us know which time you would like by using the contact details below.

In the meantime, for more information on the project or the CPO process, visit our website:

www.sevensistersregeneration.co.uk

or the Council's website:

www.haringey.gov.uk/wards-corner

If you have any further questions, would like to book a specific appointment or speak to the appointed agents directly, please contact us on:

✉ sevensisters@glhearn.com ☎ 0344 225 0003

A Spanish interpreter will be in attendance at this event. If you would like this flyer translated, please contact us using the details above.

For more information about the Compulsory Purchase Order or if you would like to speak to a representative of Haringey Council, please contact the:

Wards Corner CPO Project Team

✉ wardscornerCPO@haringey.gov.uk ☎ 0208 489 6930

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Seven Sisters Market Trader – individual meetings

As part of the Seven Sisters Regeneration project, Grainger is holding individual meetings with market traders to establish more information about your business to understand how it can be supported by the project. The information on this form will be considered by Grainger and Haringey Council in order to ascertain how we might be able to help you.

All of the information in this form is **private and confidential** but we reserve the right to use anonymised data for reporting purposes.

In accordance with the Data Protection Act 1998, the information you provide will stay confidential and will only be used in relation to Seven Sisters Regeneration project by Grainger, their appointed consultant (GL Hearn) and Haringey Council.

First Names

Surname

Business Name

Business Unit *(please specify if you occupy more than one unit)*

BASIC INFORMATION

1. Description of business

2. Date business was established

3. How long has your business been trading from Seven Sisters Market?

4. Brief description of business history and reasons for trading from this location

5. Do you have any other business in any other locations?

Yes

No

If yes, please state where the business is located, what type of business it is and provide a description of how the business is performing

CURRENT ARRANGEMENTS

6. How many employees in your business? This does not include yourself as the manager/business owner.

7. How many of your employees work full time? Please provide names of employees and details of each employee's working arrangement

8. How many of your employees work part time? Please provide names of employees and details of each employee's working arrangement

9. How would you describe your business is performing? Please also describe customer base and footfall, sales levels and any other relevant indicators of business health

10. What facilities/equipment does your business require to successfully trade? Do you currently have these facilities in your business unit? If not, please indicate what is missing

11. Have you invested in your business unit? If so, please provide details of level of investment and facilities/equipment installed

12. Do you feel your business could benefit from any external support? i.e. training on accounting/book keeping etc. If yes, please specify what support you would like?

TEMPORARY MARKET

13. Are you interested in being relocated into a temporary market during the construction of the Seven Sisters Regeneration project?

Yes No Undecided

Please specify your reasons

During the relocation of the market, there is inevitably going to be some disruption to the businesses. However, Grainger and Market Asset Management will endeavour to ensure the process is handled carefully with minimal disruption to the individual businesses in the market.

14. Do you anticipate any specific issues to your business during the temporary relocation period? If yes, please specify

FUTURE BUSINESS PLAN

15. What are your immediate and long term plans for the business? Please provide as much detail as possible i.e. employee numbers, indication of turnover, type of business, timescales etc.

AUTHORISATIONS

By providing your signature below, you are confirming that you agree that the information contained in this form is an accurate representation of your answers.

Signed:

Name printed:

Date:

FOR INTERNAL TEAM USE ONLY

Project team attendees: Jonathan Kiddle (Grainger), Jonathan Owen (Market Asset Management)

Date of Seven Sisters Market Trader meeting:



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 4th May, 7:30pm – 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Malcolm Veigas (Market Asset Management) - MV
Az Choudhury (GL Hearn) – AC
Alphie Burgess (GL Hearn) - AB
Keith Trotter (Haringey) – KT
Lita Alvarado (Trader) – LA
Chan Baker (Trader) – CB
Marta Hinestroza (Trader) – MH
Marta Giraldo (Trader) - MG
Elena – Interpreter

Meeting notes:

- MV passed on Ben Nyerede’s apologies for not attending the meetings due to health issues. CB confirmed that Mosen Khanjary would not be attending the meeting as he is on holiday.
- JK welcomed attendees to the meeting and started by passing the first item on the agenda, market management and maintenance, to JO and MV.
- JO began by stating they had had complaints concerning customers queuing outside of unit 45. JO said he had not come up with a solution for this issue yet but he was conscious of the problem. He continued he would like Maria (licensee of unit 45) to go into a larger unit in order to solve the problem however he couldn’t add anything further to this as he has not organised another unit for her yet.
- CB asked if there was a unit available in the market to facilitate this move. JO replied no but another trader may be leaving the market which would make it possible.
- CB said she had noticed the butchers shop in the market used a ticket system and wondered if this would be appropriate for unit 45. JO said he felt the problem was there was no room for people to wait for Maria. He continued people could take a ticket but they would still need to sit down and wait somewhere in the market.
- JO moved on to the topic of fire protection works. JO said the works had nearly been completed in the market including additional sounders and relocating various heat detectors. JO stated that the system is now completely operational and as soon as all works are complete the market would start to have regular fire drills. JO said that the lack of fire drills at the moment could not continue and would be rectified in the future. JO said he would notify traders via email

when the regular drills are due to start which he hoped would be in a few weeks.

- JO moved on to pest control and asked MV to explain this action. MV said the market had received a visit from a pest control officer on the evening on the 3rd May and he had received the report before the Steering Group meeting. MV said there had been big improvements in some areas but not in others. MV explained that this means JO and himself would have to have a serious discussion with the offending trader.
- MV said another element of controlling pests in the market is cleaning in the evenings. He continued that they are purchasing an industrial size vacuum cleaner and they are now finishing a specification document for the evening cleaner to follow. MV said he hoped the evening cleaner would be starting in the market in the next two or three weeks.
- MV said that they are still looking at the causes of the pest control problem and some of these are due to the poor hygiene of some of the traders who handle food.
- JO added that they have also been carrying out additional baiting in the market and in the adjacent vacant site in order to keep rat infestation down however it is a common problem at this time of year.
- JO said he was still not satisfied with the level of food hygiene in the market as several traders are still not complying with the requirements of the food stalls operating guide which he issued. JO continued he would talk directly to those specific traders.
- JO said that the environmental health officer has been very understanding so far but he will have to eventually report to TfL regarding the hygiene, so there is a limited amount of time to improve the standards.
- JO moved on to the topic of clearing the rubbish that has amassed on the adjacent vacant site, which he stated had still not been completed. JO asked JK if this was an immediate action and JK confirmed this.
- JO said the ticket machine for the car park had now been relocated inside of the market and he was awaiting the final programming of the machine which will result in a new tariff. He continued that he would notify all the traders when they have decided what the new tariff will be. JO said the permit system would continue for traders (a permit will last eight weeks).
- JO said the intention for the car parking spaces is to encourage customers to shop within the market. JO said therefore this will be the priority and not to give traders parking for the day.
- JK asked how much the parking permit currently cost. JO replied for a car it is £100 for eight weeks. JO continued that Westerfield Car Park has just increased their rate and stated that the new tariff in the Seven Sisters Market car park would be cheaper.
- JO said as part of their 'good neighbour' policy he would also be providing facilities for adjacent shop keepers to park their vans, providing there are enough spaces to carry this out.
- JO said if traders have a van then they will obviously be allowed to use the car park.

- JO said he would notify the traders when the machine becomes live but until then there will be no enforcement action regarding the car park.
- AC asked JO how long he thought it would be before the machine becomes operational. MV replied that it would be roughly two or three weeks.
- MG asked JO if he had any further news regarding people selling drugs within the market. She continued that there had been a group of people selling drugs outside her office. JO was surprised to hear that this had happened outside of MG's unit.
- JO said there had been an incident in the service yard that day (4th May) regarding people selling drugs which resulted in JO confronting them on the issue. JO said following this confrontation the culprits left and the police were informed. He continued that he has CCTV footage of the individuals involved which he is going to present to the police in a meeting on the 9th May.
- JO explained that he has made it very clear to those selling drugs inside or outside the market that he will not approach them again and will instead contact the police immediately. JO said there will be a zero tolerance policy on this behaviour.
- MG said that the drug dealers were watching her handle money in her unit. JO requested that traders notify Henry if they see any drug related behaviour.
- MG said she had spoken to Henry and he confirmed that those involved had been identified. **JO said he would show MG the footage he has so she can confirm they are the same individuals.**
- JO stated he will issue an exclusion notice on those involved to stop them entering the market again. MG said this would be welcomed.
- CB asked MG if she was afraid to confront these people herself. MG replied she was very scared. JO reiterated that traders should tell Henry or himself so they can call the police and said the traders should not approach them.
- AC asked what was causing this problem. JO replied that it was a due to a combination of factors including the Public Spaces Protection Order that has been issued at Wickes' which has pushed the problem towards Seven Sisters Market. JO said in regard to the drugs problem taking place in the service yard, he is aware of one person leading this behaviour and he is related to a trader.
- JK said that in the previous week there was a 'Tottenham Land Owner Group' meeting which he sits on along with the Chief Executive of Haringey Council, the Head of Regeneration and a Metropolitan Police representative. JK continued that unfortunately in this particular meeting the police representative was not in attendance but he did raise the need for a better police presence in the Seven Sisters area, which was noted.
- KT said following emails from the market he contacted the Head of Community Safety and asked if there could be an increase in patrols from either CSO's or the police.
- JK said that if everyone is pushing all forums available to them, then hopefully some changes will be made.
- AC noted that in the previous minutes it was suggested by Councillor Diakides to invite the local police to a Steering Group meeting and asked if this is

something that could be explored. JK replied that Councillor Diakides also suggested the meeting on the 9th which they are now attending.

- JO confirmed he will also suggest the police attend a Steering Group meeting as well.
- JO said that based on his experience he felt they would be able to get on top of the drugs issue within the next two or three weeks providing the necessary steps are taken.
- CB mentioned there was an issue last Saturday (29th April) regarding alcohol and an individual that had become inebriated in the market. JO asked CB where this person had got his alcohol from. CB replied that she was unsure but possibly from Fernando. CB continued that she had to talk to Henry about the behaviour but he continued to stay in the market and was still there when she left at 9pm.
- JO said he has already complained to the local licencing authorities about the ease of access to cheap alcohol in the area. JO continued that there are too many off licences in the area and this has resulted in two off licences either side of the market. JO said he would be bringing this up in the meeting with the police as he believes one of the off licences is acting irresponsibly.
- JO said he believed people were drinking too much and then entering the market as opposed to buying too much alcohol from within the market.
- JK asked JO which off licence was causing the problem. JO replied it was the one on West Green Road. JK asked if it was within the development site which JO confirmed was correct.
- JO stated that off licences need to reapply for their licence every 12 months so it is his intention to object to the renewal.
- CB said she has noticed on Friday and Saturday nights that Fernando is selling a lot of alcohol and he always has parties. CB said she does not object to the parties but when people leave they are disruptive.
- JO said traders are not allowed to sell alcohol unless they have a licence from the local authority and his permission. JO continued that any trader that sells alcohol has to do so apart of a meal and it has to be consumed within their unit.
- JO said he will not tolerate people drinking in the aisles or getting excessively drunk.
- CB said she felt this behaviour contributed to other cultures staying away from the market. CB said this is affecting her customer base.
- JO asked is this was just a problem on Friday and Saturday evenings or throughout the week. CB said that the drunken behaviour has reduced a lot since JO came to the market.
- MH said that the market has a big Latin presence and it is their culture to celebrate the end of the week. MH continued that they need to ensure other traders are not disturbed but the parties themselves are important to a lot of the traders.
- CB said that the market was ultimately a business place and should be respected as so. JO said Monday through to Friday evening Seven Sisters is clearly a market but after 8pm he permits the premises to be used for a private

party on his conditions. He continued that CB should have no problems within working hours. He said if after 8pm on a Friday or Saturday, someone does not adhere to his conditions then the individual will not be able to participate in the evening parties.

- JO stated that two of his conditions were that no members of the public are allowed to attend and that guests are the responsibility of the unit owner. He continued that he did not wish to stop the parties as he recognises the importance and he ensures a member of management is around when they take place.
- JO said he was open to considering further conditions if other traders were not happy.
- AC suggested that if CB continues to have problems with this particular topic she should speak to JO directly. JO agreed this would be a good idea.
- MV moved on to recycling and said he is currently negotiating with a provider.
- MV said the releveling of the floor had been carried out and they are getting a quote for carpeting the area.
- MV said a photographer had been on site to take photographs; they have been reviewed and will be going on the market website in the next couple of weeks.
- MV said the business development workshops will take place at the end of Spring or in the Summer.
- MV said there is now a new keypad on the toilet doors. He continued that management now have the fobs to operate the doors which will be distributed to every trader. MV said there is now a button to press when you leave the toilet which will make the door close automatically meaning it cannot be left open.
- JK asked if there will be different fobs for the different toilets (i.e. for men and woman). MV said the fobs had not been programmed yet but this would be considered.
- MV said these fobs will be given to traders who will in turn have to give their customers the fob should they wish to use the facilities. MV stated that if a trader loses the fob they have to pay for a new one.
- MV said the intention of the fobs is to reduce vandalism and damage to the toilets. MV said the programming will mean men cannot get into the ladies toilets and vice versa unless they are given the corresponding fob.
- CB asked about the vandalism that has recently occurred in the ladies toilets. MV said this was a result of people getting in and stealing the toilet paper. MV continued that he hoped these problems would stop with the fobs.
- MV said the management team is currently working on a trader handbook which will be distributed to traders in the next three months. MV said this will cover topics such as children and dogs within the market.
- AC asked if there was anything else that anyone wanted to raise so it can be considered ahead of the next meeting.
- LA raised the issue regarding people selling cars in the car park (as mentioned in the previous meeting). **JO asked LA to point out the individuals who are**

selling the cars. LA agreed to do this. She added that this had been going on for roughly six months.

- LA suggested that a separate meeting should be held to deal with market management and operations. MV agreed with this and said they also felt this would be a good idea so the Steering Group could spend more time discussing other topics.
- MV proposed that these meetings should take place every month and a newsletter would be produced for those that cannot attend the meetings. Everyone agreed this would be a good idea.
- JO went back to the topic of photographs. JO said Pam Isherwood would be returning to the market to take more photos as more are needed for the website. JO requested the support of the Steering Group members to encourage traders to participate in this and offer short biographies to accompany the photos.
- JK asked JO how many photographs he had so far. JO replied he had 15 photos so far and two biographies. LA agreed this was a good idea and **AC requested that the members report back on this in the next meeting.**
- AC moved the meeting on the second item on the agenda which was MH's feedback from the traders on relocating.
- MH said it has been a great experience and she would like to thank all the traders for their feedback. She continued that there are a lot of concerns amongst the traders. MH said everyone is in the process of trying to find amicable solutions to the issues they face but this does not mean things are very clear. MH said she hopes the solutions they reach will suit all parties involved. She said there are concerns despite all of the meetings and everyone wants concrete answers. MH said for example traders that have restaurants have particular specifications for each business and they will need the right infrastructure in the future. MH said many felt that the compensation money will not cover the move to the temporary market and the move back to Seven Sisters. MH said traders are concerned as this has been a long process and some traders have left the market because of it. She continued the traders that have remained are tired and the new traders need the market just as much. MH said they do not have time to run their businesses and keep up with everything that is happening within the process. She said some traders may say they understand what is going on when they attend meetings but the reality is many of them do not and they aren't expressing themselves because they are nervous. MH said the traders want to work, they want to be respected and want to continue with their businesses. MH said the traders are all hard workers but they cannot afford a big increase to their rent. MH concluded that there is a lot of uncertainty about the future because there are no concrete answers available.
- LA said she was not able to attend the pre inquiry meeting held on the 3rd May but she heard that all the traders would be moved and not just those on the S106 which she was pleased about. LA continued that despite this good news the traders have to be realistic and responsible for their futures. LA said she thought it was good that everyone is around one table to discuss things.
- MH said that some issues require as much certainty as possible for example the spaces, the allocation, the rent per unit and the parking spaces. MH said the discount to the rent is good but they need to know what it will be afterwards so they can plan ahead.

- MH said the traders cannot accept that there is not going to be any parking.
- MV said in terms of the process for space normally they issue a prospectus which will include all the units, including their cost and sizes. He said it will also state what is in each unit. MV said there is a degree of planning needed regarding who gets particular units which will mean clothes are kept away from food etc. MV said all of this information is going to be developed by management in the next few months and this will then be shared with all the traders in due course.
- MH said this was acceptable but parking is a very big issue.
- JK said there is no parking at Apex House. LA asked why. JK replied that Seven Sisters is one of the most accessible parts of London and there is no policy to support parking.
- MG said traders are able to successfully work because they have parking. JK said if the success of the market was down to parking then they could quite happily be in another location but he has been told that the reason Seven Sisters is successful is due to the Victoria Line and the good public transport in the area.
- LA replied there are a lot of factors that make it successful.
- JK explained that they cannot go back to the planning stage to look at parking.
- MG reiterated that they cannot trade without parking. JK explained again that he cannot give them any. MG said this was one of the key issues.
- JK explained that Apex House there will have a service yard for deliveries but that is it. LA said this will be very difficult.
- JK said that amending the S106 agreement has been done to try and mitigate some of the uncertainties regarding the market. He said this new version should be easier to understand and offer more certainty. JK continued that Grainger have committed to taking away the list of names on the S106 so now every trader that is in the market when it closes will have the right to return subject to a very small qualification period.
- JK said this now means the three month rent free period is now for all the traders. He continued that everyone will also get the 18 month discount when they are back in the redeveloped Wards Corner.
- JK said regarding moving costs the amount Grainger contribute is linked to the rateable value. He said in the previous S106 the value was £144,000 however by today's rates it is roughly £180,000. JK explained that the rateable value when the market closes will determine the final contribution Grainger puts forward.
- JK said in addition to that there is a contribution of £280,000 from the Mayor. JK continued that this meant there was roughly £460,000 to spend on the moves. JK said they are getting quotes from removal companies now. JK explained that neither of the moves should cost the traders in terms of disturbance but stated they will not be paying for new equipment for everyone.
- JK said the previous S106 was vague about the location of the temporary market and this S106 would list Apex House (in line with what the traders have agreed). MG agreed with this but stated once again the parking is an issue.

- LA asked if there will be parking available elsewhere for instance Westerfield Road. KT explained there is application submitted for a development on Westerfield Car Park which is going to committee in June. KT continued that traders should bear in mind that the site will be gone in the future anyway due to Cross Rail Two.
- KT said part of the application on this site is to improve the neighbouring car park on Brunswick Road. He said this car park has about 20 to 30 car parking spaces.
- MG said some people will not want to come to the market if they have to park that far away. KT replied that it was not far away at all.
- LA said that there needs to be advertising for this parking if this is the case.
- CB said the market will not survive as not everyone uses the underground.
- KT said that Brunswick car park is currently under used.
- LA asked when traders would know the price of the rent in the future market. JK replied that the problem is the move will not take place for at least 18 months and he cannot predict what the market operator will be charging in rent at that point.
- MG asked how the traders were supposed to negotiate when they have no price to work from. JK replied that he has read the statement of case written by the trader's barrister and quoted 'rent increases of between 300% - 1000%'. JK said this was an inaccurate prediction and the rent increase would not come close to this. JK said the market would be empty if that was the case.
- JK said there is scare mongering within the market with regard to rent and he hoped the changes to the S106 prove that Grainger want to get traders into the new market and ensure they continue to trade.
- JK said he would discuss the rent with JO but he couldn't promise to commit to a rent that will be in place when the market opens.
- JK said he could appreciate that rent is the biggest issue for traders. LA said she has told traders the best thing to do is to keep trading even if things are uncertain.
- JK explained that Grainger are in the process of making the changes to the S106 and once they are finalised they will circulate them to all parties including the trader's barrister.
- AC asked if it would be translated and JK confirmed it would be.
- JK said that in regard to rent the traders will have to start paying VAT as they do not currently do this.
- JK explained there was an opportunity to start charging VAT when JO took over the market however they decided not to. JK said that any increase in rent will take into account VAT.
- JO said VAT will be covered in the proposed business workshops including the advantages and disadvantages.

- JO said he would like to reiterate that he is in the business of investing in and developing markets so the last thing they want is an empty market because the rent is too high.
- JO said MV and himself have experience in recognising the rate of rent a trader can afford. JO said the challenge for traders is to develop their business. JO said they also need to learn to adapt their businesses to changes, such as a lack of parking.
- JO said he will give as much information to the traders as possible. He reiterated that he did not want to lose any traders.
- JK suggested that in the next meeting the temporary market should be discussed first and if the monthly meetings are taking place they do not need to include management and maintenance on the agenda anymore.
- JK apologised for not getting back to NA regarding new membership on the Steering Group but his position on the matter remained the same.
- JK said if anyone wanted their voices heard in the Steering Group they should approach the representatives to speak on their behalf.
- JK confirmed that other than his action to speak to NA, all other actions from the previous minutes had been carried out.
- **JK also confirmed in the next meeting he would bring up to date plans of Apex House.**
- CB asked about bins. JO said he would be happy to provide general bins at the entrances but food stalls need to deal with their own waste.
- AC asked if everyone agreed to the previous minutes. It was agreed.
- JK proposed the next meeting should take place on Thursday 22nd June.

ACTIONS:

- **JO to show MG footage of individuals dealing drugs for her to identify**
- **LA to identify the individuals selling cars to JO.**
- **Members to report back on traders willing to have their photo taken for the website and write short biographies.**
- **JK to bring up to date plans of Apex House to the next meeting**



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 4th May, 7:30pm – 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Keith Trotter (Haringey) – KT
Lita Alvarado (Trader) – LA
Ben Nyerende (Trader - BN
Chan Baker (Trader) – CB
Nicholas Amayo (Trader) - NA
Mosen Khanjary (Trader) - MK
Elena – Interpreter

Meeting notes:

- AC asked the group if Marta Giraldo or Marta Hinstroza would be attending the meeting (to determine if the interpreter would be needed).
- AC ensured that everyone had a copy of the minutes from the previous Steering Group meeting.
- JK opened the meeting by discussing the proposed changes to the S106 agreement. He continued that everyone should have received a notice from the Council explaining Grainger's intentions.
- JK said that previously the traders had to be named on the S106 however now Grainger are proposing that as long as traders are operating from the market three months before it closes then they will be included in the S106 provisions. This entitles them to be moved into the temporary market with no moving costs to the traders. He continued traders would get three months' rent free in the temporary market in a unit that is (where possible) the same size as they currently have.
- JK said he had plans that he could show the Steering Group which would demonstrate the sizes and locations of the units within the temporary market. He said that traders who had created a mezzanine within their units would not be able to do this in the temporary market because they do not comply with building regulations. JK said however there will be storage space above the units.
- JK said they will set the rents when traders enter the market and from that point rent will only increase 2% per annum.
- NA asked JK if the rent would be the same in the temporary market as his current rate in Seven Sisters market.

- JK said he had detailed numbers that he could discuss with the group alongside the plans to offer some clarity.
- JK reiterated that they will be charging VAT in the new market on top of the licence fee. He said currently they do not pay this because TfL who owns the site do not require it however in the new building Grainger will be charging it.
- JK said JO will be setting up a tax workshop which all market traders will be invited to, in order to help them understand the process and set themselves up accordingly.
- JK said if traders do not want to come to the temporary market then Grainger will pay them a release fee which is based on the rateable value of their unit (rateable value taken from the time the market closes).
- MK asked what options were available for traders who did not necessarily want to move to the temporary market but would want to trade from Seven Sisters when it reopens. JK replied that he would not be able to guarantee spaces in this situation.
- MK said that his business is dependent on car parking which is not available at the Apex House site but would like to operate from Seven Sisters in the future. MK said he could not afford to operate from a location that does not work for his business.
- JK replied that he understood this problem however the issue is having a replacement trader in the temporary market who is then not allowed to come into the Seven Sisters market because the space is taken.
- MK stated that traders who have been operating from the market for many years should be granted the right to come back regardless of the temporary market.
- JK said an issue with this approach is that would traders would still want to come back to Seven Sisters having operated somewhere else for two and a half years.
- JO said he would not be happy with reserving spaces. He said he felt traders needed to make a decision to commit to the process or not. MK replied that he disagreed as the change is being imposed on him and isn't decisions.
- JO said he felt the rent being proposed in the temporary market along with the initial discount made it the cheaper option compared to other places in the area which would help businesses.
- JO said he is trying to strike the balance of having enough rent coming into him to keep his business going and at the same time ensure they are low enough for existing traders to be able to afford it as he does not wish to lose anyone during this process.
- MK said he recognised that they had different points of view and JK said he did not feel this would get resolved during this particular meeting.
- BN said he understood MK's issues.

