



**TOTTENHAM'S FUTURE
COMMUNITY LIAISON GROUP SERIES 1
COMBINED REPORT
DECEMBER 2013**

DISCUSSION 1 – DEVELOPING A VISION FOR TOTTENHAM

Tell us your vision for Tottenham in 20 years

- Young people

The need to provide opportunities for young people is a major priority. In the context of loss of youth provision, people were clear about the need to provide facilities, activities, programmes, groups and / or spaces for young people. This was in order to empower them, prevent anti-social behaviour, and provide them with new opportunities. This needs to be a universal service that every young person can access. Proper funding should be allocated for youth development.

- Housing

There should be decent, secure, affordable housing fit for individuals' and families' needs. There is a need for mixed tenures across Tottenham, with affordable homes being the priority. Housing stock should be maintained to prevent it from becoming run-down. The Council should deal with houses in multiple occupation, as they can encourage a lack of care of the local environment. There is a major concern about gentrification and the existing community being priced out of the area if private house prices rise.

- Education

The standard of education needs to be higher across Tottenham so that children can be whatever they want to be. Education should focus on vocational as well as academic excellence. There should be better nursery and early year's provision to help parents get back to work. There also needs to be wrap-around care with funded after-school clubs so children have somewhere to go.

- Community

There is great pride in Tottenham's community and people were keen to see the existing community supported, so that it benefits from regeneration with a better quality of life for all,

rather than being priced out of the area. The multiculturalism of the area should be celebrated and maintained, with the recognition that Tottenham houses many new immigrant communities – more should be done to support new communities, particularly in terms of learning English. Funding should be found to support the good things that currently exist and community centres already here. People felt that it was important that Tottenham's regeneration is led by the community and that they are empowered through the process. Better access to information and signposting to services is an important element of this.

- Jobs and employment

The need to create more, and more varied, job opportunities is vital. It is not just about providing jobs for young people but engendering a passion for reaching goals. People wanted to see more local employment opportunities provided by small and medium sized businesses, and access to apprenticeships. Local businesses could be supported to take on local people as apprentices to keep employment in local trades. Apprenticeships and training should focus on vocational trades, and working on regeneration projects, as well as high tech skills. Some people recognised the need for a large employer, eg: a government department, in the area, as well as small-medium sized businesses. An entrepreneurial culture should be promoted, with high tech centres for IT, creative businesses and artisans.

- Business and the local economy

People want to see existing local businesses supported so that they continue to thrive and have the capacity to employ local people, and generate spending in the local economy. Some people wanted to see the introduction of big businesses to bring more investment into Tottenham. Other people wanted to see a better quality and mix of local businesses, such as in Shoreditch or Walthamstow. There was a desire to see local entrepreneurialism supported, and support and funding for new businesses to set themselves up, with good business planning advice.

- Physical environment

The architecture and historic buildings are major assets in Tottenham. These should be preserved and used better, in particular bringing empty buildings back into community use. New buildings should be sympathetically designed in keeping with Tottenham's architecture. Many people were determined that the streets should be cleaner, with everyone having a responsibility for this from individuals to businesses to Veolia to the council. Roads and pavements should be better maintained.

- Tottenham High Road

There was a strong desire to see the High Road regenerated. Most people feel that there are too many betting shops and fast-food outlets, and they would prefer to see a better retail mix. There was a call for better pubs, cafes, restaurants, independent shops, some high quality national chains and a market. Shops on the High Road should improve their shopfronts and signage to make the street more attractive.

- Safer streets

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

- Community facilities and amenities

Many people mentioned the need for community amenities, both for young people and adults to use. Creative hubs with arts and music facilities are desired. Community spaces where people can mix, relax and socialise are important but currently lacking in Tottenham, with some mentioning the need for these spaces to be community-run. People also want to see existing assets used better, eg: Bernie Grant Centre, and schools and libraries offering facilities to the community. The need for better health facilities for all was mentioned several times. Leisure facilities such as a cinema would be welcomed.

- Reputation

Counteract the perceived stigma of Tottenham and its residents by improving the area's external image. Hackney was mentioned as a good precedent for this as it has turned around its image over the last few years through better amenities, nightlife, shops, restaurants, and promoting home-grown businesses. Regeneration should be about creating a place where people want to come and live so Tottenham becomes a place of destination, rather than somewhere that people pass through. Residents having a sense of pride in Tottenham is an important part of this.

