



**Tottenham's Future**  
Consultation report appendices

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**Soundings**  
March 2014







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## TOTTENHAM'S FUTURE CONSULTATION REPORT APPENDICES

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## APPENDICES

### Appendix A

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#### Team roles

##### Soundings

Soundings was commissioned by London Borough of Haringey to provide strategic advice on engaging the communities in Tottenham with the creation of the Strategic Regeneration Framework. Soundings was responsible for:

- Producing the engagement strategy
- Designing the consultation materials
- Supporting the delivery of the strategy through staffing events and meetings
- Carrying out some 1-2-1 interviews
- Providing a neutral chair for the Community Liaison Groups
- Writing the independent report into the Tottenham's Future consultation
- Working with the council to feed consultation findings into the SRF.

Soundings is an independent consultancy that delivers successful public and stakeholder consultation and engagement. We act as a neutral voice in the development process and engage communities creatively to seed local groups committed to the long-term change, inform design and empower success of a place.

Soundings create tailored processes working closely with masterplanners, architects, developers, agencies, local authorities and local people. We draw on extensive experience gained during public consultation in well over half of London's boroughs, including the Olympic and Olympic Legacy masterplans, Kings Cross Central and Chelsea Barracks.

##### Haringey Council

The Tottenham Team is responsible for the Tottenham's Future consultation. Chantelle Barker, Tottenham Regeneration Engagement Manager, led the on-the-ground delivery of the consultation strategy. The Area Regeneration Managers have been instrumental in advising on the local context and supporting their area's Community Liaison Group meetings.

##### Homes for Haringey

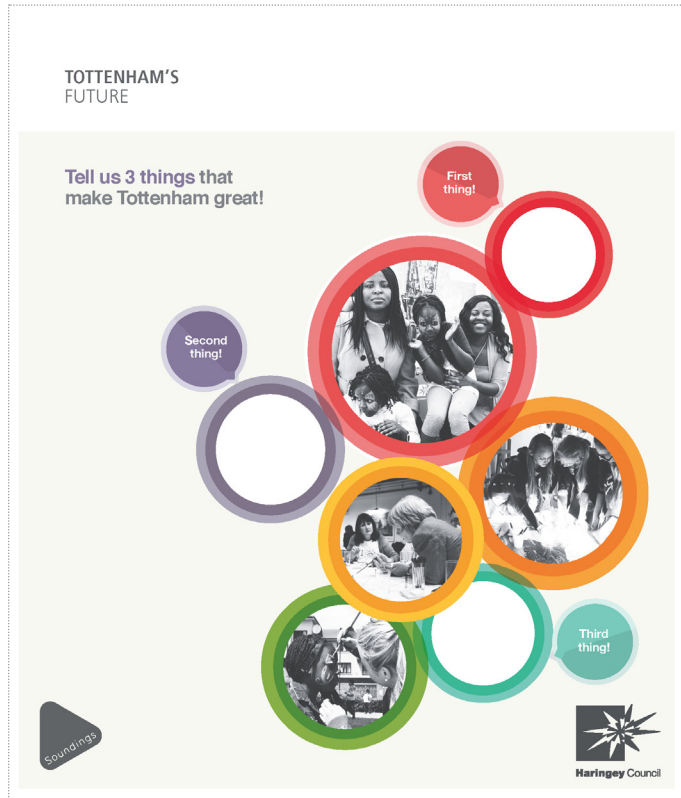
Homes for Haringey (HfH) is an Arms Length Management Organisation (ALMO), which manages Haringey's council housing. Teams of staff from HfH were seconded to the council to support the delivery of the consultation process by:

- Staffing the drop-in street events
- Carrying out the outreach and door-knocking across Tottenham
- Canvass card data entry
- Facilitating tables and note-taking at Community Liaison Group meetings

Urban Strategies Inc. Urban Strategies Inc. were commissioned by Haringey Council to produce the Strategic Regeneration Framework for Tottenham

Appendix B

Canvass card  
questionnaire 1  
Pages 1-2



<p>1   If you could be granted 3 wishes for Tottenham, what would they be?</p>	<p>2   In previous consultations, you told us your ideas for improving Tottenham. We want to understand a bit more about how you think we could turn these ideas into reality.</p>
<p>1.</p>	<p>A   You told us you want to see a thriving High Street. Describe your perfect High Street, or a place where you like to shop and why. Does it have cafes, different shops (which ones?), leisure facilities, events, community spaces, access to health care facilities...</p>
<p>2.</p>	
<p>3.</p>	

Canvass card  
questionnaire 1  
Pages 3-4

<p><b>B   You said you want job opportunities. What employment support would be useful?</b></p> <p>Eg: Training, work experience (where?), better local schools, apprenticeships, help writing a CV, local businesses to work in...</p>	<p><b>D   You told us that you would like the streets and public spaces to be improved. What ideas do you have for making this happen, and where?</b></p> <p>This might be making streets cleaner and safer (how?), street art, well designed new buildings, or better parks...</p>
<p><b>C   You told us that you'd like more things to do. What would you like to see in Tottenham?</b></p> <p>Maybe sports facilities (what sort?), youth clubs, libraries, swimming pool, cinema, community spaces...</p>	<p><b>E   You said that you would like Tottenham to become a place that people would want to visit. What is missing now?</b></p> <p>This could be better facilities or shops, a better public image (what image?), nice places to live and work...</p>

<p><b>F   You said that improving housing is a priority. What improvements would have the biggest impact?</b></p> <p>Eg: More homes to buy or rent, better quality homes, a mix of home sizes, more supported housing for older and vulnerable people?</p>	<p><b>3   How can we help to build a strong community in Tottenham?</b></p> <p>This might be bringing different communities together, events, more opportunities to get involved or volunteer...</p>
<p><b>G   You said you would like Tottenham to have better transport links. What improvements would you like to see?</b></p> <p>Eg: New bus routes (which areas should be better linked?), better tube services, new tube or train stations (where?)</p>	<p><b>4   What other ideas do you have for improving Tottenham?</b></p> <p>Any other comments?</p>