- CB suggested that MK take the unit offered to him in the temporary market and sublet it for a certain amount of time.
- JO said he did not want anyone subletting but introducing a business partner or manager to run the business in the temporary market whilst the original trader is running another business elsewhere could be a very good solution.
- AC suggested a separate meeting should be set up to deal with this.
- BN asked JK to clarify the parking situation as he has not been able to attend previous meetings. JK stated that there would not be any parking at Apex House but there would be a parking bay for deliveries and this would be the same at the new Seven Sisters market.
- BN said he also wanted to know all the terms of the lease before he considers moving.
- BN also requested clarification on who would be eligible to move based on the S106. JK said that anyone trading from the market three months prior to its closure would be offered a place in the temporary market.
- Moving on from this point JK said traders would be in the temporary market for approximately two and a half years before move to the permanent market, where they would have 18 months of a 30% rent reduction.
- JK continued that he would be able to tell the traders what the rent will be for the first two and half years later on in the meeting.
- JK said for five years starting from the move to Apex House traders will know what their rents will be.
- JK reiterated that the move to Apex House would be paid for by Grainger.
- *(JK showed traders plans of Apex House)* He said the best way to fit the traders into Apex House is via a mezzanine so there will be effectively two floors of market traders.
- JK said that every unit will have electricity and phone capability. He continued that they need to decide which trader has which unit so they can plan the correct ventilation and water supply.
- NA mentioned that he and MK are currently facing out into the High Street and wanted to know if this would continue. JK said he was unsure at this point but there are currently more High Street facing units in this scheme than there are at the current market.
- JK said ultimately as the market manager JO makes the decision on where tenants are placed. NA said he wants to continue to have a high street facing unit.
- MK also added the importance of his high street location.
- CB said she would like to be close to the front and BN said all the traders probably wanted to be at the front but he wanted to know how this would get decided.

- JO said it was his decision and he will take a view on what is best for the market as a whole. He said he will choose which businesses he feels will attract the most amount of people to the market.
- JO said he was sympathetic to people's needs but felt due to the high design of the temporary and new market he felt everyone would be able to gain something from the units where ever they were placed.
- BN said that he felt his business generated trade for the other businesses in the market.
- **AC suggested JO bring the location criteria to a future meeting which JO agreed to.**
- JO stated that there would be no favouritism involved in his selections. He said he used comparative shopping as his guide.
- JK and AC explained the new S106 to BN once again.
- JK explained the orientation of the plans to the Steering Group.
- MK asked if traders at the front would be able to open their units when they wanted or if it would be dependent on overall operating times of the market as it is now. JO replied that he is looking into this at the moment and if Sunday operating is possible as well.
- LA asked about the location compared to Seven Sisters Station and JK explained using the plans.
- JK explained where the two main staircases would be to access the mezzanine level.
- JK explained that the courtyard would get locked at night but during the day it would be open with seating areas. He continued to explain where the main entrances into the apartments would be.
- JK said there was a zone A and zone B on the plan and zone B is cheaper.
- JK explained that the units with the mezzanine above them might not have the storage space above but they will try to fit it in.
- JK said the plan showed nine units on the mezzanine floor, he pointed out that these plans are indicative but currently some of the units are quite big. He continued that some traders who have a need for a big unit to accommodate a waiting area would be considered for this space.
- CB said she agreed with this idea based on her experience in the current market.
- JK said the rent on the mezzanine level will be the cheapest in the temporary market because they appreciate that the footfall may not be as good. However, he believed if the right uses were placed together in this area they would generate a good footfall.

- LA asked what would happen to the temporary market when the traders move back the permanent market. JK replied that some of the units will become smaller office units and some will become cafés.
- LA said she did not want it to become a similar market to what they currently have.
- KT said they would want different business types to take up space in that location, which could attract more people to the area and would benefit the market. LA said that would be good.
- BN asked about advertising for the market and in particular if people are being charged to advertise on the market's new website. JO said that Pam Isherwood is currently going around the market taking photos and there will be an opportunity for traders to have two pages on the main website. JO confirmed there would be no charge for any of this.
- BN asked if there would be a charge in the future. JO said he did not think so and his hope was everyone's business would become successful enough to warrant their own website and then the market website would just facilitate the link to their website.
- JO said over the next 18 months, when traders are in the existing market there will be no charges for the website presence. He continued he hasn't decided what will happen when traders move into the temporary market but it was unlikely.
- BN asked what other charges would be implemented in the future. JO said in the future there will be an all-inclusive rent. He said in the future traders will have a weekly charge as they have now. JO said there will be more clarity on what the licence fee gives the traders and what they can expect from traders in return.
- JO assured BN that the current web presence will not cost him anything and he reiterated that he is very keen to get every trader on the website.
- JK continued with the plans of Apex House. He said the blue sections on the plans are loading bays however one will be more time restricted than the other one. He continued to show where the main access would be for deliveries.
- JK said there would be direct access from the service yard into the temporary market. He also pointed out where the bin store would be for residents and for the market.
- BN asked if the residents would have parking. JK said there would be no parking for anyone.
- **BN asked how much a parking permit would be to park elsewhere. KT said he would be able to look into this for him.**
- CB asked where customers would park. JK said that a lot of the buses in north London service this area and the temporary market is an even more accessible location than the current market.
- LA mentioned the current parking and application on Westerfield Road. She continued to ask JO what the current situation was. JO replied that he had

made his objections, based on the effect it would have on traders, clear to the Council.

- KT said the Council had JO's representations. He stated that the proposals are going to committee the following Monday (26th June). He said if the proposals were approved the car park in the neighbouring road would get refurbished to accommodate more parking. KT said in the longer term Westerfield Road car park is going to be a work site for Cross Rail 2 no matter what in seven years.
- KT explained that council is trying to reduce the public reliance on cars. LA said she understood this and the environmental element of this but was concerned about how she was going to get supplies to her unit. AC said she would be able to use the loading bays but she would need to move her car afterwards.
- BN asked what benefits the Steering Group members would get. AC said they benefited from inputting into the discussions on the future of the market. KT continued that changes to the S106 were a result of the Steering Group which has been very positive.
- AC continued that there have been a lot of improvements to the market as a result of the Steering Group meetings.
- LA said she had to leave the meeting but wanted to know if she could object to the car park proposals mentioned previously. LA said she used it daily and it was very important to her. AC said she could still use the neighbouring car park that had been discussed in previous meetings.
- MK also mentioned the safety issues around the market as a result of anti-social behaviour in the area.
- JK explained that on Monday the application for the Westerfield Road car park would go to a planning committee, where they would decide if the application should get temporary planning permission or not.
- BN suggested KT should raise these issues at the committee meeting. KT clarified that he did not attend these meetings and was not a member of the planning committee.
- JK explained that if LA wanted to object to this application she could register to do so on the day and then speak at the committee meeting.
- LA said in other markets there is a lot of parking available and she feels this has contributed to their success.
- JK said his current understanding was Nags Head Market doesn't have car parking. CB said they had dedicated parking.
- MK said he didn't think the issue was about which other markets had parking, the problem is Seven Sisters market has parking now which is not going to be replaced.
- AC said that KT has previously mentioned that the Council is going to increase parking bays on the street which would help.
- JK moved the conversation on to future rents.

- JK said Grainger have had assistance from an independent party to help them review rents within the market. He said the current position is traders who are on the High Road pay more than those who are located within the market.
- JK said the figures he is going to discuss are based on a sq ft basis per annum.
- JK said traders within the market on average pay £60 per sq ft and most units are around 100 sq ft resulting in £6,000 per annum licence fee which equates to roughly £115 per week.
- JK said on average the units facing out on to the High Road pay £64 per sq ft which for 100 sq ft unit equates to £123 per week.
- JK said he believes current rents are low and he believes part of the reason for this is the current state of the building and because it has not received any investment.
- JK said he believes the rent can go up but not drastically. He continued that he would tell the Steering Group what the rents would be for zone A and zone B in the temporary market.
- JK said he would be able to tell them all what the rent will be for five years starting from the day they move in from the temporary market.
- BN said that Grainger should be offering six months' rent free instead of the current three months.
- JK said in Apex House, following the three months' rent free period, if traders are in zone A and are not a catering unit the rent will be £75 per sq ft per annum plus VAT. He said this would be on a 100 sq ft basis again which would result in £144 per week.
- MK asked why the rent has to go up and not stay the same as the existing rent. JK replied because they thought that is could be charged in the market if the building was better, which it would be in Apex House.
- NA said the temporary location isn't as good as the current location.
- JK added that the temporary location will also benefit from 163 apartments above them leading to more customers.
- JK continued that zone B would be £65 pounds per sq ft per annum. He added the mezzanine area would be £35 which overall would cost £67 a week.
- JK said that the rent would increase each year by 2%. CB asked why this figure had been chosen.
- BN asked how the long the licences would be for. JK said they would be the same yearly licence with a break clause of four weeks, so they won't change from the licence they have now.
- JK reiterated that there will only be one increase in rent per year and that will be at 2% whilst at the temporary market.
- JK said that this will be set as part of the S106 so Grainger will not deviate from it.

- MK asked who set these rates. JK replied that the independent party he mentioned previously looked at what the traders are paying now, looked at other markets and has given what he believes can be charged.
- MK asked who this person was. JK said his name is Gary Saunders of Saunders Markets. He continued that Gary manages six or seven markets in London.
- MK was not happy that they were being relocated and charged more, he felt this was unfair as they could not predict the future of their businesses.
- JK explained that standard rents increase and they are trying to help the traders with the initial rent free periods and rent reductions.
- JO said a lot of licences have been paying the same rent for the last four years. He continued this made them very historic rents.
- MK reiterated that the uncertainty makes him nervous. JO agreed that the uncertainty concerned him and the arrangement meant that he could not raise the rents for five years even if external costs go up.
- BN asked if anything else was included in the rent costs. JO said rent covered common services, waste, security, staff and promotion of the market. He said the only things that will not be included is the units electric, gas, water and telephone.
- JO explained that in terms of electric the units will have individual digital sub meters.
- NA asked what state the units will be in when they move in, will they be fit for purpose and ready to trade from or will the traders be required to fit them out. JO said they will have a basic level of shop fit out and it will be a serviced finish. JO said there will not be any merchandise in individual fit outs, such as shelves or scales.
- NA asked if he needs high levels of security and asked if this would be fitted for him. JO said he would need his own security enclosure.
- NA asked who would bear the cost of the retrofit. JK said relocation costs are covered by Grainger. NA asked what was meant by relocation costs. JK said that would be moving everyone's equipment to their new units.
- JK said that the independent assessor had advised Grainger that it was not reasonable for the landlord to pay for the complete fit out of each unit.
- JO suggested that traders use fit out materials that can be moved back to the temporary market.
- JO said the bad news is traders will have to pay VAT on any new equipment they install but the good news is they will be able to claim the VAT back plus any equipment they have installed in the last three years.
- NA said he was not interested in VAT, he was interested in the cost of fitting out his future unit which MK agreed with.
- MK said that even simple changes can cost a lot (he used £10,000 as an example of some recent basic changes).

- NA said he would like to see the S106 so he could see what obligations Grainger has to the traders. He said the conversations held between traders and Grainger do not fill him with confidence.
- JO said it would be unreasonable for himself or Grainger to pay for the fit out of individual units as tenants could leave and result in a useless unit for other traders that are not in the same business sector.
- MK suggested Grainger come to each unit to work out how much compensation should be given to each trader.
- JO said if they had to pay for the fit out then they would have no choice but to raise the rent to cover the costs which would not be popular with traders either.
- MK said once again he didn't feel traders had a choice so these costs were not fair. He continued that JO was essentially a part of Grainger. JO objected to this and said he ran his own business separate to Grainger.
- CB said it was Grainger who wanted the traders out of the market. CB said it was Grainger's fault that traders had to leave Seven Sisters for a temporary market and then move back again to Seven Sisters. She continued she didn't feel like they were helping.
- JK replied that Grainger are giving the traders certainty over rents for the next five years which are not close to the high rates rumoured.
- CB said the current market is not viable and no one is currently coming into the market.
- JO said that he hoped to spend the next two years tackling the current issues. He said the current market is not at its best but he is working hard to resolve the issues. JO said he has accepted that he will charge the rent listed in the S106 even if the market is a much better place in 18 months.
- JO told the traders that if they were to go elsewhere it is very likely they will pay a lot more than they currently do. JO said he felt the prospect of fixed rent and a brand new market was very attractive.
- BN said he wanted a compensation package of some sort to go alongside the three months' rent free period.
- MK said that he still was not happy about the provisions for traders throughout the move.
- KT explained that the fixed rent rates have been compared to other markets in north London. Individual units have also been considered based on their location. He continued that all of this has helped them arrive at the prices they are putting forward to the traders.
- KT also pointed out that this location offers more frontage and will be more appealing to passers-by. He also explained that there will be a lot of advertising for the move and temporary market.
- BN said he has spent many years investing in his business and he feels like moving will be going back to the start.
- JK told BN that with the 18 months' rent reduction when they return to the Seven Sisters market they will actually be paying less than they are now. BN said he wanted compensation as well as the reduction.

- JK explained the proposed rent reductions for the temporary market and the future Seven Sisters market. He said that with the 30% discount in the first 18 months in the new market traders will be paying £52.50.
- BN said he appreciated that everyone is just doing their jobs but he wanted compensation. JK said the only way traders will get any compensation is if they decide not to move. He said in that case traders will get paid their rateable value. JK said he did not know what that would be for BN but it would be around a couple of thousand pounds.
- JK said Grainger would be funding the move along with funding from the Mayor. NA asked who would be over seeing the spending of this money. JK replied it would be Grainger.
- MK asked what would happen if he said he wanted to move himself. JK said he could do that if he kept the receipt and Grainger would pay it back to him
- CB said she would like the rateable value money and then she would pay for the move herself.
- JO said that there was no way for Haringey Council to use public money to fund a private business. He continued that Haringey have guaranteed them continuity of trade and they have guaranteed them a new market as well which he thought was a good deal for the traders.
- JO said he and all the traders will have to work hard over the next 18 months to improve their businesses and continue to strengthen them so they survive the moves ahead. He said this project is the only one he is aware of that guarantees a fixed rent for traders.
- MK asked how the fund for the move would be divided. CB added that the rateable value for her unit was around £1000 but moving wouldn't cost that much so couldn't see why should couldn't keep the difference.
- JO said he had a problem with the logistics of people moving themselves as it would result in too many people carry out the work and potentially leaving equipment in the wrong place. He wanted one professional company to deal with it.
- AC pointed out the fund available for the moving costs was there to prevent traders having to spend any money.
- MK said that if the fund was divided equally between all the traders it would give them £7,500 each. He continued that the move would cost roughly £400. JK replied that he had not seen a quote that low.
- JK said they would be paying for the traders to move back to the Seven Sisters market as well.
- NA asked to see the revised S106. JK said the revised S106 hasn't been drafted yet but the information is available on the website and they should have seen the draft Heads of Terms and a Summary document.
- JK said when the S106 is ready to be signed he will circulate it to the traders.
- AC said information on the website is also available in JO's office.
- **JK said he will send out the calculations for the future rents.**

- MK said he also wanted to know which units the traders would be in.
- JK and JO said it was probably still too early for this. MK asked if he could see where the different uses would be placed to help him decide if he wants to move.
- JO said it was important to work together to make sure their businesses are performing as well as possible.
- MK said there are still safety issues within the market and JO said he was working towards solving the problems.
- JK suggests the next meeting should take place on the 3rd August.

ACTIONS:

- JO to bring a copy of location criteria when it has been drafted
- KT to check prices of parking permits
- JK to send traders the calculations for the future rents



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 3rd August, 7:30pm – 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Keith Trotter (Haringey) – KT
Ben Nyerende (Trader) - BN
Nicholas Amayo (Trader) – NA
Marta Giraldo (Trader) – MG
Marta Hinstroza (Trader) - MH
Elena – Interpreter

Meeting notes:

- JK welcomed everyone to the meeting and thanked them for attending. He started the meeting with the first item on the agenda, an update on the CPO inquiry.
- JK stated the inquiry is now finished and added that the inspector would be visiting the market on Saturday 5th August at 2pm. JK said he felt the visit would be very beneficial to the inspector as he would get to see market operating at its busiest time.
- JK said well done to everyone that attended the inquiry and gave evidence. He acknowledged that this is not an easy task.
- JK said he did not think the result of the inquiry would be announced for at least 6 to 9 months. He continued that the inspector has to write his report based on what he seen and heard and he has a significant amount of reading to do before he can conclude the his report.
- BN joined the meeting and JK briefly explained what the group had been discussing.
- JK added that once the inspector has finished his report he will then submit it to the Secretary of State, who will in turn produce his own report.
- JK said there are still activities that can continue whilst all of this is taking place, including the continuation of the Steering Group meetings. He said Grainger will also continue to buy land interest where possible.
- JK said a topic that was discussed previously and was mentioned in the inquiry, was the S106 variation.

- AC added that the one to one meetings will also continue to take place and any trader that wished to have one could contact GL Hearn or JO.
- NA requested to raise some issues. He said that he felt generally speaking the traders were unhappy with the terms of the S106. He continued that traders felt the consultation had taken place without their involvement and on this basis they would like a meeting with Grainger and the Council to discuss this.
- NA said the traders wanted greater clarification on what the S106 meant for them. He said it has been difficult to distinguish what has changed from the previous agreement to the new document.
- JK said this point was valid. He continued that he had a draft document that aims to put the S106 into simple terms which he aims to finish, translate and issue to the traders.
- NA said on this basis would it be possible to have a meeting following a review of the document. JK said he would be happy to have a meeting on this.
- JK said it was his understanding that representatives from the Council visited the market on a Friday afternoon (to reach the most amount of people) handing out letters that gave details of the consultation pages. He continued that he knew some traders had responded to this.
- BN said he had spoken to one of these representatives but she had not got back to him.
- AC asked BN if had submitted any questions to the Council. BN confirmed that he did. AC asked if this was via email and BN said that he had verbally asked her when she was in the market. AC suggested that BN raise his questions with herself and JK after the meeting, which BN agreed to.
- JK said there has previously been a meeting at the market with a translator present to discuss the changes to the S106 and Grainger deliberately didn't sign anything until the inquiry was nearly finished so representatives of the traders could comment (which they did). JK continued that they felt they were being as open as they could be.
- JK said a change had been made as a direct result of the previous meeting at the college, which was regarding the fit out of the units.
- JK said the offer is that Grainger relocate trader's current stall into the temporary market and then into the new market. He continued that Grainger were going to help with the move and some of the installation.
- JK said they had used NA's need for security in his unit as an example, as a result Grainger have now made additions to their list of commitments. He said if there are things in a unit that cannot be taken down or moved very easily Grainger will replace them in the temporary market. He said examples would be security screens in money transfers and cold stores in the butchers.
- JO joined the meeting and apologised for being late.
- JK said another area that had been amended since the last meeting is the timing and communication of the moves to the traders. He continued, as before 6

months before Grainger want to close the current market and move the traders to Apex House, Grainger will give the trader notice inviting them to either take a new stall or take the release money.

- JK said a month from that point Grainger will show traders a plan and point out where the individual traders will be placed in the temporary market. The traders will then be able to say if they agree or disagree with the location.
- JK said they will discuss how these allocations will be made during the meeting.
- JK said 3 months prior to the market closing, traders will be asked to decide if they wish to move or not.
- NA said previously they had discussed moving the traders to Apex House before it had been completed. He asked if the 6 months JK had just spoken about would be before the whole building is completed. NA said a lot of the traders were concerned about going to Apex House before it's completed. JK said he understood this.
- JK showed traders a plan of Apex House (as seen in previous meetings).
- JK said he did not want traders to move into a building site and that it must be safe for everyone. JK continued to show the Steering Group members the plans for the 23 storey building. He then showed them the plans for the 7 storey building and 3 storey houses.
- JK said he has been talking to a contractor who is likely to carry out the plans for Grainger. He said the general plan is to start building this (points to 23 storey building on the plan) and then when they have made progress with that area they will then start on another part (7 storey building).
- JK said during construction contractors will need an area for their offices and equipment etc. He said they are looking at putting this on the site of the townhouses
- JK said it may be the case that they cannot build the 4 houses until other areas had been built (7 storey and 23 storey buildings).
- JK said when the contractors are building the 4 houses at the end, which will take about 3 months, everything else should be finished. He continued that they may look to move the traders in at that point.
- JK said the S106 agreement leaves the timing of the move to Grainger's discretion.
- BN asked if there would be any health and safety concerns if the houses are still being built when the traders moved. JK explained that this area would be quite detached from where the traders would be.
- JK said no been a decision made but he will continue to keep the Steering Group and traders updated. He said Grainger may do demolition works to other areas while the market is still in operation.
- NA repeated JK's comment, that the S106 gives Grainger discretion on when to move the traders and asked if that was correct. JK confirmed this.

- JK reiterated that he did not want to put the traders in an unpleasant or unsafe environment.
- KT asked if the 4 houses were standalone developments or if they were connected. JK said that they were connected to the rest of the development, using the same utilities. KT asked if they were physically connected and JK said there will be a shared wall. JK said the residents in the houses will have their post go through their own front doors whilst all the other residents will get their mail from the reception area of the residential development.
- **JK said to conclude the S106 item on the agenda he will put everything in to plain english so everyone can understand what everything means (along with a Spanish version).**
- JK asked if anyone had any questions. BN asked what the benefits would be of the S106. JK said the benefits included giving traders the option to move to the temporary market or take the release money. JK continued that traders will move into the temporary market and back to the new Seven Sisters market at no cost to them. He said it will also guarantee the rents for a 5 year period starting from the closure of the market.
- BN asked if there would be a lease for this 5 year period to guarantee these rents. JK replied that they would still be using licences. JK said the market operator will be the trader's landlord as they are now.
- JK said they have kept the first 3 months in the temporary market rent free and the first 18 months in the new market at a 30% discount.
- BN said he thinks the 3 month period should be extended. JK said it will remain at 3 months. He continued that there has been a lot of consultation on these terms and they have been included since 2012 and since then they have looked to provide clarity on other aspects such as rent.
- BN said he understood that but explained he feels there should be room for negotiation on this. He said that he thought 5 months would be better and wanted to know what Grainger's response would be if he put this forward.
- JK said he was not aware of any other markets anywhere in the country that have offered traders anything comparable to the terms they are offering. BN said he was aware of this but whilst everyone was discussing the terms, would this not be the opportunity to try and put his ideas forward before the terms became permanent.
- BN continued that he felt traders would be losing a lot of investments by moving which isn't covered by the 3 month rent free period. JK said that he did not think BN would find a market operator willing to run a market if there is no money coming in from the traders for 6 months. JO agreed with this. JO said he is in a very difficult situation as the market operator because the S106 states that he cannot charge the open market rent.
- JO said the S106 is quite generous in his view and states exactly what they are entitled to. JO continued that he has been involved in several market relocations in the past and he has never dealt with such a strict S106 and he felt the trader's interests are very well protected.

- AC said to answer BN question, the variations have been made and agreed therefore they are no longer up for negotiation. KT added that these terms have been discussed in previous meetings as well.
- MH said she understood that Grainger is giving concessions that no other markets are getting but for this community in particular, who have invested a lot and been trading for a long time, the move could be a tragedy. MH said the time, money and effort that has gone into publicising the market will be wasted because of the change of location.
- MH said the traders rely on customers who travel by bus and stop at the market. She continued that she is worried that people will not be able to locate the market and this will have a negative effect on traders businesses. MH said she acknowledged that the move will be paid for but she is also worried that traders will have to invest a lot of money, time and effort in new publicity for the new location to try to maintain their clients and attract new ones and this should be taken into account. She also said there is a cultural aspect to everything as well and said that not everyone is able to make the same geographical/map references.
- NA said that a scale model of the proposals might be useful and help traders see the layout of Apex House.
- **JK said a model for Apex house is a great idea, Grainger already has one so he will bring it along to the next meeting.**
- JK said in relation to MH's point about maps, he completely agreed as someone that does not like using them. JK said that the main reason for traders not having to decide if they want to move until 3 months before hand is so traders can actually walk into the building and see where the stall will be.
- JK said in terms of advertising, Grainger believes it is absolutely essential that everyone is aware of the move to make the market a success.
- JK said there is a clause in the S106 that states the market facilitator has to advertise the temporary and permanent market.
- JO said between now and the relocation there will be a strong push on advertising and marketing. JO said he wanted traders to participate in this.
- AC asked if JO would be advertising in local paper and magazines. JO said it will be far more widespread than that.
- JK said every single bus that goes past Seven Sisters market will be going past Apex House, so customers on buses should not be affected.
- KT added that the Council will be looking to advertise the market as well through its own channels and maybe they can look at a future communications strategy so everyone can work together.
- AC said the traders should think about some of the Latin American publications that could be used for advertising so they can speak to JO about it as well.
- JO said he does not want Apex House to fail and he expects traders to be involved in the advertising to make it successful.