- Relationship between the council and the community

There is a need to build up trust between Haringey Council and the community so that people know that their views will be listened to and acted on. There needs to be a transparent framework for change for Tottenham from the council. The council needs to be stricter on enforcement issues, for example: on planning, shops on the High Road, and anti-social behaviour.

- Transport

People want some transport systems improved, for example, dealing with overcrowding on the tubes and upgrading infrastructure so as to facilitate people getting between Tottenham and the rest of London to access opportunities. Alternative forms of transport should be promoted, such as car sharing and bicycle lanes. Lack of parking is a major issue, especially for shoppers on the High Road.

- Green spaces

Tottenham's green spaces and parks should be preserved, and more money invested in them to reverse their decline. Some people wanted to see more accessible and pleasant open spaces.

DISCUSSION 2 - Strategies for change in your area

A. Characterising your area – what are its strengths and what issues does it face?

STRENGTHS	ISSUES
Diverse, multicultural community	Lack of integration, cohesion and networks between communities
Friendliness / openness	Lack of civic pride – sense that the area is long past its best, and can't be regenerated, too many people talk down Tottenham
People with ideas, creativity and talent	Unemployment
Close knit, supportive community	Poverty
Strong communities, community spirit, sense of community	Mistrust of the police, especially from young people
Community-led initiatives, eg: Lordship Rec, Selby Centre, Positive Youth, Wards Corner, Broadwater Farm Centre, Tottenham Chances	Not enough knowledge of how things work, therefore people don't engage with how they can change
Sense of identity	Racism
Resilience	Poor external reputation
Rich history and historic buildings, eg: Bruce Castle, Town Hall, old Theatre / Palace – but need to be renovated and celebrated more	History/heritage is not promoted, and historic buildings have been neglected
Lovely parks, eg: Tottenham Marshes	Great buildings which are under-utilised, eg: Bernie Grant art centre, Bruce Castle, Markfield Park
Good public transport links	Low maintenance of highways, pavements etc
Vibrant location	Unattractive, shabby shopfronts
Potential to regenerate	Grime, dirtiness and tattiness of the place – feels neglected
Good education through some good schools, CONEL, good nurseries	Lack of enforcement over planning, street cleanliness, anti-social behaviour
Children exposed to different communities at school	Lack of maintenance of council and privately owned homes
Independent traders that offer that personal touch	High turnover of population
Spirit of enterprise and natural entrepreneurs	Lack of affordable housing
Diversity of shops, and businesses that people want	Houses in multiple occupation and overcrowding
Broadwater Farm – estate has turned itself round, vibrant, has great community centre	No provision of places that youth can go
Tottenham Hotspur	Lack of meeting places for communities; places that are available are often very expensive

Young professionals moving in to the area	Lack of health facilities
Affordability	Council selling community assets, eg: Tottenham Town Hall
	Lack of leisure facilities, eg: cinema, community centres
	Need more shared space for different communities
	Existing community centres and facilities are closing
	Lack of green space
	Lack of social care for the elderly
	Lack of provision for people who have English as a second language
	Lack of funds for community development
	Anti-social behaviour in the public realm
	Crime and not enough police on the streets
	People don't have information about where to go, to use the buildings and resources that Tottenham has, eg: 639 High Road → need shared access to information, eg: Tottenham website
	Lack of support for local businesses
	High number of betting shops, payday loan companies, fast food shops
	Lack of parking
	Wards Corner – a feeling from some that the development has been driven by business not local interest
	Spurs development – feeling from some that LBH has given in to Spurs, some people expressed distrust in the consultation. Development is being driven by football club/developers not needs of the community

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

Community support and empowerment

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

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

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

Education

There should be more investment in Tottenham's schools, with better support for teachers and parents. Education is a vital tool to persuade families to stay in Tottenham. There should be better childcare provision, more investment in Children's Centres and more after-school opportunities for young people. Some people suggested building a university in the area.

Jobs and employment

People were very keen to see regeneration bringing increased job opportunities for local people, these should be interesting and varied and aimed at all skill levels. Existing businesses should be encouraged to take on local staff, with incentives for doing so; and the council should ensure that new corporations do the same. To get local people job-ready, there should be a focus on mentoring and apprenticeships— these should be available for school-leavers, young people and adults, and be properly funded. Schools should invest in vocational skills to help students get jobs. Tech parks and business hubs should be created to provide more employment opportunities and to support new businesses.