Canvass card  
questionnaire 1  
Pages 5-6

<p><b>ABOUT YOU</b></p> <p>1   Tottenham is where I... (Tick as many as apply to you)</p> <p><input type="checkbox"/> Live</p> <p><input type="checkbox"/> Work</p> <p><input type="checkbox"/> Study</p> <p><input type="checkbox"/> Visit</p> <p><input type="checkbox"/> Shop</p> <p><input type="checkbox"/> Do sport / leisure activities</p> <p><input type="checkbox"/> Other-please state</p> <hr/> <p>3   What can you do to make Tottenham a great place to live and work?</p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p>	<p>2   If you live in Tottenham, do you see yourself staying here for the next 5 years?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not sure</p> <p>If yes, what's keeping you here? If no/not sure, why not?</p> <p> </p> <p> </p> <hr/> <p><b>YOUR INFORMATION</b></p> <p>Giving your contact details is optional, but providing them will allow us to keep you informed about Tottenham's future. We use the monitoring information to make sure we are considering all viewpoints.</p> <p><input type="checkbox"/> Tick here if you do not want to receive news and information from Haringey Council on the Tottenham regeneration programme.</p> <p>Name</p> <p>Telephone</p> <p>Email</p> <p>Address/Postcode</p> <p> </p>
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<p><b>YOUR INFORMATION</b></p> <p>Age <input type="checkbox"/> Prefer not to say</p> <p>Do you consider yourself to have a disability?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say</p> <p>Sex <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/> Male</p> <p>Ethnicity-please tick the box that best describes your ethnic group:</p> <p>White <input type="checkbox"/> British <input type="checkbox"/> Irish</p> <p>White other <input type="checkbox"/> Greek/ Greek Cypriot <input type="checkbox"/> Turkish <input type="checkbox"/> Turkish/Cypriot <input type="checkbox"/> Kurdish <input type="checkbox"/> Gypsy/Roma <input type="checkbox"/> Irish Traveller <input type="checkbox"/> Other (please specify):</p> <p>Black or Black British <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other (please specify):</p> <p>Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> East African Asian <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other (please specify):</p> <p>Chinese or Other Ethnic Group <input type="checkbox"/> Chinese <input type="checkbox"/> Any other ethnic background (please specify):</p>	<p><b>YOUR INFORMATION</b></p> <p>Mixed <input type="checkbox"/> White &amp; Black African <input type="checkbox"/> White &amp; Asian <input type="checkbox"/> White &amp; Black Caribbean <input type="checkbox"/> Other (please specify):</p> <p>Prefer not to say <input type="checkbox"/></p> <hr/> <p><b>DATA PROTECTION</b></p> <p>We will not process information for any purpose other than that for which it was collected and we will not pass it on to third parties other than those delivering services on our behalf (without permission).</p> <hr/> <p><b>OTHER FORMATS</b></p> <p>This canvass card is available in Turkish and Somali.</p> <p>Please contact us if you would like it in another format, such as large print or in a different language.</p> <hr/> <p>To find out more about the consultation:  <b>Email:</b> <a href="mailto:info@tottenhamsfuture.co.uk">info@tottenhamsfuture.co.uk</a>  <b>Visit:</b> <a href="http://www.tottenhamsfuture.co.uk">www.tottenhamsfuture.co.uk</a>  <b>Write:</b> Freepost RLXU-ETCB-SRAR  Tottenham's Future Consultation  Haringey Council  8th Floor, River Park House  225 High Road  London N22 8HQ  <b>Phone:</b> 020 8489 8434</p>
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## Appendix C

Community Liaison  
Group terms of reference  
Page 1



### TOTTENHAM'S FUTURE

### Community Liaison Groups Terms of Reference

The Community Liaison Groups for Tottenham's Future consultation bring together local individuals, groups and stakeholders to discuss and shape the Strategic Regeneration Framework for Tottenham from the bottom-up.

#### Role of the Community Liaison Group

- To ensure local organisations', residents', businesses' and local stakeholders' views, aspirations and priorities are central to the emerging Strategic Regeneration Framework (SRF) for Tottenham
- To provide a forum to discuss the vision for Tottenham's future, and to consider the actions that should be taken locally to achieve this vision
- To act as a sounding board for the key issues identified in the framework document
- To communicate and distribute information to members, and through their representatives to the memberships of the attending groups, and to collate feedback
- To hold three meetings (December 2013, January and February 2014) during which each of the transformative strategies set out in the draft SRF presented to Cabinet on 28 November 2013 will be discussed
- To provide direct and regular access to key representatives of the Council and Soundings.
- To discuss the ongoing legacy of and role for the CLG after the 3 scheduled meetings have finished.

#### CLG areas

Four Community Liaison Groups for Tottenham's Future have been set up. These correspond to the four Area Regeneration Managers' administrative remits:

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

A map showing these areas can be provided on request.

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Website | [www.tottenhamsfuture.co.uk](http://www.tottenhamsfuture.co.uk)



### **Membership**

Members of the CLGs are recognised officials and spokespersons of relevant bodies, organisations, and representative groups. These officials should nominate, and communicate to Soundings, deputies or stand-ins to cover CLG meetings that they are unable to attend. To ensure a balanced range of views, we ask that each organisation has a maximum of 2 representatives at each meeting.

Relevant bodies, organisations and representative groups include: residents' associations, traders' groups, community groups, faith groups, amenity societies, schools and other local stakeholders.

Members can also be local residents or businesses who have expressed an interest in participating in the further discussions about Tottenham's future at the CLGs. The opportunity to participate was publicised through: Tottenham News (2 issues), the Tottenham's Future website, drop-in events, and outreach programme.

Members are requested to commit to attending all three CLGs (December 2013, January and February 2014) to ensure continuity of attendance and participation in the evolution of the SRF.

If present members consider that specific groups are absent and should be invited, they should inform Soundings or Haringey Council who will aim to rectify this.

### **Meetings**

The Community Liaison Group meetings will be conducted so that all participants feel welcome and are able to contribute. We ask that all attendees treat everyone fairly and with respect, allowing people to speak without interruption and respecting the views and opinions of others.

### **Chairperson**

The CLGs will be chaired by a representative from Soundings, the independent consultancy appointed by Haringey Council to help run the Tottenham's Future consultation. The Chairperson is a neutral figure who ensures that the CLGs function properly, that there is full participation at meetings, all relevant matters are discussed, and a fair and accurate record of the proceedings are circulated to members and Haringey Council.

### **Timescales**


The consultation is taking place between October 2013 and February 2014. On 11 March 2014, the Strategic Regeneration Framework will go to Cabinet. It will be published online prior to this meeting.

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Appendix D

School workshop  
'build your future'



TOTTENHAM'S  
FUTURE

### 2034 | BUILD YOUR FUTURE

Imagine it's the year 2034.  
We would like to know more about what you'll be doing in 20 years time.

#### A | WHAT'S YOUR STORY?

01 | What is your name?

02 | How old will you be in 2034?  
I will be  years old

03 | Will you be living in Tottenham?  
Yes  No   
Why?

04 | Will you be working? If so, what will you be doing?  
I will be   
If you will not be working, why not?

#### B | TELL US MORE ABOUT THE FUTURE YOU

05 | Three things you will...

Do  +  +

Wear  +  +

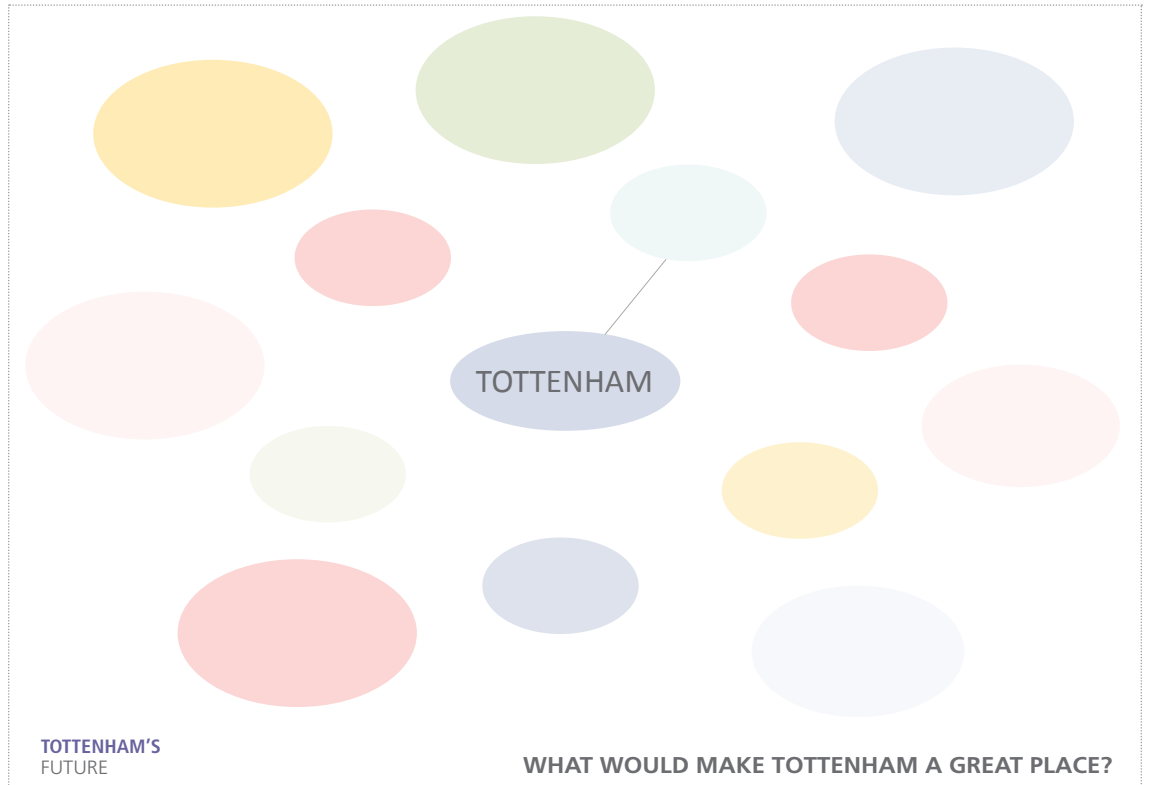
Have  +  +

#### C | WHAT ELSE IS HAPPENING IN 2034?

06 | The best thing about Tottenham in 2034 is that now it has...