- JO said all he heard in the inquiry was criticism and all he sees in the press is negativity which he believes is bringing down the public perception of the market.
- BN asked if traders will have to pay for this advertising. KT said no there is no charge..
- MH said that she thought BN's suggestion earlier to extend the rent free period was very reasonable. BN said he was happy with her support. MH said she thinks businesses will need longer to get used to the new location and she thinks they have the will to grow the businesses to benefit everybody.
- MH said she would like to take this opportunity to say that there should be a more trusting and warmer approach between everyone because everyone has the same common goal. MH said all the traders are very capable but they need favourable conditions in order for them to prosper. She also said on behalf of the Latin Community she would like their community to have better visibility in the broader spectrum. MH said all these objectives can be achieved but in order to do this Grainger will need to extend the terms. MH said with everyone's help she would like to build a solid foundation for everyone from the beginning.
- JK said he agreed with a lot of MH points. He said that everyone wants to see the market be a huge success and the appearance/feel of the market should capture the community vibe that it currently has.
- JK said he agreed that it will not be easy but he also thinks it is achievable.
- **AC said that marketing should be an item for the next meeting's agenda. She said that Steering Group representatives should go back to traders to talk to them about the website and also to have a think about what JO can do in terms of marketing so he can build it into his plans.**
- MG asked JO what traders need to do to take part in the market website. JO said all they need to do is provide him with a photograph with a short description of the products they sell, when they are open and how people can contact the business. JO said he would also need some interesting background information on how and why the traders have come to be at Seven Sisters market.
- **AC suggested that Steering Group members encourage other traders to do this and bring the information to the next meeting.** AC said the information can be provided in Spanish and it will be translated for them.
- JK suggested that the website should be available in Spanish as well. JO said this would be possible.
- **AC suggested that MH could be a good person to speak to the traders about this as she has good relationships with everyone. She continued she could spread this out amongst other members if that is easier. MH agreed to take the action.**
- JK said he had passed all the members a copy of the criteria for stall allocations. He said they are two years away from needing to allocate stalls but this was something that was discussed in the previous meeting.

- JO said that stall allocation was not an easy task because some traders want the same locations but overall for the market this is not the best approach. He said it is very important that there is a clear method for allocations so everyone feels they have an equal opportunity and treated equally.
- JO said that some of the criteria are physical for example units that need gas and extraction need to be close to supplies points.
- JO said he needed to ensure businesses at the front of the market are attractive to passing customers to attract them in to the market so benefits from the footfall.
- JO said some uses will be placed together to create meeting spaces and entertainment spots.
- JO said it would be useful for some traders to be able to extend their operating hours whilst other units which choose to remain closed can do so without causing too many issues.
- JO said when the design is finalised everyone will be issued with a drawing and asked to indicate their first, second and third preference on location. JO said they will collect all of these preferences and start allocating stalls to businesses accordingly.
- JO said from experience traders that currently work well together say they would like a certain area so there aren't as many conflicts as some may expect.
- JO said for approximately 50% of the stalls he expects there will be no competition. JO said it is the remaining 50% that he will need to decide and that is when they invite people in for an informal talk on whether their preference is correct for their business. JO said he has a picture now of who is likely to go where.
- JO said if there is a conflict between different traders wanting the same stalls then the first consideration is the trader's preference and the second consideration is they may need to be put next to a complimentary use i.e. you shouldn't put catering next to clothing because of the smells. He said the next consideration is the need for services such as gas and drainage.
- AC asked if the market would be zoned for different uses. JO said very broadly yes. AC asked if it would be easier for traders to have a zoned plan for them to pick their preferences from. JO said yes this could be possible.
- JK said security would also be a consideration.
- BN asked if there would be cameras. JK said yes and some stalls will require front and back doors for security, which will be considered.
- JO said the trend in some post office style units is to keep one section secured and sell other things in an a more open area.
- JO said on a practical level he does not like walls blocking site lines this allows full visibility for all traders.

- MG asked when the plans would be distributed. JO said the designs still need to be finalised.
- JK said there isn't a need to choose a stall until 3 months before the move. BN said he thinks it would be in everyone's interest to find out sooner rather than later so new traders can be found if current traders did not want their units.
- JK said one year before the move they will bring the plans to the Steering Group meeting and traders can discuss it properly.
- JO said in a weeks' time he will be circulating a list of dates for business development workshops. JO wanted to encourage everyone to attend these workshops.
- JO said the first workshop will be introductory and the other topics will be listed on the form, such as VAT and strategies for stock and trading margins.
- **AC said that this item could be picked up again at the next meeting.**
- JK suggested the 14th September for the next meeting.

ACTIONS:

- JK to organise a meeting with the traders to discuss the changes to the S106 as requested by NA.
- JK to issue a document in English and Spanish explaining the S106 in clear terms.
- JK to bring a scale model of Apex House to the next meeting.
- Steering Group members to discuss the market website and general marketing of the market with other traders – MH to lead on this.
- Marketing to be discussed in the next meeting.
- JO to look into having the market website available in Spanish as well as English.
- To include the business workshops run by JO in the agenda for the next meeting.



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 14th September, 7:30pm – 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Keith Trotter (Haringey) – KT
Molly Perman (Haringey) - MP
Nicholas Amayo (Trader) – NA
Marta Giraldo (Trader) – MG
Marta Hinestroza (Trader) – MH
Lita Alvarado (Trader) – LA
Chan Baker (Trader) – CB
Elena – Interpreter

Meeting notes:

- JK welcomed everyone to the meeting and suggested the members introduced themselves as MP was in attendance.
- JK explained that MP was attending the meeting to see how the group works and to help discuss marketing within the market and how Haringey Council can help.
- JK started the meeting with the first item on the agenda which was a general update. He stated that he and AC had been looking through the Terms of Reference document. He said in particular, they looked at the chairing of the meetings. JK said all members of the group are welcome to chair the meetings should they wish to.
- AC continued that they all originally agreed to decide who would chair on a monthly basis and coincidentally it has been JK each time but encouraged other members to carry this out.
- AC assured members that she would still organise the meetings but they could agree beforehand for someone else to chair the meeting.
- MH said she agreed this was a good idea.
- AC asked if anyone wanted to chair today's meeting. The members declined on this occasion so AC suggested that if anyone wanted to do it for the next meeting they could speak to her at the end of this meeting or email her afterwards.

- JK moved on to his second point in his 'General Update' item, which regarded Farhad Zarei. He said that Farhad had not attended a Steering Group meeting since last October, so he felt that his membership should be reviewed.
- JK asked the other members of the Steering Group to ask other traders in the market for a nominee to replace him. JK said if the members found several volunteers they would have to work out a system of choosing just one new member.
- JK said he felt the group had been fair to Farhad but as he has not been in attendance it seemed right to give someone else the opportunity to become a member.
- NA asked if the group collectively nominated a new member would this be honoured. AC clarified that all traders should decide who joins the group and not just the steering group members.
- AC said the last time the group suggested a member and this appeared to have not reflected the view of all market traders who nominated Marta H and Marta G. That was where the confusion lies last time. NA disagreed with this.
- CB asked if Farhad should be contacted first to make sure he does not want his place in the group. AC said that she emails all the members twice before a meeting and she has also contacted him separately to ask if he will be attending but he has not responded to any correspondence.
- NA suggested a ballot could be held for the traders to nominate who they wanted and suggest that all members could be replaced or re-elected.
- AC said she did not feel that all the members of the group should be replaced or be up for nomination. She said this current group had made a lot of progress over the year and did not think it would be productive to have a new set of members.
- MH said that the group should remember that the nominee has to accept the place in the group as well. AC agreed with this.
- AC said she thought NA's ballot system was a good idea and offered her assistance in carrying this out. She also said she was happy for the traders to carry it out themselves if they wished to do this themselves.
- LA said she had someone in mind but she would need to speak to them about it first.
- AC reminded the members that the new member would have to be a licence holder, so they cannot just be an employee.
- JO added that he felt it was important that any new members be realistic and accepting of the commercial future of the market. He continued that he would want them to have a desire to make the market work and have a collaborative attitude.
- AC and LA agreed with this point.
- KT suggested that a date should be set for when the nominee has to be put forward. AC agreed this would be a good idea and suggested 28th September.

AC reiterated they were all welcome to think about this over the next few days and contact her if they wanted her help.

- JK moved on to the topic of marketing. JK said Grainger had a responsibility to help promote the market and he wanted to discuss what JO and Haringey can do to help.
- AC said that MH would also be feeding back the ideas she had gathered from the other traders within the market following the last meeting, as this was one of her actions.
- LA said that because of the things that have been happening lately the market has gone down a bit and they now needed more help.
- MP asked LA to clarify what she meant by 'going down a bit'. LA said that as it is getting darker earlier less people are coming into the market and she did not feel there was enough light. LA said previously there had been a lot of lights outside the market which helped.
- JO said he had the infrastructure in place which included a Facebook page, a domain registered and they were now on the google business list. He continued that despite this, he is still lacking information from the traders.
- JO said to give the members an idea of how effective this could be, he had set up a new Facebook page for another market and had 12,000 hits on the first day.
- JO said the internet was an amazingly effective tool but it requires information and photos from the traders, which he was not getting from the other traders despite repeatedly requesting this information.
- JO said he felt that advertising in local newspapers was expensive and had a limited impact. LA agreed with this.
- JO said he had some nice photos of the general building from Pam Isherwood but he wanted photos with traders and their products. And once again, requested the market representatives to help gather this information from other traders.
- CB said having an internet presence is very nice but she felt her area of the market was very shabby including the mess and the benches outside. She felt this was intimidating people and stopping people from actually coming into the market.
- CB said she did not feel like there was enough advertising outside to lead people into the market.
- JO said he had plans for advertising outside the market including banners and flags but he is awaiting approval from the relevant parties including TfL.
- **KT said he might be able to help with this process and suggested JO forward on his emails to him. JO gratefully accepted this offer.**
- JO said he did not think he would have an issue getting permission from Haringey. MP said she might be able to help as well.

- NA said regarding the front of the market there seems to be an ongoing problem with large young gangs hanging around. He said he had never experienced this level of antisocial behaviour before and he had never got a positive response from the police.
- LA said that the police have removed people numerous times but the problem keeps returning. She said she felt the police were powerless.
- LA said there were eight to ten years olds coming into her café to sell drugs.
- JO said there had been an upsurge of anti-social behaviour and drug dealing in the market and the police are well aware of the issues. He continued that he sits on the Tottenham Safer Neighbourhood Ward Panel which is a liaison body between local businesses and the police. JO said there was a meeting last week which highlighted the problems. He stated that the police are grossly understaffed and there are proposals to close Tottenham Green Police Station.
- JO said they would still have a front office presence but that would be it.
- JO said he has been informing the police of the drugs problem for months and they do now attend the market in normal clothes which combined with CCTV footage, has secured several arrests.
- JO said he had also been in contact with the Transport police and Transport for London about the benches. He said there is a lack of resources but they are aware of the problem.
- CB said that she had been told to contact David Lammy regarding the benches to see if he could make a difference. JO said he was happy for her to do this.
- JO also urged the traders to report incidents to the police or the market management as soon as possible to help catch the criminals.
- MH said this topic of discussion might be straying from marketing but it was important and had an impact on it. She said cleaning also has an impact on this and stated the new cleaner has been refusing to clean the new floor which a shame is because the floor was an investment and now it is only being hoovered and not mopped.
- **JO noted the problem and said he could fix this.**
- JO also said that the PSPO has just been renewed for another three years, he explained that this is the legislation (Public Spaces Protection Order) which was introduced by Haringey which enables the police to arrest people that drink in public.
- AC asked if the market had extra security. JO confirmed extra security has been introduced, particularly around the back of the market.
- JO said a lot of the people taking drugs at the back of the market are actually friends of the traders and he felt this had to stop. LA said it is very difficult to tell traders not to let these people in. JO suggested traders should tell him who they are so that he can deal with it.

- MH said she had been talking to traders about marketing as agreed in the previous meeting. She said she would like to apologise as this exercise had fallen over the summer holidays which made it harder to talk to everyone.
- MH said she is proposing to have a dedicated meeting with JO and Grainger on marketing in order to co-ordinate the needs of the market from a marketing perspective. MH said it will be a hard task, that will require a lot of willingness and patience from everyone.
- MH said that everyone is welcoming measures that will improve footfall within the market. She reiterated that business within the market has dropped recently and everyone agrees something must be done.
- AC asked if MH meant a sub meeting from this meeting. She suggested that it would be best to discuss it as a group and asked the other members what they thought. MH confirmed she meant a separate meeting and she felt it would be more appropriate to have a more dedicated meeting on this.
- KT suggested that a dedicated meeting on marketing could take place with key individuals from the group and then feedback the outcome of that meeting to the rest of the steering group at the next meeting.
- It was agreed by all members to arrange a separate and dedicated meeting on marketing as a sub meeting of the steering group.
- MP said the Council is very keen to help promote the market and they would like to hear the trader's ideas on how they can do that. She said she agreed with JO's ideas on Facebook and the dedicated website and suggested that Instagram would also be a good tool.
- MP said that if all this in place then it makes it easier for the Council to promote them through the council's channels as well. She said they have a Tottenham and Haringey website as well as social media accounts so they can share their existing links.
- MP said another thing to consider when they meet to discuss a marketing strategy is having events that you can focus the strategy around. She said the Tottenham Regeneration Programme can help promote events through their links with local people and businesses.
- LA asked if there were any volunteers that MP knew of that could help the traders develop and implement the marketing strategy. She said she was talking to MH last week and they discussed approaching organisations to help them or employ someone to do it for them on a more regular basis.
- JO said that the Salsa Samba events that the traders have held have been great and could be held at the market as a marketing event but he would need more notice of them so they could host it properly. He explained that with more notice he would be able to get the public liability insurance in order and publicise the events properly and this will help attract more people to the market.
- CB said one of the issues with the market is lack of variety in the market. JO agreed this was a problem.
- KT added that he and MP would be happy to promote market events if they have enough notice. MP said she would like at least a weeks' notice.

- MH and LA said they are very happy to hear that everyone is keen to help. They continued that they now have the Pueblito Paisa community centre which now has directors and there is now a group of people dedicated to promoting the Latin community and to come up with events and cultural activities.
- They continued that the objective of all of this was to promote the community and they are now engaged and committed to carrying this out. They said that now there is a group of them the activities can be split up amongst them to be carried out more effectively.
- MP asked if there was a lead contact for this group. MH said there are four people in charge and she was one of them. MP suggested that MH could be the main contact for coordinating between the market and this new group to organise events. MH agreed to this.
- AC suggested the group decide upon a date for the separate marketing meeting. MH said Monday would be most convenient for her preferably between 10am and 2pm.
- JK suggested 1pm-2pm on Monday 18th September. JO said he would be unable to do this but would be available the following Monday (25th) at 12.30pm – 2pm.
- AC offered to send out the full details of the meeting to those that agreed to attend. MH, LA, CB, KT, MP, JO, JK and AC are on the invitation list for the event.
- MG had to leave so the next meeting date was agreed for the 26th October.
- JK moved on to the next item on the agenda involved the model he had brought along to the meeting.
- JK pointed out where Apex House was on the model and where the High Road and Seven Sisters Road was in relation to it. He was also pointed out where north and south was.
- JK also showed where the redeveloped Wards Corner was on the model.
- JK showed the group where they currently were (CONEL College). He also showed where the entrance for the tube was.
- JK said that when the traders move out of the current market they will move into Apex House.
- JK reminded the group that there are two different parts to the temporary market. JK said one was a small square unit at the bottom. He pointed out the trees in the courtyard area.
- JK reminded the group that they had discussed the courtyard area and the potential seating.
- JK pointed out where the market would be in the building on the model and also showed where the mezzanine level would be.
- JK showed where the market starts and where the glass panes would be located. He also showed where the main door to the residential flats would be located.

- JK said that quality bricks would be used in the build and the pavement area surrounding it would also be relayed as the current pavement is messy. JK added there would not be any benches outside either.
- LA said the area should not have benches because benches attract anti-social behaviour.
- MP said she felt everyone would notice that with regenerating the area anti-behaviour as they currently know it will disappear.
- JK showed where the bus stops are in relation to Apex House and explained how easily accessible the site if customers/trader's are using the bus to access the market.
- JK said the ground floor of the tower at the front is going to be where the residential reception will be despite advice that it would be a good location for retail.
- JK made it clear there would be no rival market within the Apex House scheme after the trader's move out of the temporary market in Apex House
- JK showed where deliveries would come into on the model and where loading would take place for the temporary market in Apex House.
- JK also showed where the bins would be located in the temporary market.
- CB asked for clarification on the market's location.
- JK said there was area inside the market that looked out on to the High Road and the court yard which could contain roughly six stalls.
- CB and LA said they did not like the plans. AC asked what specifically they did not like. CB said she did not realise the market would not be under the residential building and JO pointed out this location offers a greater foot fall.
- CB added that she was concerned about people still trading from Apex House when they move back to the new Seven Sisters Market. LA assured her that JK had already confirmed this would not be the case. JK said it is likely to be small office spaces and not retail that is in direct competition to them.
- JK pointed out where the new market at Wards Corner would be on the model.
- LA said she personally felt tired of all the ongoing battles with the wards corner CPO. CB agreed and added she would like people to just get on with it and deliver it.
- JK said Grainger is hoping to sign a contract with a builder tomorrow (15th September) and they will start building Apex House in December.
- LA asked how many floors the market would have in Apex House. JO said it would be the whole of the ground floor. KT added there would be a mezzanine area as well.
- AC asked the group if they had had a chance to review the previous minutes and asked if they were happy with them. Everyone agreed.
- JK added that all the minutes are going to be sent directly to traders from now on in English, Spanish and Portuguese.

- NA moved on to AOB and asked if the terms of the S106 in plain terms were ready yet. **JK said he had in draft and he would get it translated.**
- NA said a lot of traders are currently unhappy with their utility bills as they feel they are too high. NA asked if it would be possible to see an exact breakdown of the charges.
- NA said another point that has been raised is the Climate Change Levy, apparently the charges were too high.
- JO said he had sent a note around to all the traders a few weeks ago explaining how the charges were carried out. JO said that they buy in at 13.7p per kilowatt for electricity and they charge out at 13.7p per kilowatt. JO said this was a competitive rate that was getting increasingly competitive because a lot of people are now on 13.9p. JO said he was unable to get the electric any cheaper.
- NA wanted to confirm that traders were paying 13.9p per kilowatt hour and JO said this was correct.
- JO said he was unable to do anything about the Climate Change Levy as it was a government charge.
- JK said the S106 states that traders get charged exactly what market operator gets charged.
- JO explained that he buys in a lot of electricity and half of the consumption is passed on to the traders and the remainder of the consumption is paid for out of JO's profits. JO explained that this gave him an incentive to keep it as low as possible.
- JO reiterated that he did not charge a mark-up because he wants to keep occupational costs down so he can maintain a waiting list for the stalls.
- **JO said he will reissue the note explaining the charges.**
- JO said traders that do not pay their bills will be cut off. He said traders were welcome to have the electricity audited if they were not happy.
- NA asked JO if he had any objection to a Smart Metre being installed in the units. JO said this would be a great idea.

ACTIONS:

- JO to forward his emails to TfL regarding outside advertising to KT. KT to see if he can help progress this action.
- JO to speak to the cleaner about mopping the new floor.
- JK to get the S106 document translated.
- JO to reissue note explaining charges to the traders.
- Marketing meeting to take place on Monday 25th – feedback on this in the next Steering Group Meeting.
- Nominations for new Steering Group member to be put forward by Thursday 28th September.



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 26th October, 7:30pm – 9:30pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Keith Trotter (Haringey) – KT
Ben Nyerende (Trader) - BN
Nicholas Amayo (Trader) – NA
Mosen Khanjary (Trader) - MK
Marta Giraldo (Trader) – MG
Lita Alvarado (Trader) – LA
Elena – Interpreter

Meeting notes:

- AC circulated Septembers meeting minutes to the Steering Group members.
- NA confirmed that MK would be attending the meeting but he was running late.
- LA confirmed that Chan and Marta Hinstroza would not be attending the meeting.
- AC asked VA if she had received the letter inviting her to join the Steering Group. VA said that she had not. AC provided VA with a copy of the letter that had been sent in the post and via email.
- AC asked VA to confirm her email address to ensure that she received all future documents.
- JK officially opened the meeting by welcoming everyone and noting the one year anniversary of the Steering Group, he continued to thank everyone for their efforts throughout the year.
- JK introduced and welcomed VA who was elected by the market traders to replace Farhad.
- JK explained to VA that the Steering Group meets roughly every month to discuss the future of the market and any of other issues that need addressing.
- JK explained that an agenda is circulated ahead of the meeting and minutes are sent out to the group two weeks after the meeting.

- JK explained that there has been some minor amends to the Code of Conduct document and it helped explain how the meetings should work. JK said that the Terms of Reference had also been updated.
- AC said the main change in the document was regarding membership. She said that previously the document did not address changes to the membership if people did not attend the meetings. AC said by making this change it should make membership fairer.
- AC said if members miss three consecutive meetings then their membership would now be under review. She continued this would not be the case if she was notified of member's absence ahead of time or if they had a valid reason.
- JK also reminded members that all sessions are recorded to ensure that the minutes are as accurate as possible. He reiterated that minutes would be circulated via email and post to then be agreed at the next meeting.
- AC said another change that had been made to the Terms of Reference included now issuing all minutes to all traders in the market. AC said the minutes are now being produced in English, Spanish and Portuguese.
- AC said all traders should now have all minutes (apart from the September minutes which are to be agreed in this meeting) in a language most suitable for them.
- JK understood that VA would not have seen the minutes before and encouraged her to take them away and read them properly.
- JK moved on to the second item on the agenda, which was marketing.
- JK said the members may recall that it was suggested that group should look at better ways to market the market in terms of advertising and promotion.
- JK said after the September Steering Group meeting there was a sub meeting to discuss this. JK circulated the summary of the meeting to the members.
- AC explained that the group agreed to have a sub meeting with the council which LA and MH attended on behalf of the Steering Group members.
- VA asked when the sub meeting took place. AC replied that it was on the 25th September. AC explained that in the last Steering Group meeting it was discussed that there was not enough time to go through all the marketing ideas so a separate meeting was needed to focus on this.
- VA asked if this would be passed on to the other traders within the market. KT explained that it was to be discussed in the meeting and then shared.
- AC said the purpose of the summary document they had been given was to relay the ideas they had had and to discuss them further with the Steering Group.
- AC suggested that the ideas discussed should be put forward to the rest of the traders and if they had thoughts on this then should be discussed in the next meeting.

- BN asked if everyone in the market was aware of the meeting on the 25th September. LA said that MH had spoken to all the traders about this. BN said that he had not been consulted with.
- KT reiterated that members of the Steering Group were invited to attend and those who came along discussed ideas and then they agreed they would come to the next Steering Group meeting to tell everyone what had been said. He continued that if the other members agreed with the ideas then they could take them forward as actions.
- KT explained in the previous Steering Group meeting there wasn't enough time to discuss it properly and the members did not want to wait another month to talk about it again so the dedicated meeting was arranged.
- AC said she had emailed those who had said they wanted to attend the marketing meeting in the last Steering Group meeting (although she thought she may have emailed everyone in the group). AC apologised to BN if he thought he should have been included in this as well. BN said his point was he should be aware of all the meetings.
- BN said he felt quite strongly that more people should have been involved to come up with more ideas. KT said it could be discussed now.
- VA said she was also unaware of the meeting. AC said that she had not been appointed to the group at this stage. VA said she felt that as a trader she should have known.
- VA said the Steering Group members need to communicate better so traders can give ideas that are passed on to the monthly meeting. VA realised that it is impossible for the traders to come to these sorts of meetings but this means the members must speak to the traders so they are represented.
- JK explained that it was not the intention to only discuss marketing on one occasion. JK said this will be discussed for years to come and needs organic thinking throughout with everyone's ideas. He continued that the meeting on the 25th was to discuss some initial ideas.
- JK said there has been some work carried out since the meeting and members were welcome to say whether they thought this was a good idea or not.
- AC said one item involved in the marketing is the dedicated market website. She said that this has been under discussion for roughly nine months now and it was one of the first things discussed in the meeting.
- AC said as the traders may be aware JO has been trying to get a market website up and running for a while. AC said that JO had asked all traders to provide him with images and content for the website. She continued that he had commissioned Pam Isherwood to go around the market and take professional photos of the different businesses however this has been a slow process.
- AC said with this in mind it was considered that maybe having someone who was independent would be better to sort out the website. It was discussed that the independent person could go into the market and speak to all the traders (including those that speak Spanish).

- AC said this person would be able to get the content required from the traders to fill out the website. This information would include details on the businesses they run and images of the units. She said this person could also discuss traders setting up their own social media accounts.
- AC said this was of course all up for discussion but they had investigated this further since the meeting and JO has agreed to commission ADA to do this particular activity if the rest of the group were happy with this.
- VA asked where this person had been selected from and JO explained they were from the National College of Digital Skills based in Tottenham Hale. JO said the college was an academy with students from the ages of 16 to 20. He said they focus on digital skills including building websites and social media platforms.
- JO said the college is relatively new and has approximately 1000 students. He said they have offered to provide a guest speaker at the business workshops JO is organising.
- JO said his contact at the college has said they have several Colombian students and a Colombian lecturer who will provide leadership for them.
- JO said he has provisionally arranged (subject to Steering Group member's agreement) for the students to come in and replace the current web designer and conduct interviews for micro pages.
- JO said the infrastructure was in place they just needed information and photographs.
- JK said he felt that everyone would think updating the website would be a good idea.
- VA asked if there would be any costs for the traders to carry out this work. JO and JK confirmed there would not be.
- BN asked if this was a long term arrangement and wanted to ensure that they would not need to start paying for the website after a few months.
- JO said the website itself is free to the traders and the individual pages that will go on their initially will not carry any charges. JO said if traders wanted to develop their individual pages further then they would have to reach an agreement with ADA (although if it is done as part of their vocational programme they will do it for free).
- JK said if the Steering Group felt this was a good idea he would suggest they speak to the other traders to spend some time with the photographer and help them with the biographies.
- JO said Pam had circulated a questionnaire to help traders provide the relevant information but she had not had many returned to her.
- AC explained that one of the reasons for choosing this particular method was because of the cost involved with commissioning the website. She continued that they did not want to pass costs on to traders so JO is going to bear the cost, so they are looking for the most efficient way of doing this.