Supporting local businesses

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

Community buildings and facilities

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

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

Cross-cultural events

Most people want to see the Tottenham Carnival brought back – it was a fantastic way of celebrating and show-casing Tottenham and bringing people together. People also want to see local events that encourage people to get to know their neighbours, such as annual street parties or events/projects which promote the identity of different areas, like Bruce Grove or Seven Sisters.

Relationship between the council and the community

People expressed a very low level of trust in the council and stated that much needed to be done to rebuild this trust. The council should be wholly accountable for their decisions and the process more transparent. Leaders should be more visible and some decision-making should be devolved to the community, for example: local communities deciding how money should be spent. People also felt that the council should take a much more robust, consistent line on enforcement, eg: on planning, HMOs, ASB. People said that they wanted the council to start doing, not talking so they could see some material improvements; and that they want updates and feedback to know that their views had been listened to and acted on.

Improving the local environment

Tottenham has fantastic historic buildings, these should be capitalised on and maintained. The streets should be cleaned up, shopfronts improved and public buildings given face-lifts – all of which encourages people to care about their local environment and stops the area from degenerating. Residents and businesses should be encouraged to play their part in keeping Tottenham looking good. Communities could consider neighbourhood planning.

Supporting young people

Attendees were in agreement that providing youth facilities, spaces, development programmes and services were vital to supporting a strong community in Tottenham. Young people need places to go after school and in the evening to provide them with something positive to do; give them opportunities to get training and mentoring; keep them off the streets; and be inspired by positive role models. One suggestion was to create ‘youth villages’ – safe spaces with sport and educational facilities that young people could access for free. Universal youth services should be properly funded, potentially involving organisations like Spurs.

Changing the perception of Tottenham

Positive new stories about Tottenham, what it has to offer and its diversity should be promoted. Marketing, social media, radio stations, newspapers should all be used to get the message out. The aim is to get rid of the postcode stigma attached to Tottenham and show that there is more to the place than the riots. Local and community radio could also be a good tool to get messages out to the community, for example: helping new communities access information about services.

Tottenham Hotspur Football Club

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

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

Business and retail

Revitalising the High Road is the transformative change that was raised most often during this discussion. The key points were that existing local businesses should be supported so they can continue to thrive, and that there should be a better mix of stores on the High Road. People want to see a balance between some high street names, such as M&S, and encouraging smaller, independent, artisan stores into the area. People would like to see more variety, with the council controlling licensing better so there are fewer betting shops and fast-food takeaways. Some people would like a shopping mall at Seven Sisters or Bruce Grove; others were keen to see a craft and /or farmers' market. Good restaurants, bars, cafes, pubs and music venues are needed so that the High Road becomes a destination. Given that Tottenham is so multicultural, the different businesses that this brings could be Tottenham's unique selling point.

Environment

The next most important issue was to improve the physical streetscape. Tottenham should capitalise on its fantastic historical buildings by renovating and protecting them. Shop fronts should be regularly done up, with design standards for shops. The council should ensure that the streets are cleaner by improving their services and tackling violations by businesses and households more strongly. Looking after the details will improve the experience of walking down the High Road, which means dealing with street signage, rubbish, and poor quality pavements. There also needs to be better disabled access, and streets should feel safer through improved lighting and a better police presence.

Community support

Ideas for actions here were about supporting the community to support itself. This includes giving buildings to the community to own and manage as social housing or community spaces; delegating budgets to the very local level; providing grants and funding to community groups such as Residents Associations; creating a Community Interest Company to empower residents, with budget and real decision-making power; and information sharing and signposting so people know where and how to access services. There should also be more community spaces that groups could use, at a low cost. Ensuring that all the different communities coming in to Tottenham can integrate is vital, through education and access to English classes.

Haringey Council

There was a strong feeling that the council should take a tougher line on enforcement. They have to take more responsibility for ensuring that businesses act responsibly, enforcing planning regulations, tackling anti-social behaviour and ensuring landlords comply with regulations and maintain standards for their premises. Generally, people want to see a more joined-up approach to the regeneration of Tottenham and a bold, imaginative vision for the area, but at the same time concentrate on getting the basics right now. Members and officers need to be more visible around Tottenham to help build relationships and trust with the community.

Transport and access

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

Celebrate Tottenham and improve its reputation

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

Education and young people

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

Green spaces

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

Facilities and amenities

Tottenham could have additional amenities that would help to make it a great place, including: new sports facilities, social and community meeting places, cinema, leisure facilities, and an ice-skating

rink. Transforming interesting derelict buildings into cafes or community spaces, eg: the old toilets at Bruce Grove, would help to attract new businesses to the area.