07 | Think of one new thing that has been invented by 2034 that doesn't exist now?

School workshop  
spider diagram



Appendix E

Priorities questionnaire  
Page 1



TOTTENHAM'S  
FUTURE

Thank you for your feedback. Please hand this completed form to a member of staff at the exhibition or return to Haringey Council by 10<sup>th</sup> February 2014

Since October 2013, we have spoken to over 3,500 people as part of the Tottenham's Future consultation. We have heard a huge range of ideas and hopes for how to regenerate Tottenham over the next 20 years. People have told us that they want to see the following improvements in Tottenham. We would like to know which you think are the most important.

1. What are your top 5 priorities for change in Tottenham?  
Please tick 5 from the list below.

Supporting young people

- a. Services, facilities and activities for young people
- b. Raising the standard of education

Housing

- c. Building a mix of affordable and private housing to meet existing and future residents' needs
- d. Improving the quality and maintenance of existing housing

Supporting the community

- e. Community projects and events
- f. Community empowerment
- g. More trust and openness between the council and the community

Jobs and employment

- h. Create jobs and employment
- i. Training, apprenticeships and mentoring to help people into work

Improving the High Road

- j. Better mix of shops, cafes and restaurants on the High Road
- k. Renovating historic buildings

Better streets

- l. Improving the physical environment - cleaner streets, improved shop fronts
- m. Safer streets
- n. Tougher stance on enforcement issues (such as dumping or inappropriate shop signage)

Community amenities and facilities

- p. Providing community spaces and amenities
- q. More and better leisure facilities

Transport and access

- r. Improving public transport
- s. Improving pedestrian and cycle access

Green spaces

- t. Improving existing green spaces
- u. Providing more green spaces

Please turn over >

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2. Please tell us why these priorities are important to you.

is important because...

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is important because...

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is important because...

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is important because...

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is important because...

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3. Have we missed any priorities?

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4. Do you have any other ideas for regenerating Tottenham, or any other comments?

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Priorities questionnaire  
Page 3

YOUR INFORMATION

Giving your contact details is optional, but providing them will allow us to keep you informed about Tottenham's future. We use the monitoring information to make sure we are considering all viewpoints.

Tick here if you do not want to receive news and information from Haringey Council on the Tottenham regeneration programme.

Name .....

Address .....

Postcode .....

Age: .....  Prefer not to say

Do you consider yourself to have a disability?  Yes  No  Prefer not to say

Sex:  Female  Male  Prefer not to say

Ethnicity - please tick the box that best describes your ethnic group:

White:  British  Irish

White other:

Greek/Greek Cypriot  Turkish  Turkish/Cypriot  Kurdish  
 Gypsy/Roma  Irish Traveller  Other (please specify): .....

Black or Black British:

Caribbean  African  
 Other (please specify): .....

Mixed:

White & Black African  
 White & Black Caribbean  
 Other (please specify): .....

Asian or Asian British:

Indian  Pakistani  
 East African Asian  Bangladeshi  
 Other (please specify): .....

Chinese:

Chinese

Prefer not to say

Any other ethnic background  
(please specify): .....

DATA PROTECTION

We will not process information for any other purpose other than that for which it was collected and we will not pass it on to third parties other than those delivering services on our behalf (without permission).

OTHER FORMATS

This questionnaire is available in Turkish and Somali. Please contact us if you would like it in another format, such as large print or in a different language.

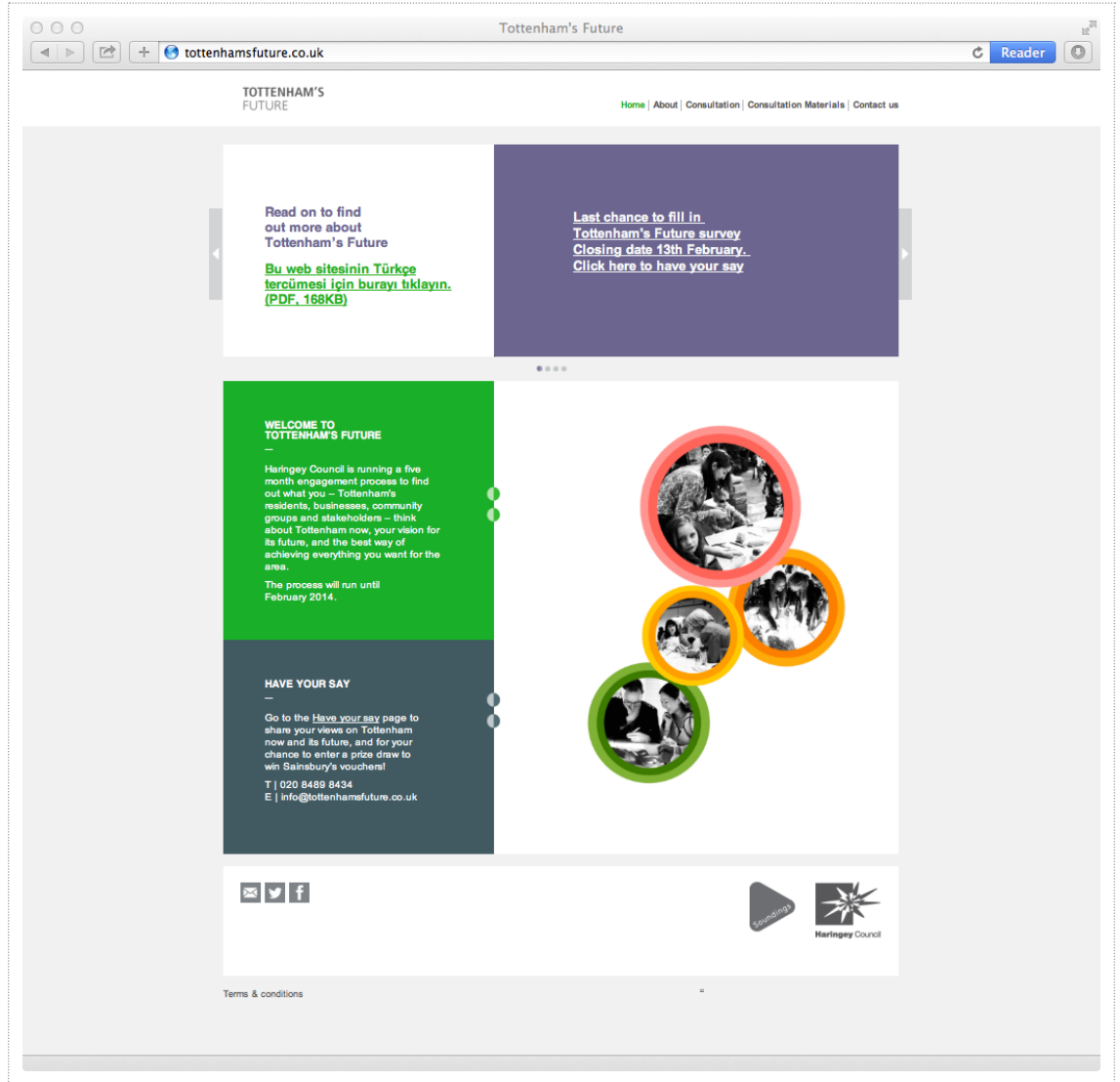
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225 High Road  
London N22 8HQ