- AC said they also wanted the students to help educate traders on the uses of the internet and social media.
- BN said not everyone would be comfortable with taking photos and JO said participation in the website was not compulsory.
- NA said having people that can speak Spanish would probably help but they had to make sure that people were happy to take part to begin with.
- AC said she was happy to send the members examples of other market websites so they can get an idea of what can be done. She said equally if members have other ideas on what the website should look like then please share those suggestions.
- VA said she thought this would be ok and AC said that was encouraging.
- MK brought up some management issues that he felt needed addressing. JO suggested that these would be best addressed at the management meetings he held in the market (next one being on the 1st November).
- VA agreed with MK, she said they were supportive of actions being taken but there are still fundamental issues within the current market.
- MK said there are serious issues at the moment regarding drugs within the market that need addressing.
- JK said he appreciated that MK was not in the last Steering Group meeting but they had spent quite a lot of time discussing the anti-social behaviour around the market.
- JK continued that they had decided previously that in this meeting they would talk about marketing however if they wanted to talk about security this could be put on the agenda for the next meeting.
- JO said he would have had his meeting with the Safer Tottenham Neighbourhood Team and the metropolitan police by the next meeting.
- JO said he was well aware of all these problems and was working hard to tackle them.
- LA said there was a particular individual that needed removing. JO said he was aware of this and this person had been arrested once but he was not allowed to discuss it any further.
- **AC asked if they agreed to come back security in the next meeting.** She said for VA's benefit, there did used to be a lot of discussions around market management in the Steering Group meetings and she hoped that members had noticed changes in the market as a result of this.
- VA said despite not being a part of the group she had read all of the minutes and she was aware of the topics of discussion.

- VA said there was a real issue regarding the price of electricity in the market. JO said he issued an analysis of the electricity charges two months ago to everyone in the market.
- AC said she felt this was similar to security in terms of dealing with it in the next meeting.
- JO gave a brief answer to VA's question. He said he had issued the analysis on the electricity prices. **VA asked for another copy of this which JO was happy to do.**
- AC said during the summer the Steering Group decided to take market management off the agenda and in return JO would host meetings to specifically talk about these problems.
- AC requested that they talk about the marketing issues during these meetings and they can report back to outcomes to the other Steering Group members. VA agreed to this.
- AC said one of the other things they talked about in the sub meeting was advertising. She said they talked about advertising in the local papers and some of the Latin American papers in the area.
- LA said they had mentioned The Express News, The Latino Express and Extra.
- AC said that MH was going to provide her with contacts for these papers and said it would be helpful if the members could suggest other papers as well.
- LA said MH had spoken to one of the newspapers and she will be organising a meeting with them. AC said that was fine but there were actions that needed to be agreed as a group and they don't want to focus just on Latin American newspapers. AC said that looking at local papers in the area would be important as well. AC said they had spoken to the Council and they said they would help with the promotion as well.
- VA asked if this was just to promote the market. AC said yes but again this was all subject to cost, so this would need to be investigated if the group felt it was a good idea.
- AC asked members to suggest any publication that they felt would be appropriate and they will research it.
- BN said it was important to look at papers that would help the entire market and not just some of the communities within it.
- AC agreed with this and reiterated that she wanted suggestions on all types of local newspapers.
- VA agreed that the market is not just Latino and said that the Tottenham area itself is the most multi-cultural place in the UK.
- VA suggested The Metro would be a good idea.

- MK said the area is changing all the time and at the moment it is mainly Latin American but all customers should be catered for.
- KT said he had recently advertised another campaign within The Metro so this should be able to give them an indication of how useful it was.
- LA said The Metro was very expensive.
- AC said the campaign would be subject to cost so they would research the costs involved with all the suggestions put forward to them.
- BN said they had to be selective about the types of audiences they target as well and try to find people who are more likely to use the market.
- LA said she had seen an Instagram post that said the best coffee came from the market which she thought was very positive. AC agreed and said that was the type of publicity they needed.
- MK said the advertising in the papers had to be accurate otherwise people would be disappointed by the market and not return.
- AC said they had looked into some of the papers and the Council have offered to help with discounts. She encouraged everyone once again to email her any ideas they have and they can go over the ideas in the next meeting.
- JO said an opportunity has come up through GL Hearn to use marketing contacts to carry out a mail drop to 9,000 local residents.
- JO said he was always looking for cost effective ways to promote the market. He said he felt the best way to promote a market is through the signage on the outside.
- JO said he has designed banners and had them approved by TfL so they are now going through Advertising Control. He said once he had their sign off there will be banners along the front of the market.
- KT asked if he had submitted the application and JO said no because the art work is being tweaked. KT suggested speaking to Molly about this when he was ready.
- JO said it was still important that traders push their own businesses.
- JO said they needed a theme for the advertising and marketing so it is leaning towards the Latin American element but the banners on the front will incorporate different football logos and different flags from South American countries.
- JO said it was still multicultural and wasn't specific, for instance it was not just aimed at Colombians.
- **NA asked to see a copy of the drawings. JO said this would not be a problem.**

- NA also asked if the banners would be illuminated. JO said they would be placed on the front of the building and there were no plans to illuminate them at this stage as that would have delayed the plans. JO continued that over Christmas he wants to put some decorative lights up but he would once again need permission from the relative bodies.
- JO said illuminations can be contentious so has been focusing his attention on banners that will gather attention from people sat on the buses that go past.
- BN asked how many flags would be included. JO said about 10. BN asked if the Uganda flag could be included. JO said he could look into this.
- **AC suggested that JO share the branding with the group so members could comment.**
- MK suggested the advertising on the front of the market should indicate the sorts of shops and services that can be found inside of the market for instance coffee.
- AC said this was a good point.
- VA agreed and said for example when you go somewhere to eat you see food that draws customers in.
- JO said that the Tottenham Green Sunday Market is available for traders who wanted to try having a stall there and he said would support traders in this (excluding paying the rent).
- KT said he would be able to help with this as well.
- AC added that the idea of using this market had come up because they felt it was a different group of people that used this market and could attract new customers.
- VA asked where the market was located. JO confirmed it was at Tottenham Green. VA said she loved Sunday markets and would pass this information on.
- BN went back to the proposed banners and said he thought using certain flags and not others could cause issues. AC said this was a fair point and reiterated that JO would show the group the banners.
- VA said she felt it should be more about services provided in the market.
- JO reiterated he would send the art work around and they could then discuss changes.
- JK went back to the point about the Sunday market suggesting traders share the cost and take it in turns to use the stall. JK said he could appreciate that if Sunday was the traders only day off they would not necessarily want to commit to this every week.
- KT said it had to be one single business using the stall.
- VA asked if there was anything that could be done in terms of recycling in the market. JO said he was dealing with this and is providing facilities to accommodate more recycling. VA said she will speak to traders about this.

- JK said in Apex House there will be enough room for waste and recycling bins. He said he would look into what their responsibilities are from the commercial point of view.
- JO said whilst they were discussing recycling could he ask members of the Steering Group to remind traders not to tip oil down the drains. He said it is very expensive to clear the drains.
- VA said was worried about people dumping in the area. JK confirmed it was Grainger who was carrying this out. VA said this was bringing rats into the market. JK and JO said they did not think this was the case. VA said she has taken photographs that she will show them.
- JK said Grainger are clearing out the gardens of properties behind the market so this is why the waste is there at the moment.
- AC went back to the Tottenham Green market and asked the group what they thought about it. VA said she would like to think about this. AC said that was fine and asked her to ask the rest of the traders what they thought.
- LA said she thought it was a good idea but she was currently too busy to use the stall.
- KT said the offer would be on going.
- AC said another item to be discussed in terms of marketing was radio.
- JO said he was currently arranging to have a community radio put into the market. JO said he has offered to sponsor Londres TV, which is a community TV and radio station which is currently operating out of Clapham and the organiser wants to move to Tottenham so JO is helping him find somewhere suitable.
- JO said he would love to see the radio inside of the market but in the meantime he is prepared to sponsor him.
- JO said he is currently broadcasting on the internet and is mainly based on sports commentary. He said traders are currently presenting and he thought it was very good and professional. JO felt the radio station would raise the profile of market so he will be looking to deliver this as soon as possible.
- AC said in light of not wanted to focus solely on the Latin American aspect, she suggested the Steering Group members ask all traders if there would be any other radio stations they would like to see in the market. AC said this would be subject to costs as with all the marketing.
- VA asked if the expense of the radio would be passed on to the traders. JO said no the intention was for the radio station to use the market for free and in return they would promote the market for free. JO said the station does go out in Spanish but he has had a lot of hits on Facebook and the statistics he has seen so far are very good.
- JK said from his understanding, radio was one of the best forms of advertising. JO added it was very cost effective.
- JO said he is sponsoring the Halloween party in the market as he has done previously.
- VA asked who was organising the party. JO said he thought it was Henry. VA said if it going ahead it needs to be advertised beforehand. JO said the party

was for traders and their guests. JO clarified that this would be for the children and not for the public.

- MK asked when the party would be starting and finishing. JO apologised as he did not know but recommended he speak to the market manager.
- **AC suggested the JO find out the details and emails the traders about it.**
- JO said on the 1st of November there would be a management meeting in the evening at 6pm. He said this would give all the traders the opportunity to discuss management issues.
- JO said he would like to start the initial business development workshops. He said this will not be the full version but they need to talk about business training workshops.
- JO said he will be circulating the agenda in advance to demonstrate the range of topics that will be covered. JO said topics will range from registering companies, VAT, TAX and environmental health issues.
- JO said this is all to help business development and help increase the trader's profit margins and productivity.
- JO said he and the Council are keen to make this work and he feels this will really benefit everyone.
- BN asked if the classes were mandatory. AC said they were voluntary.
- AC said these workshops were discussed in a Steering Group meeting earlier in the year and now they are about to begin.
- NA asked if the traders were still going to be charged VAT when they moved to Apex House. JO confirmed this.
- BN asked if they would pay rent and VAT. JO said that was correct. JK said if the traders were VAT registered they could claim the VAT back.
- JO confirmed that you do not have to make a certain amount to register and claim the VAT back, but if a trader was making more than £83,000 they had to register.
- JK suggested that the members encouraged all the traders to come to the meeting on the 1st November so they could fully understand what was required.
- VA said she thinks having these meetings inside the market would be better than the café because it was noisy and cold there.
- JO took this point on board and said he would try to hold the meeting outside of Blanca's unit. JO said he had had offers to hold the meetings elsewhere but VA said she thought it was better to do it in the market.
- AC wanted to clarify that the management meetings would be in the market but once the workshops start it might be more appropriate for them to hold elsewhere.
- AC suggested that JO put up a notice about the meeting.
- VA asked if any of the non-trader members of the Steering Group was going to attend the meeting on the 1st November. JO said it was open to anyone

associated with the market. VA said she thought it was important for the continuity of the meetings for everyone to be aware of what was being discussed at all the meetings.

- AC said she thought the traders would have the meeting and the report back to the Steering Group but it was up to JK if he wanted to attend. He said yes.
- BN said he thought it was important that someone took minutes of the management meetings as well.
- AC said it was up to JO on how the meetings were run.
- AC moved on to the minutes and actions from the last meeting. She said there was one action which was the s106 document.
- JK said as traders might be aware, Grainger varied the s106 agreement. He said the aim of this was to provide more certainty for traders including future rents.
- JK said he appreciated that the S106 was a legal agreement and quite hard to understand if you are not a lawyer. JK said because of this he has produced a simplified version of the document (in English and Spanish).
- JK said he had tried to keep it short and it also had an example of how the rents would work.
- VA asked if she could take the document and give it to some of the traders. AC said yes. JK said if anyone wanted any more copies just to let him know. AC suggested JO keep his copy in the office.
- JK said he hoped his version would help explain what the changes are. **JK said he was happy to dedicate some time to this version in the next meeting if members thought it would be useful.**
- JK asked members to ignore the draft watermark.
- AC wanted to make sure that all the members were happy with the previous meetings minutes. AC asked if there were any comments. She said if there weren't then they would be circulated to the other traders for their information.
- All members who were present in the last meeting were happy with the minutes.
- JK asked what the actions in the last meeting were. AC said the actions were for JO to forward his email to TfL regarding advertising which he has done. AC continued that JO was supposed to speak to the market cleaner about mopping the floor, JO confirmed this had been done.
- AC said another action was for JK to hand out the s106 document in English and Spanish which had been completed. Another action was to carry out the marketing meeting which had been discussed throughout this meeting.
- There was also an action to vote for a new member which has resulted in VA's membership.
- AC confirmed that all the actions from the previous meeting had been carried.
- JK noted that his list for the agenda for the next meeting included electricity, security, recycling, questions regarding the s106 document and cleaning the car park.

- JK suggested the next meeting take place 7th December, which was agreed with by the rest of the group.
- BN said as these are professional meetings they should have refreshments.
- MK said he felt there would be other traders who would be better placed on the Steering Group than some of the existing members. He said that it wasn't just about attendance, members should contribute as well. He asked how this could be judged.
- JK said there were a couple of ways to leave the Steering Group, one being if you do not wish to participate anymore or if you have missed three meetings in a row without a good reason or prior notice.
- VA said the traders should be able to vote new members in as well.
- AC said she did not want to increase the number of members in the group.
- VA said there are a lot of people that want to contribute and they should be able to do so. She said the members should also represent the views of the market.
- JK said that's what all existing members should be doing.
- BN said that the code of conduct was created without the input of the traders and he wanted to know why.
- AC said in the very first meeting they discussed that the code of conduct was not about the market, it was about how the meetings were going to be run.
- AC continued that everyone had seen the document in the first meeting and she had sent hard and electrical copies to the members as well. BN requested that this AC resend this to him.
- AC said some comments were made so it was therefore updated and agreed. BN said he wasn't sure about this.
- BN asked why others would be making decisions about the traders. AC replied said this document was about respecting one another and listening during the meetings which had been agreed by all.
- AC also said the Code of Conduct allowed members to express their opinions and the opinions of the traders without repercussions.
- AC said if BN was not sure about the process in which the Code of Conduct was agreed she could also send him the minutes from the meeting that stated everyone agreed.
- BN said that he felt members should be issued a letter before they are asked to leave the group so they have the chance to attend once again.
- MK asked how members can be replaced. JK said he wasn't sure this was the correct way to go about things.
- AC reiterated that everyone in the Steering Group should be there to represent everyone's views, something they all agreed to a year ago.
- **AC said she had noted BN's suggestion about issuing a letter to members and will make this amendment.**

- MK said that he and Farhad as business partners, decided that both of them on the Steering Group would not be useful. He said this group is coming together to help the market move forward but if there is someone would be more valuable to the group, how can they become involved. MK said this didn't require an answer now but he requested everyone think about it.
- AC said she would think about it but she was not willing to increase the number of people in the group.
- MK said this was not down to AC to decide and it should be a group decision.
- AC said this was fair however this was another matter that had been agreed upon previously.
- VA agreed with MK and said it was important that members speak during the meeting and are able to communicate well with the rest of the traders.
- AC said she agreed with JK and said she did not think it would be fair for members to nominate someone to leave.
- BN said he did not think this was fair either, he said it would make the traders feel insecure and cause further problems.
- BN said if there was room for further members then this would eliminate the problem but if there isn't then it is better to keep the group small and simple.
- JK said the group had undergone a democratic vote and he said he thought increasing the numbers would make the group unmanageable.
- VA asked if all the members of the group were licence holders. JK said yes, VA said Chan was not. JK said as far as he was concerned she was. VA said this was not personal but she did not think this was right.
- AC suggested that everyone consider their opinions on this to discuss in the next meeting.

ACTIONS:

- Discuss market management issues in the next meeting
- JO to give VA a copy of the electricity summary document
- JO to bring banner designs to the next meeting
- JO circulate details of Halloween party
- Go over any s106 questions in next meeting
- Amends to code of conduct to include warning letter



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 7th December, 7:30pm – 9:30pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Chan Baker (Trader) – CB
Vicky Alvarez (Trader) – VA
Ben Nyerende (Trader) - BN
Mosen Khanjary (Trader) - MK
Marta Giraldo (Trader) – MG
Marta Hinstroza (Trader) - MH
Lita Alvarado (Trader) – LA
Elena – Interpreter

Meeting notes:

- (The meeting started with an initial discussion around security / crime in the area.)
- JO told the group he attends meetings of the Ward Panel, which is a community panel that works alongside the Metropolitan police. JO told the group the police have 3 officers to cover the whole of the Tottenham area (the area used to have 10). He continued that Tottenham Police Station is on the proposed closure list.
- JO said the police do not have enough resources and people do not report incidents to them. VA said she did not agree with this as she has reported many incidents to the police. MK said his shop alone had 10 incident references and so did Nicholas's.
- JO said a lot of police attention is now focused on anti-terrorism. He said he had a good working relationship with the police and he was not trying to defend them as he realises they could be better organised but they are trying their best with the resources available to them.
- VA said she understood London as a city is going through a very difficult time but she felt this borough has been neglected. She continued that she felt because certain people are not stopped early they become more powerful and worse criminals. JO agreed with this but he was confident that the police are doing everything they can for the traders in the market.
- JO said the police are attending the market on a regular basis, which they were not doing 12 months ago. JO said he felt overall that the situation was improving however they cannot stop random incidents occurring.

- JK wondered if contacting David Lammy MP would be a good idea. JO said he had expressed his views to him already. JO continued that having heard about the level of crime in the area he was pleasantly surprised with the level of attention the market receives from the police.
- JO said he had also been in touch with the lady that runs Haringey's antisocial behaviour unit and she had been very helpful. He mentioned that she also sits on the Ward Panel.
- JO observed that Tottenham in general was not a high priority for the Metropolitan Police. He said a lot of resources are going into the West End and the City of London.
- MK said the new market could benefit from security on the doors. VA agreed with this.
- VA said she had spoken to Henry and that people were not listening to him. She continued that she went around the market and she caught them smoking inside. VA said she asked them politely to stop and they claimed they didn't know they weren't allowed to do so.
- VA, MK and LA all agreed that the market needs to be patrolled at all times. VA said it wasn't that Henry wasn't trying; it just isn't enough to make people behave within the market.
- JO said he has thrown people out of the market for selling stolen goods in the previous weeks, as well as throwing people out of the service yard for selling drugs. He said he has also put up extra cameras.
- VA said these people are young and careless. She said if drugs are involved it is even worse.
- BN said he has seen people kicking toilet doors. JO said if BN saw this behaviour he must tell Henry and he can check the CCTV to see who is doing it.
- BN said he did not think anyone had ever been cautioned for this behaviour which was terrible.
- JO asked BN if he had reported this to Henry. BN said he did not think telling him would make a difference.
- MK said he did not think Henry was prepared to call the police. JO disagreed with this and said Henry had called the police the previous day to resolve an issue in the market.
- JO said he has introduced additional security to the market. Some of the traders said they were unaware of who this person was. VA suggested the security men wear a uniform so traders can easily identify him.
- AC suggested that the security guard is introduced to the traders so they know him and can ask for his help when necessary.
- AC said that market management was on the agenda but she felt it would be best to officially start the meeting, following the agenda.

- BN said there are problems within the market that have to be tackled before they can consider other items that are on the agenda each month.
- AC suggested that they start with market management as they are already discussing it.
- VA agreed with this and felt that items that were listed ahead of the management could be discussed afterwards.
- JK said on security, his understanding was the man JO has been using needs to be called for him to come to the market. JO said his security man visits periodically during the day and he is also on call 24/7. VA said the traders need to know who he is.
- JK asked JO to confirm the security guards name. JO said it was John Agdomar. MK said not only did the traders need to be able to recognise him but they also needed to know what sort of requests they can make.
- JO said all requests for John have to go through Henry as the traders cannot ring John Agodmar themselves. JO said the traders were welcome to bring in their own security guards but it would be at their own expense.
- MK said he had some issues with this. JO asked if the traders wanted additional security to the measures he already has in place. They said yes. JO said he would be happy to do but the cost would have to be reflected in the rent.
- BN said the security was JO's responsibility and should not affect the rent. BN said he was already paying for the service that JO's company provides which should include their safety.
- AC asked for everyone to speak one at a time so the minutes could be recorded accurately.
- BN said he was happy to welcome whatever security measures JO puts in the place, which he felt was JO's responsibility as the owner of the management company that runs the market.
- BN continued that these measures should be on the notice boards for everyone to understand.
- MH said everyone needs to acknowledge that dangerous situations in the market have increased recently. She said these situations have not occurred in the past. MH said what she thinks they should do is work together to come up with a solution rather than argue amongst themselves. JO agreed with this.
- MH said the traders do not want a huge increase in the rent but she personally believed this was a special situation which has become worse and it was an additional expense that they need to cover. MH said this is a problem on a national level, which is something they cannot expect JK or JO to fix.
- MH said everyone needs to come up with a creative solution to try to resolve this.

- JK added that it is not just Seven Sisters that is experiencing a big issue with crime. Tottenham Hale also has problems with shop lifting and gangs. JK said maybe a heightened security presence in the market would help.
- JK said he knew security guards costs roughly £13 / £15 an hour. JO agreed with this estimate. JK continued that over the course of 8 hours a day for a year the security would cost roughly £31,000.
- MK said he has been in the market for 18 years, in which time he has seen a lot of nationalities come and go through the market but in the last eight months the problems have got much worse.
- MK said he felt the group causing problems would move if they weren't so comfortable. MK said it has got to the stage where anti-social behaviour is taking place outside the market at 2am which wasn't the case before.
- JK said if this wasn't the case before then you wouldn't expect to pay for the security when you paid the rent. JK said that if Grainger's residents in other buildings asked for security, Grainger as a business would have to charge a higher rent to cover this. He continued this needn't start as soon as the security came on site but businesses would need to recover this cost.
- MK said they need someone to enforce all the rules in the market, from not bringing in bikes to not smoking.
- CB said she had been in the market for over 20 years and when Jill was running things there was an administration man called Mick who also dealt with security. She continued that he would walk around the market and if he saw anyone who was breaking the rules he would ask them to stop or make them leave if they were not shopping. CB said the rent did not go up while this was happening.
- BN said he felt if his rent were to go up to cover the costs of security then this would be serving an ulterior motive to simply raise the rents. He said he wanted to sort these issues in a peaceful manor.
- JK asked BN what he would do to restore peace to the market. BN said he did not agree with increasing the rents as it could make people feel unsafe.
- MK said in order for this to work there would have to be give and take between all parties.
- MK said personally he was pleased to see JO take over the market as he did not think Jill was very professional. He continued that now things have broken down professionally.
- VA said JO was very confrontational. JO did not feel this was fair.
- VA said none of the traders felt respected by JO. She said she wanted to find solutions to problems. She said she has spent a lot of time in the market trying to get order.
- VA said she also tells traders when she thinks they are in the wrong. She said she thinks Henry is a great guy but he is not controlling the issues within the market.

- JK suggested the group move back to the topic of security. AC agreed and suggested that JO explain what the current security measures are.
- JO said the current arrangements are that the police carry out regular visits to the market and there are regular liaison meetings with them. JO said the police visit inside the market and outside including the service yard. He continued that he also provides them with CCTV which they use to secure convictions.
- JO said the police have made one or two arrests at his suggestions. He said the current security measures include a full time market manager on site, whose job is to deal with as much as he can, however it is not his job to provide full time gate security. He said he will go out and confront anyone that is loitering or eject people who breaking the rules of the market.
- It was questioned who JO was referring to. JO replied this was Henry's role. He clarified that part of Henry's role as a manager was to maintain security. JO said it has become apparent that there is a problem greater than he can handle therefore additional security has been given to him. JO said the security man makes visits on a regular basis. JO confirmed that he is paying him for these patrols however he is not full time.
- JO continued that if the traders wanted him there full time then he will look into this. JO reminded the traders that his full time services will come at a cost which would be applied to the rent.
- JO said in his opinion he has addressed some of the worst security issues which included the abuse of the toilets, drug dealing and prostitution. JO said unfortunately some of the soft drug related crime has continued in the market. JO said the market sat between two gangs, the 'West Green Road Mob' and 'The High Road Mob' which has led to them being in the middle of a 'turf war'.
- JO said he has done a risk assessment of the security issues in the market and this is just one of the risk assessments that are carried out. JO said he felt to date they had coped well and made progress in resolving ongoing issues.
- JO said he wanted to remind traders that one of the first complaints he received when he took over the market was sorting out the service road, which has mostly been fixed.
- JK asked JO if he thought having a show of force for a short period of time would help to make the security more visible and deter the criminals. JO said he thought this would help and he has already arranged extra security for the Christmas period at his own cost. JO said he would be happy to boost this up in the evenings as most of the problems occur after 4pm.
- JO said most of the problems seems to happen from 8pm – 11pm with youths hanging around outside.
- MK said there is a joke that these gangs care more about business than the traders as they are always there before 9am. LA added that some youths hide things in MK's buckets outside. MK said he has to monitor outside his unit a lot.
- JO reiterated that he is working on these problems.