## Appendix F

### Website screen shot home page



Website screen shot  
'have your say'



## Appendix G

### 1-2-1 Stakeholder responses

#### Al-Hijra Somali Community Association

- Ensure that new job opportunities from new developments are not zero hour contracts
- Attract investment in the area
- Tackle overcrowding
- Improved temporary accommodation offer and quality of accommodation needs to be monitored- families with children in school should be found accommodation near their schools or within easy public transport distance to them
- More positive youth project activities are needed so that there can be a change in perceptions
- Different community groups could share space to maximise the use of space available, e.g. church halls could be used by other organisations throughout the week- could be used for youth projects
- Create training and job opportunities- bring in big employers
- Provide support for local small-scale business initiatives and encourage young entrepreneurs
- More start up business units
- Advice and guidance centres needed - money advice, rent, benefits and support to get their lives on track and initial support
- Leverage funding from outside of the borough eg -London-wide and European funding. Council, community organisations and business need to work together to drive economic improvement.
- Learn from other regeneration schemes- explore Dalston regeneration model. Tottenham is not so different from the way Dalston used to be. The regeneration of Dalston supported local business initiatives and has been very successful.
- Plan to meet the needs of older people- current resources for older peoples services and care are already stretched and we need to make a plan to ensure that the escalating future needs can be met.

#### Broadwater Farm Residents' Association

- Tackle overcrowding
- More activities needed to bring all together in the community, including intergenerational projects
- More transport links from the Farm are needed
- More job opportunities for all ages needed in Tottenham and local people should be supported to be able to get any jobs in regeneration schemes
- Preserve Tottenham's historic buildings
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc

#### Broadwater Farm resident and User Voice worker (works with offenders)

- Apprenticeships are needed for young people in a variety of business areas
- Perceptions of Tottenham need to be challenged and a promotion of 'real' positive stories
- Claxford Stirling provides guidance for many young people on the Farm and does it in a fun and educational way which football coaching, which supports their development as they grow up- positive role models
- Adult literacy assistance needed- 1-2-1 buddy literacy support- community volunteers can support a programme like this
- Raise aspirations of young people with engagement to mentoring and tailor their path to suit their needs, skills and interests

#### Campbell Court Tenant Association Sheltered Housing

- Improve parking for local people on match days
- Affordable housing
- Preserve historic buildings
- Invest in young people- get them more involved in their community and support them
- Create stronger community networks
- Invest in improved education and skills development
- By improving community cohesion, investment in young people, education and skills development perceptions will change about the area
- Better sports and leisure facilities
- Improved shopping area - brands encouraged
- Better community facilities and events
- Arts and cultural facilities - theatre for Tottenham
- Reduce crime and safer streets
- Connect Tottenham to the Lea Valley park and river and improve transport connections for those who are limited with mobility
- Support and independent businesses - a part of Tottenham's culture
- Draw in investment to Tottenham
- Create jobs
- Some business/office space but limit it as large as of Tottenham Hale and South Tottenham is for this use
- More police on the streets
- Secure public toilets needed
- Improvements to pavements needed

**Chestnut Estate Resident's Association**

- Night time entertainment and economy is needed
- More social housing and limit RTB's
- More signposting to local businesses in the area that have good produce- cheese maker, artisan bakers etc so that these are supported
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc-
- Regenerate Chestnut Estate - needs improvements
- More social amenities needed
- Adult literacy support needed and ESOL in community hubs and at schools
- Investment in improved education and skills development
- Better enforcement against rogue landlords and poor HMO's and better licensing arrangements
- Change perceptions of Tottenham
- Advice centres needed in Tottenham for sex, drug, alcohol, abuse issues
- Preserve historic buildings and showcase heritage more
- Upgrade High Street shop fronts- more aesthetically pleasing and attractive
- Clean up the Bruce Grove shopping area- shop keepers but their goods on the pavements which looks untidy and restricts the space on the pavement - take enforcement action against business owners
- More healthcare amenities needed in Tottenham like dentists and GP's
- Bring investment to the area
- Improvements are needed to the shopping areas of Tottenham- more variety of clothes shops and restaurants- need better quality and chain stores- improved quality and offer of shops will encourage people to shop and spend money in the area
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops, nail shops, barbers, etc

- Theatre for Tottenham needed - showcase talent
- Improve Wards Corner- retail offer is not as good as it once was- keep cultural assets and good independents through development
- Police need to be more visible on streets
- Support local small businesses with advice on customer service and marketing etc
- More community events to bring the diverse community together
- Public toilets needed
- Youth clubs and facilities need to be better advertised
- More sports and entertainment facilities needed- cinema, running track, skate park etc
- Turn disused warehouses into small start up business space
- Improve access to the Lea Valley Park and River
- Jobs for local people - Ensure that new job opportunities from new developments are not zero hour contracts
- Skill set of many young people wanting to attend college is poor, job etiquette training is needed to enable young people to be job ready with employability skills
- Need large corporations and brands to come to Tottenham as local small businesses generally only employ family members
- More training needed for all ages and apprenticeships
- More community activities for young and old and intergenerational
- Redevelop Bruce Grove station area and arches
- Public realm improvements needed to pavements and street lights
- Manage HMO's and monitor
- Gentrification and upgrades are needed for Tottenham to foster civic pride

**College of Haringey, Enfield and North East London, Principal**

- Skill set of many young people wanting to attend college is poor, job etiquette training is needed to enable young people to be job ready with employability skills
- Mock interviews needed and CV training needed for all ages- will improve confidence levels
- Council needs to links with colleges and schools to sign post job and training opportunities to local people and promote the free courses – better use of estate notice boards to advertise local jobs, open days and fairs, e-newsletters and publication for Tottenham only
- There are excellent transport links in southern area of Tottenham and more encouragement needs to be given to job seekers to look beyond Tottenham for work and broaden their horizons and aspirations
- Career pathways are needed especially for entry level roles- more information needs to be provided about progression and possible future roles it could lead to. Careers are needed, not just apprenticeships
- Guaranteed interviews are needed for all new developments whereby local people meet the basic criteria- this needs to be brokered
- More employers in London need to be brought to London schools and Colleges to talk about their organisations, what they look for in potential candidates and encourage young people to think about their aspirations and give a realistic picture of work, explain about code of conduct, dress codes and the need to curb street language- this information will be better received from an outside professional- this will also help employers see beyond the perception of Tottenham
- Work with children's centres to encourage parents to think about their aspirations and also to encourage development of their children and build the child's capacity for the future- start when the child is young
- Free internet access is in Bernie Grant Art Centre and this is not well known or advertised

## TOTTENHAM'S FUTURE

- The perception of Tottenham affects how people perceive the Colleges- many parents do not want their children to attend the Tottenham branch, but are OK with Enfield branch.
- There are a shortage of school places so many 14-16 year old refugees attend CHENEL
- Those attending College should be encouraged and signposted to community groups to support them with fund-raising and volunteering. This will help their CV and increase personal development.
- CHENEL has free community space available in the evenings as exam hall is not used, multimedia room is available to use with equipment- community centres and youth groups are hard to sustain and maintain so community groups need to be encouraged to look at spaces available in existing buildings like colleges, schools, church halls etc