- JO said he has spoken to TfL to pressure them to remove the benches outside the market. He said that TfL have resisted this but now the police have also pressured them to remove them.
- MK said that more cameras could help. JO said a lot of people don't care about these.
- LA said she thought this was all unbelievable and has considered getting her own security as she has been receiving threats. LA said she did not feel like the police will help her.
- BN suggested more signage in the market but CB and LA said this would not be effective.
- JO reiterated the lack of resources the police have in both arresting people and prosecuting them.
- JO said he could put more security on from 6pm until 11pm which could be relatively cheap but the traders would need to pay.
- VA said as Steering Group members are here to represent the traders they should go back and ask them what they think. JO said he was happy with that.
- MK asked if the alarm within the market works. JK asked when the alarm was used. VA said the whole market used to be alarmed at night when the whole market had closed down but this does not seem to happen anymore.
- JK asked if there had been thefts at night. MK said yes.
- JO said he has looked into replacing the intruder alarm. MK said it didn't need replacing but JO told him it is not functioning correctly. JO said to replace and install the alarm would cost roughly £10,000.
- JO said the priority to date has been sorting out the fire alarm system, which has now been carried out. JO said this new alarm goes on the 'wish list' of the market. He said this 'wish list' also included redecorating the market which he was very much in favour of. JO said these things were an aspiration rather than a necessity.
- Some of the traders disagreed with this.
- VA said the traders knew how much money the market generates for the management company and no one is disputing that JO should make money from his business but equally they should have the things they had before such as the alarm.
- BN added that the car park should be free as well.
- VA stated she didn't agree that everything should come at an extra cost.
- **AC suggested that JO get a range of quotes for security so it can be discussed at the next meeting. JO agreed to this. AC said the traders should also ask traders whether they would be willing to pay more for this.**

- AC said as JO will be putting on extra security over Christmas this would be a good trial run.
- BN said that he thought the number of the security guard should be available for traders so they can call him if certain things happen in the market. JO explained that this cannot happen.
- AC reminded BN that he can tell Henry that there is a problem and he will then call security. BN said he did not think this was the best way of tackling the issue. BN thought this would be unsafe as it would not be quick enough in a dangerous situation.
- AC said if the situation was very dangerous then he should call the police.
- VA said a fair compromise would be for Henry to be the only one with his number but all the traders should recognise him if they need his help while he is in the market. CB and AC agreed with this.
- **AC said there should be a notice explaining the security protocol to the other traders. Everyone agreed with this.**
- MK reminded everyone that Henry isn't always in the market so this could be an issue.
- **JO said there was no high level security policy in place but he was happy to produce this for the notice boards.**
- **JO also agreed to introduce traders to John Agdomar.**
- MK said he would like to know a timetable for when JO intended on making improvements to the market. JO said he was doing these things as soon as possible.
- JK asked MK what was on his list of things that he wanted changing in the market. MK said the car park, the carpeting and the toilets as they are not fit for purpose.
- JO said the gents toilets were in a terrible state in the previous week so they were repaired and there is going to be more work carried out to stop this happening again.
- JO said there is an additional clean carried out by a cleaner to make sure they do not get dirty. He said this was mainly a problem for the gent's toilets. They are also looking at further ventilation for these toilets.
- MK said the main door next to his unit needs improved ventilation. JO suggested MK explain this issue to him after the meeting. CB said her eyes were suffering due to the poor ventilation.
- JO said he knew this was an issue in the market and he is working with the units that cook to try and fix this. **AC asked if MK's request was possible. JO said he thought it would be and would be happy to look into it.**

- MK said he remembered there were some issues raised in the first Steering Group meeting, some of which have been sorted but some have not. He continued that he did not think saying 'as soon as possible' was very professional and a timetable would be a good idea.
- AC asked JO if it would be possible to look at this ventilation issue quickly. JO said he could do it within a month.
- MK wanted to know what else was on JO's wish list. JO said his list began with health and safety, fire safety and toilets. He said these things are expensive but he has done his best to deal with them.
- JO said he is now starting on more 'cosmetic' work within the market. He said he has already got quotes for new carpeting tiles.
- MK said it wasn't the list that was the issue it was the timing of everything that concerned him.
- AC said she felt JO was trying to prioritise activities within the market which JO agreed with. AC said making sure the market was safe was a clear first priority so cosmetic work would naturally come second to this.
- JO said there is still a lot of work to do on sorting electricity, which was a real concern of his. JO said a lot of these issues come from alterations traders have made to their units without permission. JO said he is gradually changing all the meters from token metres to digital sub metres which will prevent unauthorised alterations.
- JO said if money is available he will spend it on the building but these things may not be the things traders feel are important.
- JO said he is dealing with the new fire alarm and extinguishers that he has installed within the market.
- MK said JO should take into consideration trader's priorities, such as the security alarm, as it protects their units.
- JO suggested that traders create a list of things they want and they can sit down and discuss how to pay for these things. He said on some occasions this has involved him paying half towards the works which he is willing to consider again.
- VA said her priorities included the women's toilets as she did not think they were fit for purpose. She said she is currently at the point where she is becoming ill because she doesn't want to use the market toilets.
- VA said she felt that maybe JO was not being efficient with money. JO said he wasn't sure VA was qualified to make these comments.
- JK asked for his understanding, what is wrong with the ladies toilets. VA said there is a big leak which is causing issues. VA said sometimes when she arrives at the market early she tries to clean them herself.

- JK said he was aware of work that had taken place on the men's toilets. JO said work had also taken places on the ladies.
- JK asked VA what could be done to make them cleaner and better. VA said they needed a complete overhaul and replaced with decent toilets. CB said they needed to use materials that will last for a while.
- JO said he wasn't sure what the problem was with the ladies as no one has reported this to him. CB said there is a serious leak. VA offered to send JO photographs which JO said would be very helpful.
- BN said some traders have come into the market and created upstairs space in their units and no one has ever told them not to do this. BN said he has now heard that JO is charging traders for their upstairs and downstairs space. He said he wanted to sort this issue out in a respectful way and to allow traders to continue paying the way they used to.
- JK said as BN was a letting agent he would understand JO's stance on alterations. He asked BN whether in an AST had no amendments to be made to the building? BN said he believed there were terms and conditions. He also said that the rules for residential and commercial are completely different.
- BN said if he took a shop on the high street he would be able to split that shop into two. BN said, with this in mind, traders should be able to do this in the market and not have to pay for the space they have created. BN said traders cannot afford this.
- JO said he had a clear policy statement which deals with lettings, sub lettings and novation. He said the policy stated that subletting is not allowed and if traders wish to sell their business then he will accept a novation of a new tenant to come in but the new tenant will come in on a new licence. JO said if they come in on a new licence this does not mean they will have the same premises as the previous business owner because the previous person may have undertaken alterations which were not approved by the market managers. He said they are usually not approved because they breach building regulations and fire safety regulations.
- JO said if he legally recognised some of these alterations then he would be liable under health and safety codes.
- JO said if someone new comes in and undertakes alterations properly then he would be happy to approve them. JO said he has been dealing with legacy issues which arose before he came to the market.
- BN said the traders have already made changes under the old system and no one complained when they were making the changes at the time. BN said if it is the same trader in the same business it was not fair to punish them now. JO said he was not doing this and he is not enforcing this or asking them to remove the alterations.
- BN said traders are making these complaints and feel penalised. AC asked BN if he was speaking for himself or on behalf of others.
- AC said she felt in that case this was probably quite a confidential discussion that should take place on a one-to-one basis.

- MK said the members are there to represent the traders. He said they come to them to talk about this, so they should bring it up in these meetings. MK said this allows the members to hear both sides of the story as well.
- MK said a trader had approached him and told him about JO asking them to give up their unit. JO said this was confidential and was unable to talk about it.
- AC said if they were talking about someone who was not present in the meeting then it would not be appropriate to discuss their issues.
- JK said the members were not there to discuss individual issues as that would be between them and JO.
- BN said this particular person wanted to attend the meeting but he told this person they are not a member so this would not be possible. BN said he would raise it for this person. JK said this person should have a meeting with JO.
- JO said if anyone is having issues he suggests they take legal advice and then their legal representative can discuss it with him.
- **AC suggested JO bring the policy on alterations with him to the next Steering Group meeting.**
- VA said currently there is a lack of trust which is causing issues and frustrations which means little progress is being made.
- BN said based on JO's advice they should tell all traders to follow the law.
- MK said traders should feel secure within the market and certain issues are affecting traders.
- JK said as these minutes of these meetings are available to everyone, so personal situations should not be discussed.
- JO said that policies he enforces are not just for him but to protect the traders as well. He said his overall concern is everyone's health and safety. He continued that a lot of alterations are dangerous and he is not taking action against people, he is attempting to persuade them to resolve the issue.
- AC said she did not think there was enough time to cover another item of the agenda. **She said that the S106 could be discussed in the next meeting.**
- **AC said VA had also done some consulting on the marketing ideas which would need discussing.** AC said they are keen to start implementing these marketing ideas however they will wait until they have heard what the traders think. She said this would be a priority in the next meeting.
- AC said she appreciated that market management was important and that's why it was discussed first in this meeting but in the next meeting other items would need addressing.
- JK proposed the next meeting should take place on the 4th January. Everyone agreed to this.

- VA wanted to make sure that AC had received NA's apologies for not being at the meeting and AC confirmed he had contacted her.
- MG said she will not be able to attend future meetings but wondered if her husband could take her place on the Steering Group.
- AC said this would require another nomination. JK said this was the only fair way to do this.
- AC asked if there would be enough time to find a nominee before the next meeting as Christmas could get in the way.
- MG clarified she was not resigning her place, she just wanted to know if it was possible for her husband to take her place.
- **AC apologised for misunderstanding and suggested she confirm what she wanted to do in the next meeting. MG said she would do this.**
- AC asked the members if they were happy with the previous minutes. Everyone agreed.
- JK said JO has started the business development workshops as part of the S106 agreement.
- JO confirmed he had 12 traders attend the first workshop. JK encouraged everyone to attend.
- AC asked if he had a list of dates for these workshops. JO said he was trying to organise the next one. He said there was supposed to be one the 6th December but no one turned up.
- JO said he would notify traders via email on when the next one would be. AC suggested he put the dates on the notice board as well.

ACTIONS:

- **JO to research quotes for additional security**
- **Steering Group members to speak to traders about additional security and the additional cost**
- **JO to place current security protocol on notice boards**
- **JO to fix ventilation issue next to MK's unit**
- **JO to bring market units policy to the next meeting**
- **S106 and marketing to be discussed in the next meeting**
- **MG to confirm her place in the Steering Group**



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 4th January, 7:30pm – 9:30pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Az Choudhury (GL Hearn) – AC
Keith Trotter (Haringey Council) - KT
Nicholas Amayo (Trader) - NA
Vicky Alvarez (Trader) – VA
Ben Nyerende (Trader) - BN
Mosen Khanjary (Trader) - MK
Marta Hiestroza (Trader) - MH
Lita Alvarado (Trader) – LA
Stanley – Interpreter

Meeting notes:

- AC ensured all member present had a copy of the agenda; December's meeting minutes and a copy of the 2016 document.
- JK welcomed everyone to the meeting and VA stated she would also be recording the meeting. AC said she was welcome to do so.
- As Stanley was interpreting, everyone introduced themselves for his benefit.
- JK started the meeting by looking at the S106 document he had created. He said that the group had spoken about it at length a few months ago and tonight was an opportunity for members to ask any questions they may have on the variations that have been made.
- AC reminded everyone that the variations to the S106 were discussed a few months ago and the document they had in front of them was a result of NA asking for a simple summary.
- AC added that a copy of the document was available in JO's office in the market if any of the traders wished to review it.
- VA requested some time to read it as she was not a part of the group when they discussed it. AC said this would be fine and allowed everyone some time to recap.
- MK asked who decided how to spend the money for the market. JK asked if this was referring to the money from the Mayor. MK said he wanted to know about the money generally. VA added she would like to know exactly how much money was being given towards the market as well.
- JK explained that in the original S106 agreement they said there was a trader's relocation sum of roughly £144,300. JK said that would fund moving the traders

temporarily and then back into the new market. VA asked if this was the money from the Mayor, JK clarified that this money was from Grainger.

- JK explained that this sum of money was decided upon based upon rateable values in the market in 2012. JK continued that if a trader decided they did not want to move to the temporary market then they would get twice their rateable value as compensation.
- JK said some people had asked what would happen if this money did not cover the moves and compensation. He continued to state that the rateable values had been updated. JK said as a result Grainger offered to move all the traders at no cost to them regardless of the price which they hoped would give them more certainty and reassurance.
- VA said she believed that the Mayor had offered the market some money as well. JK said this was correct, the Mayor had allocated £250,000 which will be given to Haringey Council planning department. JK said it had also been quite vague on how that money would be disseminated to the traders but he believed it was there to help with the relocation.
- **JK said he would double check but he believed £50,000 of this was for market facilitation role and the rest was for the move.**
- VA said in this case the market facilitator would be JO. JK said this is correct and he had confirmed last year that this money was still available to them.
- KT said this money will only be released when they are certain the development is going to go ahead which of course depends on the inquiry that is currently underway.
- KT said he had some exact wording that had been put together by Molly Perman (regeneration officer at Haringey Council). He quoted 'contribution towards the costs of making provision for the temporary relocation of traders that operate from the market during the redevelopment including provision of temporary market facilitator and promotion allowance and associated business support'.
- JK said this was quite broad but the general premise is it shouldn't cost traders to move.
- VA asked JK when Grainger thought this would be. JK said at the moment Grainger think the move to the temporary market will take place in May 2020. He continued this will be when Apex House is complete. JK said there is scope within the S106 to move traders before Apex House is complete but he said he knew there was no desire from the traders to do this. JK added he did not think they would have all the space needed to move the traders until it is complete anyway.
- AC continued that Grainger would then pay for the traders to move back to the new permanent market.
- AC suggested that JK go through the S106 summary document so everyone was clear.
- VA said she also felt it was important members of the group read the document again in their own time and consider any other questions they may have. AC agreed with this.
- JK said some members may remember in the original S106 there was a list of names and if the traders name was not on this list, there was no guarantee

they would be allowed to move to the temporary market. JK stated this list has now been removed and now anyone that is in the market 3 months before the closure of the market has a right to move. JK confirmed this would be the same for moving back to the new permanent market.

- JK said they will try to give traders the same size unit in the temporary market as they have now. He said in the document they had committed to maintaining at least 90% of the traders unit. He said this was due to uncertainty about fitting all the traders into the temporary market, however now they believe they can fit everyone in because they are going to have a mezzanine level.
- JK said they have confirmed what services will be available in the temporary market, such as water, electricity, phone lines, units will be painted, flooring will be put in and then gas as appropriate (i.e. food uses). He said food uses would also have drainage and ventilation.
- JK said Grainger have also committed to advertising the temporary market which to his mind would be lots of signs on hoardings and ensuring people do not miss where the new market is.
- JK said the document reconfirmed that all traders will have 6 months' notice for the closure of the market.
- MK pointed out that he uses space outside of his unit and wanted to know if Grainger would provide this space as well as the same size unit in the temporary market. JK said he would get the same size as the licenced area he currently has. He said as he understood it MK's forecourt areas belongs to the Highways so this was not in their remit. JK said this isn't to say MK can't open out onto the highway in the new location but he would need the relevant permit from Highways.
- JK said licence fees has been a popular question over the last few years and this agreement sets out what the licence fees will be. He pointed out the table that is a part of the document.
- BN said in a previous meeting he put forward the idea of having a 6 month rent free period and that MH had agreed with him on this. He thought this had been agreed upon and wanted to know why the document only said three months. JK said he did not confirm 6 months' rent free and he felt he had been clear on this from the start.
- BN disagreed with this so JK suggested he check the minutes from this meeting. JK reiterated he did not agree to 6 months and would not agree to this in the future.
- JO asked BN he meant half price rent for 6 months. BN said no he meant 6 months' rent free.
- JK said once again that this cannot be done. BN said he remembered this was discussed at length with JK and JO and MH agreed to his point. BN continued to say that he remembered JK agreeing to this very clearly.
- AC pointed out that JK cannot agree to this because the S106 has already been agreed.
- BN said he was referencing the meeting that took place a few months ago, not the document. He said he remembered the date and the time very clearly and felt this could only be confused if the recording had been deleted.

- AC made it clear that none of the recordings are deleted and all the minutes are available so they can be checked. AC said she imagined the confusion may have come from JK agreeing that he could see BN's point but not agreeing to the proposal itself.
- KT said he too could remember the conversation. He said he remembered that JK did not agree to this.
- BN said he agreed with that but he thought when Marta agreed with BN and added to his points JK then agreed to it. KT said this was not his recollection.
- AC said once again she felt the confusion may be over JK agreeing to see BN and MH's point but not agreeing to 6 months' rent free. BN said this was not the case and was not happy that this document was not reflecting what had been said.
- AC asked BN if he would like her to check the minutes to confirm what happened. BN said yes and he thought this had been recorded so if this conversation was not in the minutes there is a question mark over the accuracy of the minutes.
- AC said all the minutes and recordings are available. She said she would provide BN with the minutes and the recording for him to check himself.
- NA said he had a question regarding the costs in the document of the front units. He said the High Street facing documents are down as £688.90 as a current market value and believes this is understated as this is not what they are currently paying.
- JK said this number came from a per square metre, per annum and is an average. He said one of the problems they have had in setting rents is there are lots of different rents so some will pay more and some will pay less. JK said they have looked to take an average and apply it to the whole market. He said this was to avoid having 38 different rents. JK said the figure he pointed out breaks down to roughly £115 a week which may be more or less than what they are paying now.
- NA said even as an average this was not close to the fee they are currently paying. JK said these were the numbers that were provided and what they have worked from.
- VA asked who provided the numbers. JK said this was work that was carried out by Grainger's independent market experts having worked closely with JO.
- JK said traders would have 3 months' rent free in the temporary market and a 30% discount on licence fees during the first 18 months.
- BN said once again he felt 3 months was too short. JK said they would have to agree to disagree on this as he wanted to continue through the meeting's agenda.
- AC wanted to clarify that the document they were discussing has already been agreed. She said it went out for consultation back in June/July last year and it was sent out to all the market traders. She said she knew her colleague and Molly had gone around the market discussing this with traders. She continued that everyone had roughly 2 weeks to comment on the document. AC said she wasn't sure what comments were made to the Council but this is has now been agreed and there is no room to change it at this stage.

- BN asked why there was no room to change the agreement. AC replied that it was an agreed document. BN said he did not understand why they were discussing it in the meeting if it could not be changed.
- JK said he believed he said last time, that if there was a 6 month rent free period then they would really struggle to get a market operator to run the market in that time because there would still be costs associated with running the market but there would be no money coming in from rent. JK said this would lead to the market closing.
- JO added that 6 months would make it unviable. He said the independent market expert said the rents the market traders are currently paying are relatively modest and there is plenty of room for an uplift in the rents when they move into new premises.
- JO said even though this was the case, given the sensitivities around the move it was agreed concessions should be made. JO said he didn't have any direct input into the rents and the figures came from the independent party mentioned previously. He said they reached this using a range of comparable markets throughout the UK and in the London area in particular. JO said he agreed with the conclusions although he felt that there should be less than 3 months' rent free.
- JO said he could understand why traders would have issues regarding the document and there were certain elements he did not agree with however the document is final and should be treated as so.
- JO said the figures were not unreasonable. JO said traders also needed to be aware that when using the comparable method different factors that affect different markets should be considered. He said these factors include paying towards utilities or any other services. JO said the best way to compare market rents was on a sq m or foot per annum basis. JO said he knew a lot of time was spent reaching the figures in front of them to make sure it was fair and accurate.
- JK wanted to make a correction on a comment he had made previously in the meeting. JK said the money from the mayor is £284,500.
- MK said he did not think this situation was fair. He said he considers fitting out the empty unit he will get to be very costly. He said he remembered when NA had work done to his unit is cost roughly £40,000 to carry out the work.
- JK said Grainger have been listening to these concerns and said they had considered traders who have very specific requirements. VA said a lot of traders will need help and used herself as an example as her whole unit is bullet proof for insurance purposes which would need replicating. MK added that he had a key cutting machine that would be costly to reinstall. He said he felt everyone would have something like this.
- JO suggested that traders come along to his Business Workshops as they are exploring these issues further. He said they are looking at things such as a group purchasing arrangements or other avenues of cheap finance to allow for fit outs for units. JO said lease purchases could also be considered.
- JK said point 3 on the document refers to relocation, which includes all reasonable removal cost, expenses and fit out. He said removal and relocation is included, as well as reasonable non-demountable fixtures. He continued that this meant if something needs to be moved but cannot be taken out of the

existing unit then they will look at how they can help. JK caveated that this excluded anything that is dangerous or unlawful.

- AC said she thought once the decision of the inquiry had been announced then another set of one to one meetings would need to be carried out to understand exactly what each trader would need in terms of moving. AC said this would allow traders to tell Grainger in detail what they would need and hopefully give them some comfort that it would be dealt with correctly.
- JO said legally there will need to be an agreement between him and the traders on what is being moved. He said things like electrical equipment requires needs to be discussed, for instance if equipment requires a three phase electric system then who pays for the installation and who pays for the connection.
- VA asked how many months before the move these meetings would take place. AC said she thought it would be 6 months before, as this would be the same time traders are given notice of the move. She said any earlier than that could prove more complicated as traders may decide to leave.
- BN said this would be a good opportunity to see who in the market was using equipment inappropriately or dangerously. JO agreed and said everything in the temporary market will be authorised and approved. JK said everything will need to be PAT tested.
- JO said some equipment will not be legally safe and it would probably be cheaper to replace then fix.
- BN asked what would be done about CCTV cameras that have been installed professionally. JO said in theory items like that will have been written off against tax at some point and the traders would be in a position to replace the equipment at a relatively low cost without having to dip into their moving fund.
- JO said not everything is going to be simple but the one to one conversations will help.
- JO said theoretically it would be good to have one contractor who dealt with all the traders CCTV cameras. LA said she thought this would be a good idea.
- JO said they would also provide traders with a high speed internet connection with a switch gear and basic wiring to allow for an alarm system and CCTV. JO said the actual equipment would need to be provided by the traders.
- LA said her equipment has safety certificates and is all moveable.
- JO said firstly if it is her equipment then she is welcome to do what she likes with it but with regards to moving it, if it was suitable either JO himself or his colleagues would assess if the equipment was good enough to move into the new building, which is based on safety regulations. He said a contractor would move everything across the road.
- LA clarified everything is brand new so it would be fine to be moved.
- AC said once again this would be a conversation that needs to take place nearer the time on a one to one basis.
- JO said he has done this sort of move before and is confident he will know exactly what can be moved.

- LA said she hire purchases her equipment so she can change things whenever she wants. JO said this is something he can explain to all the traders if they come to the Business Workshops.
- VA asked who was paying for the Business Workshops. JO said they were effectively being paid for by the Mayor and the facilitation process. JK continued that Grainger pay JO for the facilitation process and there is money in the Mayor's grant for this facilitation.
- VA said that they had mentioned earlier that the Mayor's money would not be available until the decision had been given on the inquiry and wanted to know if this money was being used already for these workshops. JK said they were not using the Mayor's money, as Grainger were paying.
- AC reiterated that questions could be addressed in the one to one meetings. BN said he did not think the meetings would be a good idea because he thought these meetings were intimidating and designed to drive traders away. BN said he thought things should be discussed in the Steering Group instead.
- AC said she didn't feel it was fair on everyone to sit and discuss one person's unit. BN disagreed. MK pointed out that this is an issue for the future. BN said he felt it was relevant now.
- BN said everyone has their own interests and by talking one on one people may get left behind. BN said it is important people know what they can get from this arrangement. AC said she agreed with his last statement. BN said that all the points should be covered in the meeting so they can feed the information back to all the traders.
- AC said that the points could be looked at in a generic basis. She continued if there were general questions, they could be discussed in this meeting but if the questions were specific to particular units then it should be discussed at a different time.
- MH said each trader would know their own unit best and therefore be the best person to speak about them. She continued the traders will know measurements and requirements and everyone must be heard individually. MH said this is why we have reached this point in discussions.
- LA said she wanted to look at the bigger picture and progress with everything where possible. She said she is looking at the best way for her to move and making the necessary calculations.
- JO said he broadly knows how much electric is needed for each of the traders and if they need ventilation or drainage.
- AC moved the meeting on to marketing. She explained that this was a topic that was supposed to be discussed in the previous meeting but they ran out of time. AC said that MH had carried out some research and VA had requested some time to speak to traders as well.
- AC asked if MH and VA could now feedback on what the other traders have said about marketing.
- LA said MH and herself had spoken to someone about marketing the market including Facebook and other forms of media. She said this person had carried out some work for them and she thought it looked good.