### College of Haringey, Enfield and North east London, ESOL teacher

- ESOL is hard to teach with a group of 20 people and the courses are limited in what can be taught in the time frame of the course
- Adult literacy needs further assistance on a grass roots level
- Social excluded groups need to be worked with, such as hard to reach groups
- More new and improved housing is needed and affordable
- Work experience opportunities need to be created that help raise aspirations
- Improve High Street with improved quality of shops and retail offer
- A university would be good to bring to Tottenham in the future and help raise aspirations
- Perception of Tottenham needs to be addressed. The perception of Tottenham affects how people perceive the Colleges- many parents do not want their children to attend the Tottenham branch, but are OK with Enfield branch
- Healthy eating and activities needs to be promoted more at school for recreation

- Haringey Shed and Bernie Grant Arts Centre are assets in Tottenham and needs to be better promoted- success stories to be marketed- better signposting to what is on offer in Tottenham
- Employment opportunities for all ages needed through the regeneration for local people
- Tottenham Green leisure centre needs to be improved as expensive for what is offered- free swimming for children at weekend?
- New businesses coming to the area need to work alongside existing ones, like Sainsbury's which recruited local people.
- New business and office spaces
- No night time economy – needs to have a positive atmosphere and activities in the evening
- Free language lessons at a community and local group level needed to break down barriers and encourage community cohesion
- Improve access to the Lea Valley- promote to families as a safe cycling route
- Improve cycling routes
- Outdoor gyms in well lit, visible locations but with funding to sustain maintenance
- Work with schools from an early age to encourage career development and aspirations and assign a mentor
- Schools need to run a gifted and talented programme to develop potential Oxbridge candidates- link a school with a good University where students visit to run talks and motivate the students

### College of Haringey, Enfield and North East London, Level 1 Construction students

- More affordable and council housing is wanted and not high rise flats which cause problems to neighbourhoods
- Maintenance of public areas and spaces needs to be improved
- Improve the High Street- bring better sports shops and clothing stores to Tottenham- reduce number of betting shops
- Raise people's aspirations for Tottenham so that they look forward to a regenerated area
- More youth clubs and activity programmes are needed – especially around music and football
- More after school facilities needed
- Fears – gentrification, fear of Hackney effect
- Council communication to the community needs to be improved and needs to be honest
- Mentoring schemes are needed and career guidance
- Help needs to be provided for local people to improve their maths and literacy
- Career path information needs to be provided- show what an entry level job can lead to, e.g. construction tools can lead to jobs in project management or with training in surveying and the process of how to progress needs to be explained.
- Support local independent food shops to grow
- There needs to be more variety with the food retail offer on the High Street- healthier foods needs to be encouraged- reduce the amount of chicken shops
- People lost faith in community – there is little respect left
- Tottenham needs to be known in the future for it's art, dance, music etc- there needs to be a showcase for this talent
- Tottenham needs to become known as a place to visit- there are nice churches and heritage buildings



- Bring to Tottenham industry – jobs – create potential growth in this area
- Bernie Grant – is not known as a theatre - activities need to be better advertised and promoted
- Wards Corner – make shopping area better
- 639 – not promoted effectively - many local people don't what the building is for and think it is an art gallery
- Tottenham needs more start up opportunities in Tottenham and assistance to get a job and then develop it into a career.
- The council needs to continually pro actively get the views from the community
- Many young people at college have a fear that they will not get a job at the end of their course- more assistance needs to be provided to get students real work experience that is valuable to their CV and discussions are needed to identify a career path for individuals
- Second opportunities need to be given by organisations to young people who have a criminal record by organisations.
- People in Tottenham care about the community
- Adult apprenticeships are needed and more opportunities are need for adults, not just youths
- Regeneration should ensure that local people have an early knowledge of forthcoming opportunities and given assistance to get those jobs with interview skills training etc.

#### **Comeunity community project**

- Community cohesion projects and real empowerment needs to be fostered in the community through regeneration
- Preserve heritage buildings
- Free community hall space is needed to enable the community to meet together and have interaction and integration events
- Tackle the literacy problem
- HMO's need to be monitored and poor landlords have action taken against them
- Good communication from the council is needed to provide reassurance through change

#### **Coombes House Tenant Association**

- Create employment opportunities for young people- apprenticeships
- Tackle overcrowding
- New and improved housing - more social housing and affordable
- Preserve historic buildings
- Invest in young people
- Create stronger community networks and links
- Invest in improved education and skills development- if this is done it will change perceptions about the area
- Better sports and leisure facilities- affordable- more sporting activities in the north of Tottenham like swimming, improve existing sports centre
- Improve shopping area - variety of shops is needed
- Better community facilities and activities
- Improve parks and play areas
- Reduce crime and safer streets
- Better transport connections from north to south Tottenham and access to Lea Valley and river
- Raised beds and planting to access routes in/out of Tottenham so it looks more attractive
- Improvements to pavements needed- walking routes
- Draw in investment to Tottenham- if tackle issues this will happen

#### **The Crescent Tenant Association (incorporating The Crescent, Wescott Close, Ermine Road, High Road)**

- Create employment opportunities for young people
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc- enforcement
- Specialised youth centre is needed for the purpose of improving wellbeing and educational attainment and aspirations
- New and improved and affordable housing
- Sustainable eco friendly developments wanted
- Preserve Tottenham's historic buildings
- Invest in young people
- Create stronger community networks
- Invest in improved education and skills development
- Change perception of Tottenham- publicity is important
- Improvements are needed to the shopping areas of Tottenham and High Road- the High Street needs to be interspersed with chain stores and restaurants- improved quality of shops
- More sports and leisure activities- need another community gym
- A cinema and theatre is needed for Tottenham
- Community events are needed to bring the transient people of Tottenham together
- More and better parks
- Reduce crime and safer streets
- Improved connectivity to Lea Valley Park and river
- Support small and independent businesses
- Create job opportunities, especially for young people
- Create new business space
- Draw investment into Tottenham - improve area but don't drive out existing community
- Good communication from the Council is needed to provide reassurance through change and regeneration is sustainable

- Community involvement and input into regeneration wanted
- Raised beds and planting to access routes in/out of Tottenham so it looks more attractive
- Improvements to pavements needed- walking routes and seating so that it looks more aesthetically pleasing and will attract visitors and also will provide the necessary improvements for elderly to get around

#### **Defend Haringey Health Services**

- In 2006 the plan was to sell off half the St Anne's site to create funds for investment in the hospital but the new health facility is not now going to be provided
- Group challenges the assumption that the land needs to be sold off - a needs assessment should be carried out to access the need of the area. It should still be about improving public health and well-being
- St Anne's have a huge publicly owned piece of land that is a massive opportunity to integrate the NHS and council and do something major around health and wellbeing
- The Strategic Regeneration Framework for Tottenham needs to have a focus on health and well-being, not just on bricks and mortar
- There needs to be a long term approach to evaluating how the regeneration performs in meeting health and well-being targets which will involve measuring:
  - Good long term employment opportunities
  - Decent, secure housing
  - Good health services, including development of St Anne's Hospital to meet existing residents' needs, and those of the 10,000 new residents of Tottenham
  - Expansion and improvement of public services in Tottenham – health, housing, education, community centres, green spaces

#### **Dorset Road, Loobert Road and Summerhill Road Residents Association**

- More social and affordable housing
- Improve safety – reduce crime and safer streets
- More educational activities for the young needed
- Employment opportunities for young people
- New and improved housing
- Sustainable eco friendly developments
- Invest in young people
- Create stronger community networks
- Invest in improved education and skills development
- Change perceptions of Tottenham
- Better sports and leisure facilities for over 50s
- Arts and cultural facilities- would like theatre
- A good retail plan is needed for Tottenham- no more betting shops
- More and better parks
- Improve public transport by having school buses- eases demand so can be used by other members of the public at those peak times
- Connect Tottenham and the Lea Valley Park and River
- Support small and independent businesses
- Create jobs
- Draw in investment into Tottenham Community events bring people together
- Give people a voice through change

#### **Dowsett Estate Residents Association**

- Top priorities for Tottenham's regeneration
  - 01 |** Pavements on Bolland Road and across Tottenham have to be sorted out so they are not trip hazards. Cleanliness.
  - 02 |** Problems in private rented sector. Needs enforcement.
  - 03 |** Anti-social behaviour around Holcombe Road Market
  - 04 |** Smell of urine everywhere in Tottenham High Road - need public toilets

- 05 |** Invest money in enforcement
- 06 |** It is important to understand people's experience of living in Tottenham, and their experience of their street. Every single resident has a different view – have to understand what these views are
- 07 |** Ongoing engagement with the people of Tottenham – need anthropological view of resident's opinions
- 08 |** Small projects looking at specific things – e.g. 'Table Talk' – public spaces where everyone can be talked to about specific issues
- 09 |** Spurs development has to happen or be sold off
- 10 |** Give street drinkers them somewhere to go – wet community centres. Stop treating them as the enemy
- 11 |** More leisure facilities, meaningful things to do
- 12 |** Mental health issues – centre on the High Road (684 centre) closed down. They are lonely, isolated. Have to think in social policy terms for the vulnerable people and the effect on area. Re-open a centre for people with mental health issues.
- 13 |** More jobs in Tottenham
- Other issues:
  - There is nowhere for groups to hold activities. Friends of Down Lane Park is trying to raise funds for café and community centre in Down Lanes Park by 2016
  - LBH received funding from the GLA to make improvements and if it isn't spent it will be taken away. Holcombe Market and the alleys were to be renovated but nothing has happened as yet
  - There is concern about the financing of the £1 billion that is mentioned, if this is primarily dependent on private developers then how can local people guide how it is spent and it will. It will also be tied to home building for the private sector.



**Edgecot Grove Residents' Association  
and The Bridge Renewal Trust**

- ESOL lessons needed in community hubs to help with community cohesion- these activities on the door step will help raise confidence to move to classes in the wider community
- Improvements to High Street needed- better quality of retail offer with brands alongside good independents (e.g. artisan bakery etc) and more variety needed
- Costa Coffee is a positive sign that the area is improving around Seven Sisters.
- Good quality private rental housing is needed
- Mixed tenure developments and good sized units wanted- housing should have secure bike sheds
- Improve cycling lanes etc
- Tottenham has potential
- Connect Tottenham to the Lea Valley and river
- More play areas and outdoor gyms in parks
- New developments should be sustainable and eco- solar power for communal lights etc
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc
- Employability training and support needed to help young people into work
- More activities to integrate diverse communities
- Better signposting of activities and What's On in Tottenham- look at other mediums to relay this message
- Swimming for older people at designated times is needed in the leisure centre
- Enable the community to deliver regeneration projects themselves with support- make the process simpler for people to deliver their own community projects
- Trust with Council needs to be built
- Leisure activities need to be affordable
- Bernie Grant Arts Centre needs to be better promoted- success stories to be marketed- better signposting to what is on offer in Tottenham- music, theatre, art, fashion. Needs to become a better theatre like Hackney Empire

- Artistic and music talent needs to be showcased
- Shop fronts need to be improved
- Tottenham Green needs to be a central plaza and have an identity as a cultural quarter
- Promotion of the history of Tottenham with plaques and historic trail for tourists, schools etc- Rowland Hill postage stamp inventor, Luke Howard namer of clouds etc
- Improve access to the Lea Valley Park and River- have walking maps which pinpoint activities and landmarks

**Friends of Down Lane Park**

- Down Lane Park keen to continue to play an important role in the local community, and be a significant contributor to increasing local people's life opportunities
- Vision for the park in Tottenham's Future:
  - 01** | A cafe with community rooms offering opportunities for local people
  - 02** | More inclusive play equipment for the playgrounds
  - 03** | Restoration of the fencing along Park View Road from the R&R to the car park entrance
  - 04** | New and wider pathway across the 'diagonal' of the park.
  - 05** | Transformation of the Caretaker House into a community asset for local services run by local community groups
  - 06** | Better inclusion of the green land to the rear of the Techno Park building. With a shared pedestrian/road surface along Ashley Road, especially by using part of the Techno car park to create an improved access to the walkway to the marshes
  - 07** | Purchase of buildings on Ashley Road to expand the park
  - 08** | A return of the park into the space currently occupied by the R&R and the depot site, which should be re-located to more modern and appropriate locations for their business
  - 09** | A bridge for pedestrian and bicycle access to the Tottenham Marshes from the walkway near the Ashley Road north gate of the park

- 10** | Greening of the concrete fencing along the boundary with the R&R and the depot
- 11** | A build-out of the 'Burdock Road' gate pavement to make that access point safer and act as a traffic calming measure at that junction and for vehicles using Ashley Road
- 12** | Adaption of the BMX track to provide skate-park features
- 13** | The purchase of the bowling green lease so that the space can be incorporated into the park
- 14** | An extension of the park towards the High Road through a re-modelling of the land (and road and pavement) along Monument Way. Possibly with an outdoor gym and shared pedestrian/road surface to the edge of the Chesnut Estate
- 15** | Illustrative information boards around the park displaying details of the history of the park and surrounding area
- 16** | Improved lighting around the nursery and improved safety measures in that area
- 17** | Regular pruning of the trees along Park View Road so they don't obscure the streetlights
- 18** | The completion by 2015 of the sports zone. So, we have the tennis courts, the MUGA pitch, and the two half basketball courts
- 19** | Improved access to the existing changing rooms, and better toilet provision in the new cafe and community rooms
- 20** | Creation of a community orchard and a wildflower area, as well as other nature improvements

## TOTTENHAM'S FUTURE

### Friends of Lordship Rec

- Improvements to the park are required:
  - More interpretation/signage
  - Memorial for World war II shelter tragedy
  - Extra drainage for sports field
  - Outdoor gym
  - Walking trails
  - Natural play area
  - Picnic area
  - Model traffic area
  - New nature area by Freedom Rd gate
  - Shell mural
  - Extra bins/benches
  - Extra notice boards
  - Proper path between community room and children's play area
  - Drinking fountain
  - Compost/leaf mould area
- Aspiration of all the Friends Groups in Haringey is that every green space is properly managed and has capital funding for infrastructure and buildings, on-site staffing, and community involvement in decision-making

### Grace Baptist Chapel, N17

- Tottenham has potential
- Tottenham's diversity is positive
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc
- Perception of Tottenham is more of a problem than the reality.
- Community activities and place for all to come together
- Community groups need to be encouraged to look at spaces available in existing buildings like colleges, schools, church halls etc to bring the community together
- Showcase local talent- artists
- Outdoor gyms are needed
- Improvements are needed to the shopping areas of Tottenham and how High Street looks
- More youth activities and training needed- like Claford's work on Broadwater Farm estate
- Better links between Tottenham Hotspur and schools