- LA said MH has been very busy organising marketing and that there had been some negative feedback. LA said some people had been sceptical but she said traders need to see the bigger picture.
- LA said that a lot of traders are concerned and want to improve. LA said that traders want the temporary market to be publicised so people know where it is.
- MH said several traders have discussed different ideas with her.
- MH said on the 1st of January a few of the traders took part in a New Year's Day parade representing the market. MH said they only had one month to make and prepare a float. MH said she is also a member of the Latin American Women's Organisation. She said there is footage of their participation which she thought was positive publicity for them.
- VA said the idea was to promote the market and they had discussed it before including the banner which was not very popular. VA recapped that previously the banner had flags on it but some members of the Steering Group thought images would be better.
- MK said he thought good examples of these images would be meat and fruit etc. VA said she thought this would attract more people.
- VA said a lot of the traders who she spoke with weren't sure about what they wanted but they agreed images would be better than the flags.
- VA said kids are very important in her community and images that invite families to come to the market were important. She said it was also important to find images that reflect the market.
- AC said she believed JO had made some changes to the banner. JO confirmed this.
- VA said these changes had not been circulated. JO said the banner would not be going up until the end of February because TfL are now going to be carrying out work to front of the building.
- JO said this work would be carried out on the 15th January. He said once this work had been carried out then banner would go up. VA said the banner needed to be circulated first. **JO said he would do this.**
- AC said whilst she hadn't seen the sign herself, JO had told her that the banner had changed. JO confirmed this and said there were now cups of coffees etc. on there.
- MK said a lot of leading retailers used images of food which was very effective. AC said she was pleased that the traders had put forward a suggestion and JO had made amends accordingly.
- VA said he hoped that JO would be open to making further changes if traders felt they were necessary.
- JO said he had an in house designer who can work on the brand for the whole market and this is a big strategic issue. JO said they needed to decide how they were going to brand the market and this would need to identify the key uses. He said they needed to consider if they brand the market based on the fact it is South American or do they look at it as a food market and so on.

- MK and VA said everyone had to be included. AC suggested that JO circulate the visuals and they could go from there.
- BN said he felt very strongly about his national flag being included on the banner if that is the theme that was chosen.
- MK said he felt one of London's strengths was that it is international. VA added that Tottenham was particularly diverse.
- AC said there were other ideas for marketing aside from the banner including leaflets and websites. NA said the local community could help raise the market's profile as well.
- AC said there had been delays in carrying out the marketing activities because VA joined and wanted to discuss the ideas with traders. AC said she wanted to use this meeting to discuss feedback and decide upon ideas so they can action them.
- AC said the item was the banner which has been discussed. She said the other items advertising and the website.
- AC said JO has already started the process with the website. VA said she thought JO was unhappy with the photographs for the website. JO said he did not have many photographs. JO said he needed photographs of every trader that wanted to include.
- AC said one of the items they discussed was getting external help to get the website launched. AC said this help would involve speaking to the traders to get relevant information and help to get some images. AC said the Steering Group members were going to consult the traders on this. AC asked VA what the responses were.
- VA said she was unable to discuss the website because when she brought this up with traders they then spoke about other things. VA said it has been complicated to move on to discussing the website when there are other issues. VA asked for another opportunity to discuss this.
- AC said before VA joined the Steering Group LA and MH said they had spoken to the traders about marketing and the list AC has been talking about are ideas the traders have had.
- AC said for instance the idea of getting external help had come from the traders. AC said that JO had hired someone to help with the photos but from what she understood it was felt that someone who could speak Spanish would be beneficial.
- MH said she asked each trader and this was in the meeting prior to September and they gathered ideas from everyone on how they could better the market. She said a concern they had was not all of the traders spoke English so JO's photographer may not be the most effective.
- VA said she thought they should do it again because she wasn't sure MH spoke to all the traders and said wasn't in the market when it took place.
- AC said she felt the question was "did VA think the traders would not want a website". AC said if they did then they should begin the process. She continued that she thought a Spanish speaking person would be helpful.

- AC said she was confused why VA thought consulting on this again would be necessary.
- MK said it was important to focus on improving everyone's businesses. MK said it wasn't just a website that was stopping the market moving forward.
- AC said it was important to agree on these measures otherwise nothing could be implemented.
- MK said the banners and website were not as important as other issues. MK said marketing things that were false could be more damaging.
- VA thought the website etc. would be fantastic but other aspects of the market needed addressing first. She said this was issue she faced when talking to traders.
- VA said if they are going to have a website they need to have a very nice market, which she did not feel was the case at the moment.
- AC said she did not think they were going to resolve all the market management issues as there will always be things that arise. AC suggested in this case they should discuss both at the same time. She said this would allow for them to talk about market management problems and implement marketing strategies.
- MK said a lack of security is taking over the market and it is affecting people coming into the market.
- AC said security isn't necessarily market management issues and had been discussed at length in previous meetings. She continued that they cannot control what happens outside of the market.
- MK said security is a huge issue for him and felt strongly about addressing it.
- VA said if people were hired to work within the market then they would need to be proactive. VA said there had been an issue during the Christmas period that should have been dealt with by security. JO said this was the first he had heard about it. **VA said she would confirm the date.**
- VA said she had spoken to Marisol about this but she had not been paying full attention at the time. MK said he was not clear what Marisol's job was.
- JO said on the 24th (when they think the issues arose) he told security to stay on the main door to make sure members of the public did not come in and only invited guests of the traders entered. He said he had made it clear that any guests were the responsibility of the traders.
- MK said that the security that night had been placed on the wrong door. AC suggested that JO look into this further. JO said he had stayed on Christmas Eve and New Year's Eve and as far as he was concerned they were doing a very good job. **JO agreed to look into this further.**
- JO said in response to requests from the previous Steering Group meeting he put on additional security in the afternoon and evenings. He said over the Christmas period he put on extra security for the market to be open on Sundays and for Christmas Eve and New Year's Eve for the private parties. He said it was very effective. He said he felt it was particularly good on New Year's Eve when officers were deterring youths outside the market.
- MK said for him personally, they make things worse.

- JO said it has costs him roughly £2,500 to put on the extra security over Christmas. He said the cost is £13 an hour for a security officer which had been negotiated down from £16 an hour. He said he felt they were very efficient and they can be on call which means they can be there within 5 minutes of an incident if a manager contacts them.
- JO asked the members what they would like to do now in the New Year with regards to security. He asked if they thought the prices were justifiable as he could not afford to pay for the extra level of security each month which meant there would need to be a cost that comes back to the traders.
- AC said to clarify, JO had said over the Christmas period he would trial additional security at his own cost but in the New Year if everyone wanted additional security then this would have to be a cost for the traders. She continued that he agreed to look into the costs of this and present it to the other traders. JO said this quote is the £13 he mentioned.
- AC said the Steering Group members would have to go back to the rest of the traders to ask how they felt about this. VA said she did consult them.
- MK said the market needed better management and needed better communication. AC said this didn't sound like a security issue, this sounded like a wider management problem.
- MK said he had been in the market for many years and knew how everything worked. He said when there was clear management of the market, anti-social behaviour was not an issue.
- BN said he thought MK's problem was the fact he has reported problems to an on duty manager but this manager has then told the gangs that MK has made the complaints against them which has caused aggressive behaviour.
- BN said this has led to traders being too scared to say anything because they will get named which breaks confidentiality.
- **AC agreed this is dangerous however without the manager in question there they would not be able to sort it out within the meeting but suggested JO looks into this.**
- JO said he did not personally carry out security and this was something he paid someone else to do. MK said it wasn't the security that was the issue it was how management were dealing with it.
- JO said it was the managers responsibility to call the police if there are issues and his managers were Henry, Marisol or George. JO said one of these three people are always in the market.
- BN said JO should put the rota of managers on the notice board so people know who they need to talk to. AC said this was a good idea.
- AC said she knew in the last meeting they discussed having a security protocol in place which JO has with him to share with everyone.
- NA said as they were talking there had been an incident in front of Seven Sisters. He said there had been a stabbing amongst the gangs.
- VA said these issues were very serious and JO agreed and said he does his best to sit down with the right people to agree what they were going to do about it.

- MK and LA said the gangs were hiding drugs in front of their units.
- JK said if there had been a stabbing outside the market then this was very sad news and encouraged everyone to be extra safe walking home however if there was security in the market at that point then they would not be able to control what happens outside. JK said if people are on the highway then there is nothing they can do which JO agreed with.
- MK said there was a line in which the front belonged to the market. JK said this was not the case and JO said it was public highway all in front of the market. JO explained that the legal ownership of the market belonged to TfL which was leased to him but the outside space was public highway which means he does not have authority over it.
- JO said despite the fact this is ultimately down to the police he was willing to hire security in a bid to deter this behaviour. JO said he makes every effort to contact relevant parties to help with these issues.
- JO said despite everyone's best efforts the issue still remains that the police do not have enough resources to tackle the problem and eradicate it.
- NA said in a previous meeting JO had committed to installing a 'mosquito' deterrent. JO said this was correct however like the banner this could not be installed until TfL had carried out their work.
- JO said in the meantime he has had to speak to the police about installing them and consult with Haringey Council as he wasn't sure if the installation would breach human rights as they are focused on public highways.
- JO said he had not received any comments saying he could not install them so he intended to proceed.
- VA said she felt the traders needed someone they trusted and could speak to about antisocial behaviour in the market. She said these conversations would need to be confidential so no one was at risk.
- VA said there have been issues like this in the market historically and now it is getting worse again. She said she felt it was important to know how to speak to people causing problems. VA said she has done this herself and patrols the market when she can.
- JO said he did not feel he was qualified to carry out these conversations.
- JK asked VA to clarify her point. VA said the point she was trying to make was there needs to be someone that walks around the market and the traders can speak to without feeling intimidated.
- BN added that this person needed to be tactful with the gangs as well.
- MK said he thought lighting in dark areas of the market, such as the door, would help. He said a camera would help as well even if it was fake.
- JO said he had asked MK to keep his lights on under his canopy at night. MK said he tried this one night but then the light was stolen.
- JO said as well as the 'mosquito' deterrent they are also proposing additional lighting however he did not think this would stop them. JO said he felt the only thing that would stop them is police intervention.

- AC suggested that JO go through the security policy so everyone was clear.
- JO said traders will need to decide how serious they believe the incident to be. He said if the incident involved a trader on the receiving end of violence, or is being threatened or being assaulted/witness an assault, which would constitute a genuine emergency then they should immediately call 999. JO said this is what the police have requested to tackle the crime in the area.
- JO said however if the incident was not an emergency but it is still urgent, for instance no one is being assaulted but someone is still being harassed, then traders should ring 101 which is a police number. He said these calls can take time so would suggest contacting his market manager or security guard and they will deal with the matter without traders getting involved.
- **AC said that JO needs to talk to his managers about handling these complaints without mentioning traders as MK had said previously. JO agreed to this.**
- AC said as she understood it there are 3 market managers who are on a rota but there is always someone present in the market for the whole duration of the day. JO said this was correct.
- AC said to VA that she should contact this manager for assistance. AC said on top of this was an existing security policy that she suggested JO explained.
- JO said there was a gentleman from CUP (Closed Unit Protection Services) who has a contract with JO's company and they will respond within 5 minutes of a complaint.
- VA asked for the name of this security guard and his contact number. JO said this company will only act upon his instructions or his staff. He clarified that they will not accept instructions from traders.
- MK and BN said they had some issues with Marisol. LA said she had never had a problem personally but she had seen a lot of the issues.
- BN said it was important for traders to know which manager was duty using a rota.
- BN said he had seen problems within the market and was concerned for trader's safety. He said he was concerned that they had to keep coming back to this topic.
- MK said in the last meeting they discussed ventilation. JO said he and MK had discussed this and agreed that it can be done but it is not a priority at the moment.
- VA said JO has previously agreed to carry out the ventilation work. JO said he currently had more urgent issues concerning security.
- JO showed the Steering Group members the list of priorities. He said this list also shows activities that have been undertaken which have improved the market.
- JO said he does his best to improve the market and is taking reasonable measures to improve the security within it.

- VA was not happy that the ventilation was not being dealt with. JO said he had been dealing with other matters including security and carpeting.
- JO explained that Item A on the list are the works that are almost finished or complete. He said these were the absolute priorities which related to health and safety of the premises.
- JO asked the members to look at Item B on the list which are works that are currently in progress, including items such as replacing carpet and signage. He said these were all matters in hand and there were explanations on each item within this list.
- JO said at the end of the document was pending work which is work that is planned but has not been started yet and this covers issues such as the schedule of accommodation for the temporary market.
- JO said there were numerous issues within the document, however they needed prioritising. He said in the market the priority was always health and safety.
- JO said there issues on the list that he has decided aren't urgent that work in the traders favour such as unauthorised unit alterations. He said as long as outside bodies did not pressure him on this he is will to leave this issue alone for now.
- JO said traders who do not pay their rent on time hinder his efforts to finance the improvements to the market.
- AC asked JO to discuss the activities he is currently undertaking. JO said next week there will be structural repairs on roof repairs and security improvements to the first floor of the building. He said the replacement floor tiles will be delivered next week. JO said he has asked a few people for a quote to lay the carpet.
- JO said that signage installation was pending. He said that lighting and mosquito installations are pending the scaffolding coming down. He said that the business development workshops will be ongoing. He said he needs better attendance and was frustrated that a market meeting had been organised for the same time which took place in the market without his permission, which subsequently cost him a lot of money.
- JO said there are preparations for traders to be become VAT registered. This will help with the installation of new electrical metres. He said they were installing new electrical metres to avoid the confusion and uncertainty over recalculating or recharging. JO said these will be installed to everyone's stalls.
- BN asked about the insurance item on the list and asked what would happen if traders had their own insurance. JO said this was fine and there was no obligation.
- VA asked about the alarm for the whole market which was mentioned in the previous meeting. JO said they will look at this in due course and at the moment it was not a priority.
- JO said traders were welcome to add items to the list for him to consider.
- JO said they are currently reviewing the waste and janitorial costs.
- JO said the electricity rate is still too high but this is largely out of his hands. JO said he is going to try and negotiate a new deal.

- JO said with regards to the toilets there is still some work that needed to be carried out in the ladies toilets.
- JO said there are still too many chairs and tables in the aisle of the market which is not compliant with fire safety regulations.
- BN said he was concerned about the bills and arrears item on the list. JO explained that there are two pending court actions regarding covering arrears from people whose licences have been terminated for failure of complying with the terms and conditions of the licence. JO said this was an ongoing issue which does not affect the Steering Group members.
- BN asked about the subletting issue. JO said he already taken action against traders who have been subletting their units.
- BN asked if JO thought this was fair as subletting had been going on for years and Jill had never had a problem with it. JO said he could not speak for Jill. BN said he did have a problem with JO enforcing this rule; he just wanted to make sure he was speaking to people fairly in the first instance.
- JK said the meeting had to end due to time. He was concerned that the meetings did not make enough progress in terms of the items on the agenda. JK said they could either reduce the agenda to one item per meeting or they could make the meetings longer but he thought this would be a hard task for the translators.
- AC agreed with this and suggested two agenda items per meeting would be more appropriate.
- KT said the traders are obviously concerned about immediate matters within the market and thought these should be tackled outside of this forum as it should be focusing on the future of the market. He continued that traders needed regular meetings to discuss this.
- VA said she thinks there have been issues in communication between the market managers and traders. VA suggested that the traders meet with JO on a regular basis to discuss issues they are having.
- AC said she knew JO had tried to trial this already. JO said the meetings were not constructive. VA disagreed with this and wanted to meet half way on these problems.
- MK said he wasn't sure if he could continue operating if things carried on like this.
- JK said the next meeting should be on the 22nd February and he also announced that AC would be going on secondment with the DIO so she will no longer be coming to the Steering Group meetings. He explained that someone would be replacing her and people can continue to communicate with her in the meantime.

ACTIONS:

- **JK to check how the Mayor's money is to be spent**
- **Steering Group members read the S106 document and ask any questions they may have in the next meeting**

- **To check the minutes on what had been agreed for the rent free period – these minutes and the recording need to be sent to BN**
- **JO to circulate images of the banner**
- **VA to confirm that date of the security issue over Christmas so JO can speak to the relevant manager about it**
- **JO will also look into how managers deal with reports of antisocial behaviour**



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 22nd February 2018 – 7.30pm - 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Keith Trotter (Haringey) – KT
Nicholas Amayo (Trader) – NA
Mohsen Khanjay (Trader) -MK
Elena (Translator) – EX – part of the meeting

Meeting notes:

- JK welcomed everyone to the meeting. In reference to the new format of the agenda JK explained that it was agreed at the last meeting to reduce the number of agenda items to one or two items for each session to allow more time to discuss those items.
- JK moved to the first item on the agenda - S.106 obligation. JK explained this was discussed briefly at the last meeting and agreed should be rolled over to allow people time to read the summary and ask questions.
- MK asked for clarification on whether the S.106 summary document is the same document/changes made last July and asked if the changes still enable all traders to qualify for the benefits.
- JK confirmed that the S.106 summary document is the same document produced in July 2017, which is a summary of the amendments made to the original S.106 obligation.
- JK also confirmed the amendments made to the S.106 obligation applies to all traders in the market, ensures no relocation costs to traders, ensures set rent for 2.5 years in Apex House and set rent for 2.5 years in new market. He confirmed that the amendments to the S.106 also confirms the temporary location for the market is Apex House.
- MK said he is aware some traders are concerned about the exact locations of their units in the temporary market.
- JO said he understands that is/would be a concern.
- MK suggested the nature of the businesses should determine who has the front units over the back units.
- JK said he recalls JO circulated criteria document for allocating units last year. JO confirmed he did circulate a selection criterion for allocating units and explained he believes a criteria process is the best and fairest process for all traders.

- JO explained the process for selection criteria would be based things like which businesses can attract footfall, amount of area required (external/internal), display space etc. He continued to explain that some businesses are destination businesses, which can be located inside the market clustered around similar uses, where as other businesses can draw people into the market and therefore lend themselves to have frontage units.
- JO explained the selection process is not developed enough to know which units would be located where at present.
- JO continued to explain that from his experience of similar situations the process tends to be collaborative. He explained he would normally produce a layout drawing of the whole market and issue it to all license holders requesting them to state their first, second and third preferences in terms of unit locations. This is then compared collectively and agreed. He explained from his experience people tend to agree between themselves which units they want to take because people tend to have preferences as to who they want to be neighbours with.
- JO explained in such situations if there is a conflict over a particular unit, then at that point, the selection criteria is implemented.
- MK said he feels that some people might not agree that the collaborative approach described by JO is fair. He suggested that a formula style i.e. grouping businesses into types of business, how long they have been in the market etc. would be a better and more fair process to follow. He said he feels otherwise the traders would fight over particular units i.e. frontage units.
- NA said he feels that a selection criteria process is subjective and would come down to what JO considers to be successful/appropriate for certain locations. He explained from a personal point of view his business relies on passing trade and a similar frontage unit would be his preference.
- JO explained that there are also practical factors which will need to be considered as part of the allocation process and gave the example of a hairdresser's business. JO continued that a hairdresser would require water and drainage and therefore would be better suited towards the back of the market because it is the cheapest and easiest way to provide access to water and drainage and therefore naturally that type of business would be in a particular location within the market.
- JO continued that practical factors that would determine where a number of the businesses should be located. He said he does not feel that the location of a business prevents it from trading well and explained that there are a number of solutions that can be implemented which will enable visitors/passing trade to be aware of businesses towards the back of the market. He gave examples of advance signage and video and rolling displays which can show people there are other businesses inside the market than what is shown at the frontage.
- JO said he recognises that the location of the unit is an emotive issue. He said he is aware that a number of the businesses have had their particular units for many years and will expect to have the similar locations within the temporary market and he would need to look into how units are allocated.
- JO explained the next step is for him to produce a layout drawing with zones/colour codes and identifies where he considers each of the services/business types should be located and then share this with the traders.

- JK said in about 3 to 4 months people would be able to walk into the ground floor area of Apex House and begin to get a feel for how the space will be.
- JO added one of the criteria for choosing which businesses will be located at the front is going to be based on the type of business and what type of display it will require. He explained his preference is for businesses with low rise displays to be at the front to enables people to see into the market.
- MK said he thinks it is important that the temporary market does not have open space to discourage youth congregating as they do now outside the current market.
- JK explained that with residential use above the market, Grainger will be keen to ensure there is no loitering of youth and anti-social behaviour outside the development.
- MK continued that his concern is the courtyard area, which he considers could attract anti-social behaviour
- JK explained that the courtyard between the buildings is private land and will be within Grainger's ownership and therefore Grainger will be able to ask people to leave if they are being a nuisance.
- KT asked what security measures will be in place for the temporary market. He asked if there will be a security guard/physical presence of someone onsite
- JK explained how Grainger's Built to Rent buildings work. He said it is on a site by site basis and typically includes a concierge onsite during office hours and, for some sites, there is an after-hours security guard onsite. He explained there is a possibility Apex House might have out of hours security onsite and said the security's role would be to service the residents and keep an eye on the property.
- JO said that the market management structure at the temporary market (Apex House) would be different to how it is structured currently. He said he would expect the market manager on duty on a day to day basis would not need to deal with as many maintenance issues and rent collection. In the new market a new rent payment process will be in place which will allow for more efficiency in how the market is managed and fewer maintenance issues will allow the market manager to support/manage the market better in terms of security and other issues.
- MK said he feels they have discussed S.106 updates enough and it is too early to discuss details of the move and therefor happy to move onto the next agenda item.
- JK moved the meeting onto the second item on the agenda- marketing. JK explained marketing was on the agenda to allow VA to feedback to the group what she had discussed with all market traders regarding marketing ideas discussed at the steering group meeting a few meetings earlier. JK said in VA's absence he was happy to take the lead from MK and AM on what feedback/points they would like to raise.
- MK asked for an update on the 'banner'/signage design.
- JO said he has updated the design more recently and is waiting for a response from TfL regarding the scheduled maintenance work to confirm these have been

completed particularly in relation to the external and flat roof before installing the new signage.

- MK said the flat roof above his unit is still leaking, despite Tfl's attempts to fix it.
- JO said he is aware that the work is not fully complete. He said he provided Tfl with a long list of maintenance work that needed to be carried out and he is aware that they have completed the work to the main roof and some structure issues with one of the walls but is still awaiting response on whether they have or will complete the other items on the list.
- JO agreed he will chase Tfl again on the actions, particularly the flat roof issue above MK's unit which is still leaking despite Tfl's attempts to fix it.
- JK reiterated that if the issue is external to the building then it is the landlord's responsibility and has to be agreed/passed onto Tfl.
- MK explained that the leak is damaging his stock. JO said he will pass this complaint on to Tfl. **JO to follow up with Tfl regarding flat roof issue and pass on MK's complaint**
- MK asked what is happening with the carpet installation.
- JO explained that the carpet delivery was delayed and only delivered last week. He said he has appointed a contractor to lay the carpet and scheduled for them to do this last Saturday, however the contractors did not turn up and is looking into this.
- MK asked whether he can report back to the other market traders that the carpet will be installed within the next month. JO confirmed that should be possible.
- JK asked how many days it would take to lay the carpet. JO explained approximately two days and will be done in three phases.
- MK raised issues with the male toilets. He said for two weeks there has been no toilet seat. He said he has reported this to Henry (market manager) who reported back to him that good quality/industrial seat is being sourced but nothing has been sorted.
- JO explained that they have replaced toilet seats on numerous occasions, but they are always vandalised or stolen.
- NA said that the seats are vandalised not stolen, and the problem is when it is vandalised there is no seat for weeks.
- JO agreed that no toilet seat is acceptable and agreed to speak to Henry the next day (Friday 23rd Feb) to sort this. **JO to speak to Henry to resolve toilet seat in men's toilet.**
- MK asked JO if the seats will be replaced with industrial toilet seats (suitable for constant use) as per what Henry told him or replaced with ordinary seats.
- JO said he will speak to Henry to investigate and replace the seats but explained they can not keep replacing it if they keep being broken.
- MK asked for an update on the ventilation for the front door to deal with the cooking smell. JO said that has not got around to fixing that and apologised for

overlooking it. He said he will investigate it and get it resolved. **JO to fix ventilation for the front door.**

- JO said he is aware some of cooking taking place in units without proper ventilation in those units and has spoken to the culprits about it on numerous occasions, but he cannot stop them without closing them down. He agreed to resolve the ventilation issue but said he does not think fixing the ventilation would resolve the smell issue.
- NA requested to see a copy of the signage design. **JO agreed to share the signage design with the members.**
- JO provided an update on what the police said regarding installing mosquito ultrasonic repellent to discourage anti-social activity outside the market. He said these will be installed at the same time as the market signage.
- JO continued with more positive news regarding work he has been doing with local Met to combat some of the anti-social activities outside the market. He explained because of evidence he has been providing the Met, the police were able to make 18 arrests earlier in the week, all of which were drug related. He explained that the police are aware of the offenders who loiter and deal drugs outside the market and are likely to make further arrests in the coming weeks.
- JO said the police are concerned that outside Seven Sisters station is a hotspot for personal attacks and robbery and therefore the area is on their radar. He continued however, the police are under resourced and this need to be acknowledged.
- MK explained there was a police Kiosk on the other side of the road opposite NA unit, which was always manned.
- NA said there was a situation recently with a group of youths dealing drugs outside his unit. He called the police and while the police responded they were not discreet with their investigation and this has concerned him. NA explained he feels the police made it obvious that they were acting on a tip off. He felt this is something to report back to the police to ensure they are more discreet in future.
- JO reassured NA that the police would not reveal the identity of the person reporting crimes. JO suggested that if he is concerned in future he should consider reporting via Crime Stoppers which is anonymous.
- KT explained there is similar issues in other parts of Haringey. He said he appreciates it is frustrating how long it takes the police to mount a proper operation to collate evidence and convict the culprits but when they do it can help such as the recent arrests.
- MK suggested the police should consider undercover operations.
- JO explained the priority for the police across the ward is personal theft, attacks and robbery. The police consider south Tottenham is a hotspot for that kind of crime and have put a lot of resource into the area in comparison to other areas, within the context of the police being under resourced.
- JO suggested if traders want better security at the market and are prepared to pay extra for additional security then he would consider going 50/50 in terms of cost for additional security for the market. He suggested this additional security could be placed at the entrance along the High Street.