### Haringey Association of Independent Living (HAIL)

- Lack of accessible healthcare - more large scale practices where there is an opportunity to see a range of health professionals
- Lack of accessible green space- there are parks but vulnerable people and people with learning difficulties don't always feel safe using them. Downhills Park (where HAIL runs a community cafe) is more welcoming. Lordship Rec looks better but people with learning difficulties don't feel comfortable using it
- Improved public service centres customer service
- Quicker response times needed for housing repairs by private landlords and social housing providers and especially priority should be given to resident's who are vulnerable, disabled or have learning disabilities.
- Housing needed for people with learning disabilities who are aging- sheltered and supported accommodation has not been effective.
- Housing should be allocated to meet the requirements of the individual's needs, especially regarding mobility.
- More training opportunities needed, especially for people with learning difficulties
- Need to change negative perceptions about Tottenham

### Haringey Association of Voluntary and Community Organisations (HAVCO)

- People feel the emphasis has been on buildings not people and hope the focus shifts for the regeneration.
- The local council has a bad record locally and people are suspicious of their motives – e.g. discussions around Wards Corner
- Waltham Forest's regeneration over the last 25 years is a good precedence - all the estates have been turned into places where people would want to live. Part of what makes there the place it is, is the sense of community and volunteers
- The presence of community groups is directly related to its diversity. There are 800-900 voluntary and community organisations in Haringey, the majority of these are in the east of the Borough. New arrivals set up groups, contact HAVCO.

- They want access to buildings and need help in getting housing/schools/jobs etc. The council are often unaware of where these people are and what their needs are, so they rely on voluntary sector for support. In a time of cuts and austerity, this is a problem
- Some people cannot conceive of voluntary and community action without council funding. Alternative funding outlets have to be found –more about enterprise – drivers models, buying and selling a service, not based on getting grants as they barely exist anymore
- Equip people with the outlook and potential to realise better for themselves. Help them understand how they can influence, shape, design and deliver the services they require. Otherwise you will entrench poverty and force the poorest out of the borough
- Racism and culture are still a factor in life choices but it is unhelpful to talk about disadvantage purely in racial terms
- Spurs - should commit to the sort of activities that Arsenal do – 1 match a year they turn over all the wages, profits, sponsorship money, revenues from that particular game to “good causes” – North London Derby every other year.
- In some areas it is a good idea to ‘gentrify’ to bring people who can support the local economy
- Interesting parallels between Tottenham and Brixton – Brixton incorporates its Afro Caribbean culture into its ‘branding’. Use this as part of the vision – Tottenham's diversity, variety and the ability to travel easily
- If the place looked a bit better and felt safer it would be a great improvement
- Tottenham is a place where workers on the average working wage of London will live. It doesn't make sense to price out the workers on the streets, shops, cafes of London. Have to focus on building decent affordable housing to make this possible
- If you want to maintain the character of Haringey, you have to have housing at its core – this has to be a massive house building programme focusing on social housing

**Haringey Defend Council Housing**

- Shocked by the comments on social housing as referred to in the Arup report
- Concern over what is perceived as council's social cleansing agenda
- Council should stop demolition of council houses which fragments communities
- Rent control to keep rents low and ensure tenants have security of tenure
- Existing homes should be brought up to Decent Homes standard
- New housing should be genuinely affordable, not 80% of market rent, with security of tenure – keep council housing model
- The community should be genuinely consulted and driving decisions, which should be based on meeting community need

**Haringey Disability First Consortium & Disability Access Group**

- Involve disability groups and residents in the design of buildings, pathways etc
- Improve all stations for disability access and the pathways around that area with dropped curbs and better markings and paving slab alignment
- Housing needs to be allocated appropriately to needs- adapted Council homes should not be let to those not disabled or with a requirement for adaptation, families with disabled children should not be housed in inadequate temporary accommodation- more disabled adapted homes to be built
- Council's website needs to be improved with more information and signposting about up and coming regeneration information- communications need to be improved
- Better pathways around Tottenham Hale are needed, especially between the new development, the bridge and the station

**Haringey Private Tenants Action Group**

- Bring back fair rent controls and security of tenure, which are binding on every landlord
- Council should provide information to landlords explaining the impact of excessively high rents on tenants on benefits
- Council should cover court costs for housing benefit tenants facing eviction
- Campaign for better rights for private tenants
- Produce list of landlords who raise rents above local housing authority rates and don't manage or maintain their properties properly

**Haringey User Network & MHSA Mental Health Support Association**

- Poor housing, unemployment and lack of accessible healthcare have a negative impact on those with mental health needs
- High levels of mental illness and dual diagnosis (drug and alcohol) concentrated in Tottenham and a mental health day care centre is needed and recovery centre
- People feel let down by the lack of help at Council offices- Apex House
- Quality, affordable housing needed
- Opportunities to get into employment especially for key groups such as people with mental health needs (Very high level of unemployment) and young people
- Lack of accessible healthcare, needs to meet the needs of the people
- Create places where all can come together
- Individuals lose housing when admitted to hospital or there is a mental health crisis which should not be allowed.
- GP practices have a limited understanding of mental health needs
- Provide mixed tenures housing
- Better quality social housing needed
- Housing needs to be allocated appropriately to needs
- Improving the physical environment of Tottenham will improve everybody's health and well-being

**Harmony Close Tenant Association (incorporating Bigbury Close & Lamford Close)**

- More civic pride in the area is needed
- Safeguard green spaces
- Preserve historic buildings
- Invest in young people
- Create stronger community links - activities for all ages
- Invest in improved education and skills development
- Change perceptions of Tottenham
- More leisure activities- swimming pool for north Tottenham
- Improvements are needed to the shopping areas of Tottenham- more variety of clothes shops and good independent bakers and butchers
- Clean up the Bruce Grove shopping area- shop keepers but their goods on the pavements which looks untidy and restricts the space on the pavement - take enforcement action against business owners
- Mobile library needed for pensioners and disabled to visit estates and sheltered schemes/community centres
- A cinema and theatre is needed for Tottenham for entertainment, leisure and a way of attracting visitors
- More and better parks
- Improve public transport and White Hart Lane station needs lift/disabled access
- Better connectivity to the Lea Valley – including buses that go there
- Support small and independent businesses
- Create job opportunities
- If the area is improved, investment and civic pride will follow automatically

**Holcombe Market stallholder**

- Improve public realm for Bruce Grove with street furniture- create ambience
- High Street needs to have a better food offer to encourage shoppers to eat whilst in the area to shop and good quality branded retail
- Parking assistance for shoppers needed - first 30 minutes free- help to compete with Stratford Westfield
- Greater police presence on the streets
- Improve Bruce Grove station area and arches
- Work with schools to foster community pride
- Encourage restaurants to buy from local suppliers, eg. greengrocers- showcase local sustainability
- Empty shops should be encouraged to be used as pop-up art galleries and shops to showcase local talent, creativity and produce from Tottenham and demonstration cooking
- Encourage entertainment in public realm areas like Tottenham Green that will provide somewhere for talented people to perform
- Support for local entrepreneurs on business planning, customer service etc
- Create places and destinations in Tottenham
- Improved lighting in main areas and around High Road- brighter light will help with perceptions of crime in the area
- Convert old public toilets into restaurants and places to be used like has been done in Wood Green

**IAG Consultants**

- Job Broker for Tottenham residents and a north Tottenham resident
- Pop up shops for empty shops
- Need large corporations and brands to come to Tottenham as local small businesses generally only employ family members
- Job Centre needs to be more involved with the regeneration team- they need to know about any local opportunities coming available through regeneration to signpost candidates