- NA said he does not think there is any point in having additional security on the High Street as it's public highway and they do not have jurisdiction over what happens on the High Street.
- NA continued he feels the solution to crime/antisocial behaviour is the police being present in the area.
- JO said a consultation exercise is currently being done on proposed changes to the local policing arrangements and he would encourage traders to let their views be known. **JO to share police consultation details with traders.**
- MK said he is aware LBH is issuing fines for dumping on the street but feels there is no balance with the crime/drug dealing going on outside the market.
- JO said that he has warned traders if they dump things outside the market/street they will be fined.
- KT explained it is council policy to fine people who leave rubbish/items on the street and this is important to ensure people do not dump on the street.
- JK explained while he appreciates the point being made by MK on the lack of balance, the policy and approach taken by the council in issuing fines to clean the streets could assist with resolving some of the issues with the drug dealers.
- JK asked JO for an update on the benches at the front of the market.
- JO said TfL has promised to remove them. JK said he is seeing TfL tomorrow and will raise it with them as well as the roofing issue. **JK to follow up with TfL regarding the benches and roof and report back to the group.**
- JK moved to go through the actions agreed from the last meeting:
 1. JK confirmed he has checked how the Mayor's contribution can be spent and reported that at the point Grainger buy the council's land, Grainger will receive £55K to investigate if the market wants to relocate. JK confirmed this is out of date as the market is relocating. JK continued to explain the remaining sum of £229,500K will be paid to Grainger to assist towards the relocation of the market traders to the temporary and new market. providing market facilitation, business support programme etc.- **Action complete**
 2. Steering group members to read the S.106 summary document and ask questions. **Action complete.**
 3. JK/AC to check minutes from previous meetings for BN regarding rent free period and what was said by JK on this point. **JK said will need to confirm this has been complete.**
 4. JO to circulate design of the banner/signage. **Not complete.**
 5. VA to provide details of security issues over Christmas period. **Not complete**
 6. JO to report on how market managers deal with security issues. JO explained that managers are instructed to report anti-social behaviour and not deal with it themselves. The market managers are instructed to collate any information (video/photos) of security breaches and note it in the incident book. JO will then deal with it by issuing the evidence directly to the police. The traders do not need to get involved. **Action Complete**
- NA said he feels cosmetic improvements to the market is still important to promote the market.
- JO said there has been some good news stories/marketing related to the market recently and gave examples i.e. sponsorship of the Latin American carnival (1st Jan), school visit to the market and a private party to promote

Latino culture and traditions last weekend. He continued that he has some good photos from the party and will be using images from that event to promote/publicise the market further.

- JO informed the group that he is considering an event to coincide with the Colombian Independence Day in June, subject to appropriate permissions from the relevant authorities.
- JO continued to explain that despite negative publicity about the market on google reviews etc. and stories of the market closing they are making good progress in continuing to present a positive image of the market.
- All agreed the next meeting should be on **Thursday 22nd March 7.30pm.**
- JK asked for agenda items. NA said he would like to consult the other traders and come back to the team on what agenda items should be included. JK agreed and said CPO update is likely to be one of them.
- JO requested that MK and NA go back to the other traders and relay the discussion from the meeting to all traders including the positive stories about the market.

Actions:

- 1. JO to follow up with TfL regarding flat roof issue and pass on MK's complaint**
- 2. JO to speak to Henry to resolve toilet seat in men's toilet.**
- 3. JO to fix ventilation for the front door.**
- 4. JO agreed to share the signage design with the members.**
- 5. JO to share police consultation details with traders.**
- 6. JK to follow up with TfL regarding the benches and roof and report back to the group.**



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 22nd March 2018 –7.30pm - 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Keith Trotter (Haringey) – KT
Nicholas Amayo (Trader) – NA
Mohsen Khanjay (Trader) -MK
Chan Baker (Trader)-CB
Vicky Alvarez (Trader) -VA
Marta Hinestroza (Trader) -MH
Marta Gilraldo (Trader)- MG
Ben Nyerende (Trader) -BN

Stanley (Translator)

Meeting notes:

- JK welcomed everyone to the meeting. Suggested a few people (KT, MK, LA,CB) are running late but agreed with those present to kick off the meeting.
- JK moved to the first item on the agenda – Update on the CPO decision. JK explained the decision on CPO was expected in March however it has been delayed and is now expected next month (April).
- VA queried when next month. JK explained it is likely to be mid-April and said by the next steering group meeting JK will be able to update the group on the outcome of the public inquiry.
- JK moved to the second item on the agenda- Promoting the marketing/marketing strategy. JK explained that some time ago marketing ideas were discussed as a group and VA and MH agreed to talk to other traders about those ideas for feedback. He said with the recent negativity around the market in relation to anti-social behaviour etc. and with the construction of Apex House underway, it feels like a good time to discuss ideas on how to promote the market and asked VA and MH to provide feedback to the group following their discussions with other traders.
- VA said a few traders are doing good work to promote the image of the market themselves. She explained that they recently invited a local school to visit the market to try healthy food options- this is an initiative being pursued by her brother (Carlos).
- VA continued to explain that they took numerous pictures from the school visit and are hoping to create a Facebook page and website to promote the market.

- VA said she has spoken to a few traders about it and they are all happy to get involved and keen to see a better image of the market.
- JK asked VA to let the group/him know what schools they have been talking to in order to ensure a more collaborative approach with MAM and Grainger. **VA agreed to pass the details of the schools they are engaged with to JK.**
- VA explained that following the initial school visit, her brother has been contacted by other schools and he has started engaging with them too. She continued saying that the local authority has also contacted her brother to enter a competition for healthy eating.
- JK asked VA whether the schools are primary or secondary schools. VA confirmed they are primary schools. JK explained that Grainger has a relationship with Gladesmore School –a local secondary school and could use their relationship to increase engagement.

CB, MK and KT arrived

- JK stated for the benefit of the late arrivals that today's meeting is focused on discussing ideas for promoting the market and explained what has been discussed thus far, particularly in relation to Vicky's suggestion that her brother is already engaging with local primary schools.
- JK explained he thinks it is a good idea to engage local schools in promoting the market and suggested that there might be more the market can do with schools such as get involved in the school's cultural days and other initiatives beyond food tasting.
- VA said she has spoken to some traders about marketing and some have expressed an interest in hosting an event which involves cooking different dishes to celebrate the different countries in the market. She said this is something they did in the past, which proved to be successful.
- VA continued as the weather gets better, there are numerous outdoor activities they could undertake to promote the market.
- JK said with a large Latin American community in Elephant & Castle and Seven Sisters he wondered whether the traders cross sell the markets to customers.
- VA responded by saying they do and suggested that the two markets are currently working on an initiative to promote the Latin community.
- MH said the Latin American Association- Pueblito Paisa is helping promote the market already. She explained the association organises cultural events such as the one that took place in the new year and a few months ago, which is intended to promote Latin American culture as well as other cultures in the area. She explained they have professional photos from those events, which were paid for by the group and that can be used to promote the market.
- JK clarified whether the photos are for the website and said if so, the photos will be paid for by MAM/Grainger and requested the invoice.
- MH continued to explain that the association seeks to unify the two markets (Elephant & Castle and Seven Sisters) to promote the Latin American culture.
- JK said that he is not sure what the latest is in regards to Delancy's application for Elephant & Castle Shopping centre and asked the group if anyone had an update beyond that the decision on the planning application was adjourned.

- JO said he knows as much as JK does. None of the other members offered a response.
- JK suggested a good thing about promoting Seven Sisters Indoor Market separately to the Elephant is that there is more certainty around the future of Seven Sisters Market because it is being re-provided as part of the new development, whereas the future of the market in Elephant & Castle is still unknown.
- JO said as far as he knows the situation at the Elephant is that they do not have the S.106 agreed in order to guarantee the future of the market. He continued to explain that there is a lot of debate about the market in regards to its size, location in the new development etc. which is still causing a lot of uncertainty. JO said that in his view the progress at the Elephant in regards to the level of guarantees Seven Sisters market has, it is at least two years behind.
- JO said that he feels the situation at Elephant is interesting and that in his view Delancy is probably learning a lot from what has happened at Seven Sisters Indoor Market.
- CB interjected and said she is lost in the discussion and wanted to clarification as to whether it is being suggested that the two markets (Elephant and Seven Sisters) are to be promoted together or separately and whether the market promotion is solely to be focused on latino community. She continued saying that she feels everything organised in the market is focused on latino community and does not include other cultures. She feels all cultures and ethnic groups should be made aware of the market not just one ethnic group- Latin Americans.
- JK agreed that the promotion shouldn't solely focus on Latin American community.
- VA responded to CB saying inviting school children is intended to promote the market to other ethnic groups via children as it attracts mums to the market from all cultures. VA continued that the food her brother (Carlos) is selling is attracting other ethnic groups like Japanese and Chinese people to the market. CB agreed that the food being sold by Carlos is attracting other ethnic groups but said she did not feel that is enough.
- VA said that traders are also texting clients/customers to come to the market. She pointed out that it is important to improve the condition of the market too to attract more people. CB agreed.
- JK agreed with both VA and CB's points. JK asked the group what ideas people have for attracting other ethnic groups besides Latin Americans?
- CB responded saying that it is difficult because the market is branded as Colombian market. She said she feels the behaviour (anti-social behaviour externally and internally with sale of alcohol)/ general environment of the market is stopping local customers of other ethnic groups from visiting the market.
- JK asked how CB thinks that can be changed?
- CB responded saying that she feels the best way is to use local radio and newspapers to advertise the market to the local community and said she thinks this will help bring back the old customer base.

- CB continued saying that in the past the market had a more diverse offering, which attracted other customers from the local area as well as from further afield. She said she feels this has withered because the diversity in the market has diminished. She said she feels the market is more like a diner these days with mostly restaurants/cafes.
- JK asked BN if he agrees or disagrees with the points raised by CB. BN responded saying he feels people that come to the market tend to visit for a particular reason. He said he thinks spending money on marketing is not going to make people spend more money in the market. He explained the few services/different types of uses in the market attract the customers who then spend money in the restaurants and that is how it works.
- BN agreed variety of uses/businesses would be good for the market but said there are no units available for different uses as far as he knows. He explained he thinks this is what limits the market from offering diversity and attracting different ethnic groups.
- JK asked MK how many of his customers go into the market after shopping in his unit.
- MK said he feels the location of the units make a difference. He continued saying front units attract different customers to those inside the market and explained he feels if his business was solely inside the market it probably would not survive. He suggested this is because the people that visit the market are from that community and view the market like a meeting point. He said he feels a majority of those people would not buy from his business. He explained having a front unit means he has a variety of customers who are not all linked to the market.
- NA said he thinks the money transfer business is instrumental in the market for attracting different cultural groups as it does not solely service the Latin community. He explained not all his customers are aware of the market and tend to just visit his unit. He said as part of serving his customers he tries to encourage people to go inside the market and look around.
- MK asked NA whether he thinks his business would survive and attract a variety of customers if it was inside the market.
- NA responded to MK and said that he feels his customers would need to know that his business is inside the market first.
- VA said she feels what is required is a sign/advertisement for inside of the market.
- MK said he feels with the current situation only businesses linked to the Latin community could survive inside the market and not other types of businesses.
- CB agreed with MK.
- MK said he feels that market management can make a difference to the types of customers the market attracts by ensuring a variety of uses. He continued saying that a former trader (Bernice) who traded African clothing attracted different customers to the market. However, since the loss of that trader, which has been replaced by a barber shop, that customer base has been lost to the market. CB agreed with MK.
- CB said she feels that there are too many barber/hairdresser shops in the market.

- JK asked how many hairdresser/barber shops are in the market.
- JO responded saying there are approximately 8-10 units.
- MG stated that she does not understand why so much time is being spent talking about what already exists in the market. She said that there was diversity in the market in the past, but that did not help the market move forward. She continued saying she feels the market is more Latin American than anything else and that is what should be promoted to the rest of London because that is what traders fought hard for.
- CB questioned what MG's point is. CB and MK disagreed that the market should be promoted as just a Latin American market.
- VA responded to MG by saying that the traders should be inclusive and respect other cultures. She continued explaining that Latin American traders are proud of their community but she feels the traders should recognise that it's important to include/attract other communities too going forward.
- VA said she thinks what has happened in the market recently is that some businesses have tried to change the nature of their business in order to attract more customers and do better.
- MG said she recognises there is a Portuguese presence in the market but it is still largely Latin.
- MK said that no one is questioning why there is a large Colombian presence in the market or saying it is bad that there is a large Colombian presence. He explained he feels what needs to be discussed is whether the current market situation is good or bad for business today and to work together as a group to make it better. He asked all traders if their business is good or bad as it is?
- Most traders responded saying it is bad.
- BN said what everyone needs to understand is that every trader pays rent for their own business. He said what is happening in the market is that some traders are doing well while other traders like CB are struggling. He said he feels that is not right and the group has to find a solution to get more customers to the market which will benefit all traders.
- BN said sometimes he takes his customers around the market to encourage them to explore and see what else exists in the market.
- MG said she believes not only Latin American people visit the market but a lot of English people visit too.
- VA said to CB she has tried to help CB promote her stall. She said she asked CB to choose paint colours to paint her unit to make it look more attractive.
- CB agreed with MG and said English people do visit the market but its students doing project work rather than customers. She said when English people visit they are referred to her by the latino traders as she is one of the only people who speaks English in the market.
- JK said there is a lot of issues being raised and discussed and it would be helpful to recap the points being made. He summed up the discussion for the benefit of all. JK stated one point being made is that traders feel that there are too many barber/hairdresser type use in the market.

- Members agreed.
- JK then asked whether each of the hairdressers/barber shops attract different customers?
- VA responded saying it does.
- JK then asked whether the traders feel all the hairdressers/barber shops should be grouped together in the new market?
- VA and CB responded saying that they think the hairdressers/barber shops should be spread out in the new market.
- JK acknowledged VA and CB's response and made the point that hairdressers/barber units have special technical requirements like drainage and ventilation/extractor, which need to be considered when locating those uses and that would certainly have to be a key factor when considering where those shops are located.
- BN said the communal toilets/customer toilets need to be considered. CB and VA said customer toilets no longer exist. BN said he feels customers are put off by the fact there is only one toilet in use in the market and explained a recent situation where people had to queue for over 30mins to access the toilets.
- NA asked JO on the status of fixing the toilet seat issue in the gents toilets.
- JO said the seats have been stolen. NA responded saying he does not believe new seats were installed following the last meeting when the toilet seat issue was reported. JO said the update he received from the market manager (Henry) is that the seats have been stolen.
- MK said he feels that if actions are agreed in the steering group meetings then those actions should be completed or a good response provided as to why it can not be completed. CB agreed with MK.
- JK said it would be a good idea to run through the maintenance issues/actions from the last meeting and proceeded to go through the list of actions (*NB: actions are in purple bold font*):
- **JO to follow up with TfL regarding flat roof issue and pass on MK's complaint** – JO confirmed he has passed on the complaint but has not received a response from TfL as yet. He said TfL has completed work on the pitched roof and believes TfL intend to fix the flat roof issue raised by MK, although he wanted to clarify that TfL have not given a firm commitment to do so. He said TfL's delay in fixing the roof and the first floor windows is delaying other activities such as installing the signage etc..
- JO continued that his main concern at the moment is people being able to break into the market using the first floor windows and is seeking for this to be fixed ASAP.
- VA asked JO whether the market has a security alarm. JO responded the market does not have a security alarm.
- MK said he is getting negative feedback from other traders about the steering group. He explained some traders have expressed to him that they feel the steering group is making the operational issues in the market worse. He gave

examples such as parking fines, lack of toilet seats etc. which traders have suggested did not exist prior to the steering group being set up.

- VA added that many traders are upset about the steering group. She continued explaining that the traders see the steering group as a tick box exercise and not something that benefits the traders.
- MK said he responds to those feedback by explaining the steering group is a place for talking/raising issues and not where decisions are made.
- VA suggested that when JO takes away actions such as issuing complaints to TfL, could he share those emails with the steering group members. BN added to this and said he this this would help the steering group members defend/respond to other traders when they ask what has been done about the issues raised in the steering group meetings because they would be able to present the proof that JO has acted on the issues.
- MK said if he is going to continue attending these meetings he would like to get something reasonable out of it i.e. seeing issues raised by traders about market maintenance resolved.
- MK continued asking why the carpet has not been laid yet and why one part of the market has new laminate floors.
- VA added to MK's point asking why the rest of the market cannot have laminate floors.
- JO responded saying that the laminate floors were bought by a trader at their own cost but confirmed he contributed towards the cost of laying them down.
- JO explained the reason the carpets has not been laid yet is because there are other priorities such as ensuring the market is safe i.e. complying with Health & Safety regulations in terms of electricals, fire alarm systems etc. all of which were below appropriate standards when MAM took over the lease and are heritage issues which have to be his number one priority. He confirmed these issued have now been resolved.
- JO said traders will recall when he first took over the market, traders consistently complained about the activity in the service yard, which was another heritage issue that had to be resolved as a priority.
- JO continued saying in the last few steering group meetings the main issue raised by traders has been anti-social behaviour outside the market. JO said he has been proactively working with the police to resolve this. He said because of input/intel provided by him to the police, the police were able to make 12 arrests recently. He continued that he is aware that there are more arrests pending.
- JO reinforced that he has had to prioritise activities to ensure market is safe for traders but acknowledged that practical things such as toilet seats and carpets do need to be resolved.
- JO said another more pressing concern for him is that there have been three electrical outages in the last month as a result of overloading of the electrical circuits. He said he will be writing to all traders to request unauthorised items to be taken off the electrical system.

- JO said in addition to an extensive list of legacy issues with the market, there are also other issues that arise from time to time like the anti-social behaviour outside the market which need to be resolved as a matter of urgency.
- JO continued explaining in addition there are also an extensive list of other issues that arise in the market which are caused by traders that need to be resolved/dealt with regularly, such as unauthorised items being plugs into the electrics, change of uses in units, sub-letting of units etc. all of which he explained are time consuming activities which take away time from the less pressing matters like organising carpets to be installed.
- JK brought the conversation back to the agreed actions regarding replacing toilet seats in the gent's toilets and asked JO for an update. JO said he spoke to Henry (market manager) about it who told him that the toilet seats get stolen. JK asked JO to speak to Henry again to look into resolving this. **JO agreed to speak to Henry again to get the seats replaced.**
- NA said it has been four weeks and should have been replaced by now. NA showed the group photos of the toilets without seats to support his point.
- CB said that only one ladies toilet works. She said she has spoken to Henry about it several times but it has not been resolved. JO responded saying that the ladies toilets were refurbished following severe vandalism last year. He said he believes one toilet does not work because there is a component missing from the flushing system, which they are waiting to be installed.
- BN said he feels Henry has no authority to make decisions in the market. He continued to explain that he thinks decisions on things like toilet seat replacements come from JO because he is in charge.
- MK said if actions are being agreed in the group with a timeframe, then there should be a mechanism for delivering those actions.
- NA said the current mechanism is not working at the moment and asked what can be changed to ensure agreed actions are delivered.
- BN said he feels if JO can deliver the small requests they would feel that JO is doing his part in the market and this will build respect between the traders and JO.
- KT said he feels he might be able to provide a perspective to help move the discussion forward. He explained his understanding is that the group has been set up to ultimately to discuss the future of the market in regards to the temporary and permanent market. He said he appreciates that traders feel that they cannot discuss the future of the market without resolving some of the current issues.
- KT suggested that the day to day management/maintenance issues are for the market management to resolve and should not become the focus of the steering group discussions, but recognised that these issues are not been addressed by management which is why these issues are being raised at the steering group meetings.
- He suggested agreeing a clear timeframe against each action and making sure the owner of the actions looks into completing it prior to the next meeting and where the action cannot be completed within the agreed timeframe it is clearly communicated to all members with a revised date. He said he feels that way all members will be aware of the status of the action prior to the next steering group meeting. He also reiterated that it should be recognised by all members

that sometimes there are legitimate reasons as why an action cannot be completed within an agreed timeframe and concessions should be made for that.

- MK said he thinks JO should be present in the market at least twice a week for the traders to be able to raise and discuss market issues with him outside of the steering group.
- VA said in the past she has requested that a separate meeting is held with JO outside the steering group meeting to discuss market maintenance issues with other traders. CB agreed with this suggestion.
- VA continued saying that she feels because of the maintenance issues in the market, traders think this is being deliberately orchestrated by Grainger to evict traders out of the market and shut it down.
- JK said he is sorry to hear that is how VA feels but this is not the case. The market is protected and is part of the new development.
- JO reiterated that the market is protected and this evidenced by the S.106 agreement. VA responded saying she is pleased that the S.106 agreement is in place.
- JK asked JO whether there is a mechanism for maintenance issues to be raised and dealt with appropriately.
- JO explained the process for registering a maintenance query. He said if there is a query/issue then traders should raise this with the market manager (Henry) in the first instance. He confirmed the market manager has delegated authority to address maintenance issues. He said if traders are unhappy with the way the market manager deals with their query/issue or fails to deal with it then they should contact the operations manager (Malcolm Veigas – contact details in the management office). If traders are still unsatisfied with how their query/issue has been dealt with or not then they should contact JO.
- JK asked for clarification as to whether the market manager (Henry) has the autonomy to address maintenance issues in the market. JO confirmed the market manager does and has a budget for resolving basic maintenance issues too.
- JO said if traders are asking Henry to deal with maintenance issues and he is not providing satisfactory responses or addressing them appropriately then the traders should raise this with Malcolm rather than wait for the next steering group meeting to raise the issues.
- JK summarised the process for raising maintenance issues in the market – clarifying that in the first instance traders should speak to Henry (market manager) and then Malcolm (operations manager) if the issue isn't being addressed. JK asked the traders if they have Malcolm's details. Most of the traders responded saying they do not. JO confirmed Malcolm's details are in the market management office. **JK agreed to circulate Malcolm's details with the minutes from today's meeting.**
- MK suggested it would be good if Malcolm could attend the steering group meetings for the market representatives to get to know him. JK agreed it would be helpful if Malcolm attended some meetings. VA suggested that Henry should be invited too. JO agreed that could be helpful. **Invite Malcolm and Henry to future meetings.**

- MH said she would like to make the point that maintenance issues are partly trader's faults i.e. the state of the toilets and carpets. She said it should be recognised that these issues can only be addressed at the appropriate time. She said she think that numerous market maintenance issues have been addressed and resolved in the past.
- She continued explaining one issue is security of the market and said she thinks security is a big issue that affects all traders, which JO is dealing with at the moment. She said it has to be recognised that there are limits on what can be done to completely resolve those issues because external parties need to be involved in completely resolving it i.e. the police and government.
- MH agreed that it is a good idea to invite Henry to the next meeting in order for the members to get a direct update from him on the practical issues in the market.
- VA suggested that a pay as you go toilet facility should be introduced in the market, similar to what Elephant & Castle market has. She suggested the money raised from people accessing the toilets can help with the upkeep and maintenance of the toilets.
- MK and BN disagreed with VA's suggestion. BN said customers should not be expected to pay to use the facilities and said it would turn customers away if this system is introduced.
- JK suggested that JO considers the suggestion before the next meeting and reports back on whether it is feasible. JO agreed to look into it but said in his professional opinion he does not think it is practical given the space restrictions. He also said that system is going to be costly. **JO to consider whether it is feasible to introduce the pay as you go toilet system.**
- JK moved onto the next action from the last meeting - **JO to fix ventilation for the front door.** JO confirmed he updated MK regarding the ventilation issue earlier that day and for the benefit of the group explained that in his opinion the ventilation issue is down to two particular traders that do not have sufficient extraction in their units. He said he has spoken to one of them to install sufficient extraction by end of next week (Sunday 2nd March). He explained he thinks this will help extract the fumes. He said he is still to speak to the second trader and will do ASAP. He said if introducing extractors to those units does not resolve the issue then he will install the additional ventilation as per MK's request. **JO to provide further update at the next meeting on this issue.**
- CB added that her stock (clothing) is also affected by the fumes. JO said he now knows where the fumes are coming from and is speaking to the culprits directly to address the issue. He clarified the fumes are coming from unauthorised cooking/baking taking place at first floor.
- JK moved to the next item on the action list- **JO to speak to Henry to resolve toilet seat in mens toilet.** JO to pick this up with Henry again. Discussed at length as part of the first action point.
- **JO agreed to share the signage design with the members.** JO apologised he has not completed this action and agreed to email the design to members ASAP. JO confirmed that since the last discussion the banner design has been amended slightly in response to trader's comments. **JO to email the design to members ASAP.**

- **JO to share police consultation details with traders.** JO said this is available online via the Metropolitan Police website. **JO agreed to email the link to the consultation exercise to all traders.**
- **JK to follow up with TfL regarding the benches and roof and report back to the group.** JO confirmed TfL has fixed the leak on the pitched roof as per the discussion earlier in the evening and has agreed to remove the benches by 31st March.
- BN wanted to clarify a point from the previous meeting minutes (February 2018 page 6) in relation to the financial contribution from the GLA to Grainger. JK confirmed Grainger has not received the money yet. VA asked what this is in relation to. JK confirmed this was an action point from the January meeting for JK to confirm the sum of money from the GLA to Grainger, which he actioned at the February meeting. He confirmed the contribution is to support the relocation of traders.
- BN suggested coffees/drinks to be provided at future meetings. **JK agreed that could be an action for the next meeting and would depend on whether the college allowed it.**
- VA asked JO if he would consider having general meetings with market traders to discuss management and maintenance. JO explained he regularly has meetings with individuals in the market. He said because of his experience of how the last general meeting was managed, which he explained was aggressive and hostile towards him, he is not prepared to attend any further group meetings without assurance these will be handled/controlled properly.
- JK asked JO whether he would reconsider if the group meetings are properly controlled and managed. JO confirmed he would.
- MK suggested as an alternative that JO could traders aware of the dates he is in the market so traders can speak to him directly. JO said he is happy to talk to traders whenever they want to when he is in the market.
- VA suggested if a small group of traders and JO could meet regularly to discuss the maintenance issues it would help move the conversation on at the steering group meetings and enable a more productive discussion about the temporary and permanent market.
- JO said he is happy to take day to day management issues out of the steering group forum as suggested by KT and explained the correct procedure is to do this via the market manager and operations manager as per the earlier discussion.
- JO said he does not think it is appropriate for him to attend meetings about day to day management issues/maintenance because he is not involved in the operational side of things and suggested that is something for Malcolm and Henry to attend.
- JK asked JO if he could facilitate a meeting for Malcolm and Henry to attend with other trader in order to discuss operational issues. JO agreed to do so. **JO to facilitate a meeting with traders on maintenance which is attended by Malcolm and Henry.**
- BN suggested that JO should attend that meeting too with his management team and traders and said it would help build respect and trust between the traders and the management team.

- CB said she wants to raise one last point and explained that she is fed-up with the sale of alcohol. JO said he has clear policy in relation to the sale of alcohol in the market which traders are aware of. He said he recognises that there is some anti-social behaviour creeping into the market related to the sale of alcohol and has spoken to the unit owners who have a license to sell alcohol already. He said this is an issue he is monitoring and he is considering options to address and curb the problem.
- JO reminded everyone that a license is required for sale of alcohol and explained that the management team will permit the sale of alcohol only if it is sold as part of a meal and contained within the unit itself. He said management would not permit alcohol sale or drinking in the aisles and would look to revoke any licenses which encourage this.
- JK asked JO if the market has signage that clearly states no alcohol is allowed in communal areas. JO said the problem occurs when the culprits are too drunk and therefore signage is not the issue.
- JK pointed out that the meeting needs to come to a close as it is 9pm and suggested alcohol is included as an agenda item if people feel more time is required to discuss it.
- Next meeting **3rd May 2018.**
- VA asked again if JO would attend a trader meeting. JO said he would meet if traders could provide assurance it is going to be managed appropriately. MK suggested the meeting could be with steering group members only. JO agreed he would attend in that case.
- NA said he would like to raise a point about Grainger meeting with traders and their representatives about the future of the market. JK confirmed he is open to meeting any trader who wishes to discuss the future of the market, their hopes/concerns, views about their business etc. He explained individual meetings were held last year with a number of traders and this continues to be available to all traders going forward.
- NA reiterated his concern is that negotiations being had about the future of the market without steering group members being made aware. JK confirmed the steering group is the forum for discussing the future of the market.
- JO said there are several months left to discuss the details around the future market including design/layout etc.

Meeting ended.

Actions:

- 7. VA to send details of the schools Carlos is engaging with to JK.**
- 8. Circulate Malcolm's details with the minutes from today's meeting.**
- 9. JO to speak to Henry about replacing toilet seat in the gent's toilets**
- 10. Invite Malcolm and Henry to next steering group meeting**
- 11. JO to consider whether it is feasible to introduce a 'pay as you go' toilet system**
- 12. JO to circulate the banner design to all members ASAP**
- 13. JO to circulate the link on the policing consultation exercise being carried out by Met Police ASAP**
- 14. JO to facilitate regular meetings for Malcolm and Henry to attend with traders on maintenance issues**



Seven Sisters Market Trader – Steering Group

Meeting details: Thursday 3rd May – 7.30pm - 9:00pm at CONEL

Meeting attendees:

Jonathan Kiddle (Grainger) - JK
Jonathan Owen (Market Asset Management) – JO
Keith Trotter (Haringey) – KT
Nicholas Amayo (Trader) – NA
Chan Baker (Trader)-CB
Vicky Alvarez (Trader) -VA
Ben Nyerende (Trader) -BN

Elena (Translator) (part of the meeting)

Meeting notes:

- JK welcomed everyone and asked if anyone else wanted to chair the meeting. None of the other members offered to chair and therefore JK agreed to chair.
- JK moved on to the first item on the agenda (Update on CPO inquiry decision). JK confirmed the decision has been delayed again and explained that the reason provided by MHCLG is that the department is under resourced and therefore no clear date has been provided as to when a decision will be made.
- JK reassured members as soon as a decision has been made, this would be shared with the group.
- JK moved on to the second item on the agenda (Review previous minutes and actions). JK went through the action list: (actions listed in purple below)
- Action 1: **VA to send details of the schools Carlos is engaging with to JK.** JK asked VA if she managed to get hold of the list of schools her brother has been engaging with. VA said she has photos and videos from the engagement but feels apprehensive about sharing these with the group (Grainger and JO in particular) as she feels the engagement is being led by the traders and does not want Grainger and JO to take credit for this work. She went on to explain she feels the focus of the steering group should be future of the market but there are on-going issues with the market which need to be addressed first like the toilet seat and carpet and for the traders to see that the meetings make a difference before she is willing to share the photos.
- VA continued that one of the issues is that the traders are unable to meet in the market after hours without prior consent. She explained that the traders have agreed to meet every 3 weeks or so to discuss the issues in the market to feedback to the group, which they are having to do during trading hours to avoid the need to get prior approval for the use of the market after it closes. She said she feels this is making matters complicated in the market.

- JK responded explaining he is delighted that VA wants to focus on the future of the market and reiterated that the group has been set up for that purpose.
- VA said despite JO's comments about Health & Safety protocols in the market, she feels there are some Health & Safety breaches such as the lights being turned off prior to the market closing and gave an example of lights being turned off at 6.30pm rather than 7pm when the market closes. She continued she would like to find away to resolve these issues and move forward.
- JO responded explaining that Henry at times turns the main lights off just before closing time to encourage people to leave but leaves the emergency lights on for Health & Safety reasons.
- JK asked if there is a warning given to the traders and customers prior to closing time like in other public places i.e. bell or turning lights off and on etc.
- JO said he is unsure of the exact details as Henry deals with this element and explained that the lights are turned off as a mechanism to encourage people to leave and said there are emergency lighting for Health & Safety reasons.
- VA and NA said there are no emergency lighting in the toilets. **JO agreed to install emergency lighting in the toilets.**
- BN asked is there a good reason as to why the traders cannot speak to one another in the market.
- JO responded explaining for Health & Safety reasons prior consent must be sought if traders want to meet in the market after closing.
- JO then explained there is a blanket ban on any political campaigning/photo calls etc. in the market.
- JO reiterated that traders can do whatever they wish related to their business or to promote their business within reason. But explained as the landlord MAM reserves the right to deny certain activities within units if it is considered to have a negative impact on other traders.
- JO continued he does not want the market to become some sort of meeting room as there are management and Health & Safety issues related to that.
- BN continued to question why JO would not allow meetings or filming to take place without prior consent.
- JK interjected to explain seeking prior permission is common practice and people would ordinarily seek those permissions if they wished to hold a meeting or film.
- VA explained people come to the market from all over the place and like to take photos of the market. JO responded explaining that general photography and videos is fine and perfectly acceptable.
- JK clarified that if any press visits the market and want to film in the market, then they would need to seek prior approval not ordinary customers who wish to take photos and make videos.
- BN said he is not speaking about press filming or taking photos but ordinary people.

- JO and JK confirmed that the prior approval is for press not ordinary people who wish to take photos or make short videos of the market. JO continued to explain that he encourages ordinary people taking photos and posting online to help promote the market.
- JO continued explaining that there are ordinary people posting videos that they have made in the market on social media which are highly critical of the market management. He said out of courtesy he would have liked those individuals to provide the management team with the opportunity to respond before posting online.
- BN continued to disagree with JO on the protocol for taking photos/filming in the market.
- JK suggested as both BN and JO have made their views clear on this point. It would be a good to continue with the agenda.
- VA agreed it is a clever idea to continue going through the action list.
- JK said he would like to make one point regarding the photos from the school's engagement that VA's brother has been doing. He explained that he is not looking to, nor would he, take responsibility for anything he has not done himself, but if there is an opportunity to promote the market via social media for activities like the school visits then all parties should get involved to do so.
- VA responded saying she is keen to promote the market because it is not obviously visible now and with the move to the temporary market in the next 18 months it is important that they do so. She continued to explain that because of their efforts to promote the market they are attracting people from other countries like Spain etc.
- BN added that marketing and publicity is important for traders like Chan who are not trading as well as others.
- Action 2: [Circulate Malcolm's details with the minutes from today's meeting.](#) JK confirmed this was done with the minutes which were issued.
- Action 3: [JO to speak to Henry about replacing toilet seat in the gent's toilets.](#) JO confirmed this was completed a week after the last meeting and explained this is done regularly.
- Action 3: [Invite Malcolm and Henry to next steering group meeting.](#) JO confirmed this was done however Malcolm was unavailable today and explained he did not know where Henry is.
- Action 4: [JO to consider whether it is feasible to introduce a 'pay as you go' toilet system.](#) JO said the cost of introducing that style of toilets is in the region of £30k which is not feasible given the status of the market.
- JK asked whether this is something that could be considered for the new market. JO responded the intention is to come up with a better solution with a better security.
- NA asked whether there will be separate toilets for customers and traders in the new market.
- JO responded saying that the intention is to have one set of toilets with better security for all parties including traders, customers and management. He explained that is the best way to ensure the toilets are kept clean and tidy and

is also cost effective as well as ensuring the toilets do not take up too much of the floor space in the temporary or new market.

- JK said he feels the reason for increased public usage of the toilets in the market is due to the closure of the public toilets outside Apex House. He said at the public consultation when the public were asked about whether the public toilets should be re-provided in the new Apex House and more people said no rather than yes.
- JK asked what people felt about having one dedicated toilet for the traders out of the three cubicles for example in the ladies' toilets. VA responded saying there were four toilets in the past, one of which has been converted into a kitchen now and made the point that is not enough.
- JK asked JO what his thoughts were on having a few toilets with different access arrangements.
- JO responded saying it is possibility and explained that no designs have been put together as it is too early for that. However, he explained the number of toilets and the designs will be in accordance with the standards and building regulations to ensure it is appropriate for the size, use etc of the premises.
- JK said he understands it is early but asked for this to be considered at the appropriate time and to be discussed with the group. JO said that is fine and it would need to include the relevant building control people/standards. JK said to stop the group from continually speaking about toilets it would be better to consider how some of the issues being raised can be designed out as part of the design layout for the temporary and new market.
- Action 5: [JO to circulate the banner design to all members ASAP](#). JO said he circulated the designs for the banners earlier that day and apologised for the lateness.

[JO distributed hard copies of the banner designs to all members of the group]

- BN spotted the Ugandan flag is missing from one of the designs and asked why this was the case. JO explained that he asked the designers for that design to include flags of all the South American countries. JO offered to include the Ugandan flag if BN really wanted it on the design if that design is chosen.
- VA suggested that the banner should suggest that the market is representative of everyone rather than just the Latin American community despite that being its strongest identity.
- JK agreed that it is important.
- NA said he would like to see designs which are more visual i.e. of products sold in the market rather than designs of flags etc.
- VA moved the discussion on to anti-social behaviour and youth in the area. She said she is due to meet with the police as a community leader to discuss the issue. She continued saying she has had lots of discussions with the youth too to ensure their view points are passed on to the police too to resolve these issues. VA then returned to the topic of the banners and said she did not feel the banners reflect the market.
- JK asked JO to explain the thinking behind each banner design concept.

- JO went through the banners concepts and explained that the banners would go above the various entrances.
- JK made some comments/suggesting about the banners including checking copyright for use of football club logos and suggested including the word 'entrance' on the logo in Spanish.
- JO explained that he tried to brand the market as a South American market without being too specific about the countries. He said he recognised this is controversial for some traders as not everyone from South American. He said he thought a South American market concept is marketable and would allow the market to have a distinguished identity.
- VA said she would think it would be better to make the market global rather than focused on just South America. She explained a market that is identified to have connections worldwide would have a better selling point.
- VA continued to say that she does not think the flag concept would attract people either. She suggested having images of places of the different countries the traders are from i.e. places in Colombia or Uganda.
- BN interjected saying the banners were not multi-cultural and did not reflect the market traders.
- JO said he would be happy for the traders to go away and discuss among themselves the concepts and come back with firm ideas.
- **VA said she will meet with the traders next week to discuss the concept and report back to the group.**
- KT said that he is not wedded to the flags concept and is happy with whatever the group decide. He suggested that banners 2 and 6 need to be in bigger type font.
- [JO to circulate the link on the policing consultation exercise being carried out by Met Police ASAP.](#) JO said that the Tottenham police station is no longer under threat of closure, so the consultation is no longer necessary. He said the police have set up additional contact points in various locations across the borough to encourage people to interact with the police. JO said that information will be put on the market notice board in due course.
- CB said last Thursday there were a lot of police presence around the market after the market had closed.
- NA asked whether the area is designated as public space protection order within the Seven Sisters boundary. He said he agrees the police are being more vigilant than before, but he said he feels the anti-social youth are resilient and are not giving up.
- JO provided an update from his meetings at the Safer Neighbourhood Ward Panel with the police. He explained the police presence noted on the street are a fraction of what the police are doing to tackle anti-social behaviour in the area.
- VA interrupted asking why he is the only business representative on the panel and asked if steering group members could attend.
- JK and JO confirmed those meetings are not open to the public and are invite only.

- VA said the traders should attend those meetings as they are on the ground and know what is happening.
- BN said there are anti-social youth who storm into the market and force their way into the toilets to use them.
- JK asked JO if someone from the Safer Neighbourhood Ward panel to attend the steering group meeting.
- VA agreed that would be helpful and continued saying the youth who hang out around the market should be approached with sensitivity. **JO to speak with the panel and invite someone to the next Steering Group meeting.**
- CB added to that and explained that if you speak to the youth and approach them nicely they tend to respond better.
- VA continued saying she thinks the reason for the increased anti-social behaviour is because there is nothing for the youth to do, especially since the riots when the council closed a number of youth clubs around the area. She said it is important to find a solution to help the youth.
- **JO to facilitate regular meetings for Malcolm and Henry to attend with traders on maintenance issues.** JO said he thought this action was for traders to organise. JK reminded the JO and the group how the action came about. JO agreed Malcolm and Henry could attend meetings with traders on maintenance issues once a month at the market after the market closes. **JO agreed to arrange a meeting for Malcolm and Henry to discuss maintenance issues with all traders and send a note around to the traders with details of the meeting .**
- JK said since issuing the agenda he thought of another item that is probably worth discussing i.e. regarding General Data Protection Regulation (GDPR). JO agreed.
- JO said he issued a note to all traders about this and explained the regulation comes into play on 25th May. He explained the regulation introduces additional safeguarding measures for personal data about people held by other people/organisations. JO said his company has complied with this regulation. He said his company has a policy on safeguarding data anyway and would be happy to share this with anyone interested in seeing it.
- JO said any trader who is storing personal data /customer data is also obliged to comply with the regulation. He suggested it is down to each individual trader to ensure they are compliant with the GDPR regulations and suggested they read up on the regulation ASAP.
- JK added that if you are found to be in breach of those regulations you could be fined up to 20m euros or 4% of your global turnover, whichever is the higher amount. JK reiterated that this is serious and asked JO what he needs from traders as data controller.
- JO responded saying he does not need anything from traders but reiterated that he has issued emails about GDPR and explained how his business is responding to comply with these regulations.
- JO raised that after November new legislation may be introduced by the Home Office which may require him as the landlord to request additional information

to verify traders, like residential landlords must do for anyone they are letting to and therefore at that time he may need to request more information.

- VA asked what kind of information
- JO said he does not know what this may include now but has spoken to the Home Office and believe something may come into play for commercial letting after November.
- BN said this is fine as it is a government legislation and is outside of JO's remit. He clarified the GDPR regulation regarding holding personal data and not being able to release this information to third parties.
- VA said the traders are aware of the regulation around data protection and therefore should be fine.
- JK suggested that as they are running out of time, it is not worth moving onto the next item on the agenda (Promoting the market) at this time.
- VA said she feels this was already touched upon at the beginning of the meeting. **She clarified that she will be speaking to the other traders about the banners and other ideas and will report back to the group.**
- VA continued saying she would like to organise a cultural event in the summer in the car park. She said she has done that before and it worked well.
- JO said that MAM are organising a weekend carnival for the market around the Colombian Independence Day. JO suggested that any contribution, help and suggestions towards organisation of that event would be most helpful.
- VA said that she feels most of the traders are unhappy about the plans JO has around the Colombian Independence Day as he has consulted a few traders on the idea. VA continued that because of that she is looking at organising the cultural event in the car park later in the summer for all South Americans.
- JO said that MAM has already supported two events of that nature this year including the Mayor's carnival earlier in the year and another event more recently in Seven Sisters on the pavement. He continued that there are several practical issues with such events which need to be considered including licensing issues from Haringey and with Highways Authority, police and the building owner.
- VA said that they did an event like that in the past, with government funding. She said she is aware of the procedures for organising those events and what type of permissions are required.
- JO said that if VA is organising a cultural event then she should put her proposal for the event to JO with all the logistics and plans for funding etc. JO said he might be able to help with funding providing it does not conflict with other initiatives being organised by MAM. JO continued explaining that TfL, Haringey and the police need to be involved in the decision making for any events being organised too.
- JO reiterated the event being organised by MAM around the Colombian Independence Day are at advanced stages. VA and NA asked why no one knows about the event.
- JK said VA's comment contradicts her earlier point about traders being aware of the event being organised and being upset about it.

- VA responded saying she heard about the event but was not told about it.
- JK said the weekend event being organised by MAM is a street event being organised for the 20th and 21st July. He said the event is not exclusive to Colombians. JK continued saying it does not make sense to organise two events as the events are cheap to organise.
- VA said the reason two events are being organised is because most of the traders are not aware of the event JO/MAM is organising. She continued saying that is why she is organising another event on a Sunday at the car park to be inclusive and allow everyone to get involved.
- VA said that she does not feel part of JO's event and therefore she does not think it is silly to have two events.
- JO said that full details of the events on the 20th July is still to be agreed and once it is confirmed, all traders will be invited and would be able to contribute ideas of how its run.
- VA continued to say she does not feel included because she has not been asked for ideas.
- JO responded saying that all ideas are welcome, and she can bring her ideas to the table.
- **JK said at the next meeting JO should present more information on the event to involve the traders.**
- Next meeting to be held on 14th June.
- JK reiterated that ideas on the banners should be feedback to JO ASAP so the banner designs can be updated and installed.

Meeting ended.

Actions:

- 15. JO agreed to install emergency lighting in the toilets.**
- 16. All traders to feedback on the banner ideas to JO**
- 17. VA to consult other traders on the banner designs and feedback to JO**
- 18. JO to invite Safer Neighbourhood Ward panel member to next Steering Group.**
- 19. JO agreed to arrange a meeting for Malcolm and Henry to meet with traders monthly to discuss maintenance issues with all traders. JO to organise a date and send a note to all traders**
- 20. JO to present more information on the cultural street event in July**

Future of Seven Sisters Market Steering Group

UPDATED Terms of Reference

Objectives

The aims of the group will be to:

- Establish a conducive relationship between Grainger and representatives of the market
- Provide an opportunity for representatives of the market traders to collectively input into the temporary relocation process on behalf of **all** market traders in Seven Sisters Indoor Market
- Provide representatives of the market traders with an opportunity to collectively agree and input into the design and layout of the new market on behalf of **all** market traders in an open and transparent forum
- Report on progress of the Seven Sisters Regeneration project by Grainger to market representatives and consult on relevant market related issues as appropriate
- Provide an opportunity for representatives of the market traders to discuss management and maintenance issues with market management

Structure

The meetings would be held as follows:

- Maximum 1.5 hour meeting – weekday evening – 7.30pm until 9pm
- Meetings will be held monthly but always on a Thursday where possible
- Date for the next meeting to be agreed collectively at the group meetings
- Reminder notification on meeting date to be emailed to all members 10 calendar days in advance of the meeting
- Seek input into the agenda 10 calendar days prior to the meeting by email and issue final agenda at least 24 hours in advance of the meeting to all members of the group
- The meeting will be chaired as appropriate by members of the group, depending on the topic (*to be agreed collectively*) on each occasion
- All agenda items to be interactive – questions and answers throughout
- All meetings to be recorded by communications consultants (GL Hearn) – and minutes to be issued to all members within two weeks of the meeting including a clear note of actions logged, agreed, by whom and by when for members to consider
- Minutes of the meetings to be finalised and adopted at the following meeting as a true and accurate account of the meeting. (*For example minute notes from meeting one will be agreed and adopted at meeting two*)
- Once the minutes have been adopted, copies of the minutes will be issued to all members as the final version, copies of the final minutes will be issued to all market units and a copy will be stored in the Seven Sisters Management office for ALL traders to access upon request.
- Any issues raised in the meeting requiring immediate action should be managed, dealt with and reported back to all members of the group at the earliest opportunity by email and confirmed as a completed action at the next meeting
- The Terms of Reference should be reviewed annually

Roles and responsibilities:

This group is made up of representatives from the key partner organisations and stakeholders involved and associated with the Seven Sisters Regeneration Project. It is important **ALL** members of the group serve the interests of the organisations and individuals they are representing at **ALL** times.

It is vital the market representatives, in addition to serving their personal interests, uphold the responsibility given to them and represent the collective views of all market traders and employees in these meetings.

For example, below is a list of all members of this group and an indication of the capacity in which they have been appointed to this group:

- **Jonathan Kiddle**, Grainger (Developer) – will be representing the interest of the Seven Sisters Regeneration Project
- **Keith Trotter**, London Borough of Haringey Council, (Town Centre Manager) – will be representing Haringey Council and the interest of businesses in Seven Sisters Indoor Market
- **Jonathan Owen**, Market Asset Management (Market Manager) – will be representing the interest of Seven Sisters Indoor Market (all traders and employees)
- **Lita Alvarado** – will be representing the views of all market traders in Seven Sisters Indoor Market
- **Nicholas Amayo** – same as above
- **Chan Baker** – same as above
- **Mosen Khanjary** – same as above
- **Ben Nyerende** – same as above
- - same as above
- **Marta Hinestroza** – same as above
- **Marta Giraldo** – same as above
- **Vicky Alvarez** – same as above

The relevant local ward councillors will be invited to all meetings and may join this meeting from time to time.

Members of the group are expected to attend all meetings. Any members who miss three consecutive meetings without prior notification or good reason will be issued with a letter to inform them that they could forfeit their position on the group. If no response is received and the fourth meeting consecutive meeting is missed they will forfeit their position.

It is also important all members abide by the Code of Conduct agreed for this group. Any members considered to be breaking the Code of Conduct could lose their position on the group. Please refer to the Code of Conduct document for more information.

The appointed market representatives are expected to share information given to them and discussed in the meetings with other market traders in Seven Sisters Indoor Market to collate all trader's views and thoughts. The representatives are also expected to feedback to the Future of Seven Sisters Market Steering Group the collective views of **ALL** market traders following sharing of information, in order to ensure the group is representative of everyone.

Contact details for issues arising in between meetings

- Jonathan Owen, Market Manager can be contacted via the Market management office. Or by email: jonathan.owen@quarterbridge.co.uk or phone: 07958 458232
- Az Choudhury, GL Hearn (Group admin) can be contacted with any issues to be raised anytime during office hours by email: sevensisters@glhearn.com or phone: **0344 225 0003**