- Improvements are needed to the shopping areas of Tottenham- more variety of clothes shops and restaurants- need better quality and chain stores- improved quality and offer of shops will encourage people to shop and spend money in the area- greater footfall of people attracted from branded shops will also help local small businesses as there will be more potential customers
- Improve connectivity to Lee Valley Park and River
- Tottenham needs more sports facilities- tennis courts, basketball courts, football pitches and an activity centre for all ages to play table tennis, pool and snooker- this could be in schools at evenings and weekends
- Invest in young people
- Create stronger community networks
- Invest in improved education and skills development
- Encourage young people to volunteer in their community to assist with community cohesion and assist their CV
- Council communication about regeneration and job opportunities needs to be improved
- More mentoring is needed for young people- positive role models- link at an early age with something fun like Broadwater Farm's football coaching run by Clasford Stirling
- Community halls need to bring together the community and need to stay open for space for community activities and interaction, sports and education- so community groups need to be encouraged to look at spaces available in existing buildings like colleges, schools, church halls etc
- More intergenerational projects are needed
- Celebration of success for education leavers who have achieved success - raise aspirations
- Tottenham needs a night time economy - showcase talent in area
- Community events that bring people together- promote diversity
- Better access to good healthcare
- Community involvement through regeneration is important

**Larkspur Close Tenant Association  
(incorporating the sheltered housing,  
Compton Crescent and Roseland Close)**

- Better sports and leisure facilities
- Improve shopping area - variety of shops is needed
- New and improved housing and affordable housing
- Preserve historic buildings
- Invest in young people
- Create stronger community links
- Investment in improved education and skills development
- Change perceptions of Tottenham
- Better sports and leisure facilities
- Improved shopping areas
- Better community facilities and more community events
- Arts and cultural facilities
- More and better parks
- Reduce crime and safer streets
- Connect Tottenham and the Lea Valley Park
- Support small and independent businesses
- New business and office spaces
- Draw in investment to Tottenham



**The Lindales Sheltered Housing Scheme**

- Employment opportunities needed
- Activities for young people
- Tackle crime and safer streets
- Improved lighting in Northumberland Park is needed and safer
- New and improved and affordable housing
- Improve existing housing so it looks better
- Investing in improved education and skills development- both are linked
- Change perceptions of Tottenham- perception of Tottenham is more of a problem than the reality.
- More affordable leisure activities
- Improvements are needed to the shopping areas of Tottenham and High Road- the High Street needs to be interspersed with chain stores and restaurants- improved quality of shops
- Better community facilities and activities
- Cinema wanted and arts and cultural facilities
- Reduce crime and safer streets
- Support small and independent businesses
- Create new business and offer space
- Better enforcement around litter, dog fouling and poor appearance of area
- Street market wanted
- A central place- mall/plaza
- Raised beds and planting to access routes in/out of Tottenham so it looks more attractive
- Improvements to pavements needed- walking routes

**Markfield Project**

- More assistance for disabled people needed to support them into work and find opportunities and encourage large organisations to take on staff with learning difficulties.
- Ensure that new job opportunities from new developments are not zero hour contracts
- Tackle overcrowding problem- has impact on education, mental health etc
- Improve the quality of temporary housing
- More resources are needed for mental health services
- Housing needs to be allocated appropriately to needs- adapted Council homes should not be let to those not disabled or with a requirement for adaptation, families with disabled children should not be housed in inadequate temporary accommodation- more disabled adapted homes to be built
- Create leisure opportunities for young people, including those with disabilities- have safe places for young people to socialise like Adventure Playground which is supervised and is disabled friendly
- Improved lighting in Markfield Road and create access route to Markfield Park and Centre from Ferry Lane
- More good quality mental health services are needed- improve links between mental health and learning difficulties services and primary healthcare.
- More advice and guidance centres needed to support those in debt with money advice, rent, benefits and support to get their lives on track and initial support with going to an interview with a support worker for the long term unemployed or hard to reach groups- this needs to be on a face to face basis as self service and internet excludes vulnerable people and more costly interventions are needed later
- Create opportunities for people to come together in the community- shared public space and welcome newly arrived groups- value the ethnic and religious diversity of the community

**MLB- Mentoring, Life skills and Business**

- More small business start up space needed that is affordable- shared spaces and units work well
- Strong entrepreneurial spirit in Tottenham but needed support with knowing how to set up a business, how to do a business plan etc - but also a need to manage expectations and deliver realism
- Promote creative talent of Tottenham- more live/work units
- Mentoring is needed for all ages – funding needs to be put into this area
- CHENEL need to link up more with the community and providers to ensure joined up working
- Pro active approach is needed to change perceptions of Tottenham
- Support small and independent businesses
- Create jobs for local people through regeneration
- Draw investment to Tottenham
- Improve shop fronts and High Street
- Small business support is needed to provide them with marketing advice, business plans etc so that they are able to remain through regeneration and know their USP to have a place alongside brand stores

**Northumberland Park Over 55's Club**

- Improve transport links to Northumberland Park- increase number of trains
- Improvements are needed to the shopping areas of Tottenham- more variety of clothes shops and good independent bakers and butchers- the High Street needs to be interspersed with chain stores and restaurants- many people travel through Tottenham heading to another destination- improved quality and offer of shops
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc
- Need large corporations and brands to come to Tottenham as local small businesses generally only employ family members
- Private housing rental prices are expensive and need to be monitored if for temporary accommodation
- Childcare costs are expensive- more support needs to be given to parents
- Northumberland Park shops suffer from the cost of leases and rental charges and are closing down
- Improve housing- more is needed than Decent Homes
- Northumberland Park needs a community centre unlike NRC, where community groups can use space without cost. Community can be involved in the caretaking of it and social activities- help community cohesion
- Advice needs to be given to people in the community to explain how they can set up community groups and activities
- Bring industry back to Tottenham to create jobs
- Training needs to be provided to help people get jobs through regeneration opportunities
- Good street market needed for Tottenham
- Improvements to pavements needed especially in Bruce Grove- walking routes and seating so that it looks more aesthetically pleasing and will attract visitors and also will provide the necessary improvements for elderly to get around

- Better communication from the Council
- More activities for older/older life residents
- More training needs to be provided for the elderly in IT skills and internet- more specialised classes as libraries as many services are now going online
- Tackle HMO properties and rogue landlords
- More part time work is needed for students who can attend training/further education and work
- Better access to Lea Valley Park and river
- Bernie Grant Art Centre- a programme of events needs to be better publicised and have activities for different age groups
- More healthcare provision- GP services
- Parking assistance for shoppers needed- first 30 minutes free- help to compete with Stratford Westfield
- Better signposting of services available for welfare, police, medical care etc

**Our Tottenham**

- People are not happy with the top-down regeneration imposed by Council – large scale, profit-driven developments, not producing housing that people need
- Want to see real community engagement and empowerment
- The Community Charter sets out priority actions that have been adopted by the organisations within the umbrella group of Our Tottenham:
  - Defend community facilities
  - Decent and affordable housing for all
  - Support small businesses
  - Promote quality design and respect for heritage
  - Improve the street environment
  - Support youth voices, services and facilities
  - Empower our communities
  - Develop local community plans

**Park Lane Children's Centre**

- MUGA behind Park Lane shops needs to be upgraded
- Better enforcement against rogue landlords and licensing for landlords needs to vet private accommodation- poor housing has an impact on education and mental health etc
- Improve access to Lea Valley Park and River
- Bigger libraries are needed
- Investment in improved education and skills development
- Free fun family activities are needed to prevent isolation
- Community space needed for free for community volunteer groups to meet

**Park Lane Children's Centre Parents' Forum**

- Temporary accommodation quality needs to be improved and monitored
- More nurseries are needed as they are full and there will be greater demand in the future
- Support needed for vulnerable mothers and assistance with domestic issues
- New housing projects have to include provision of additional community facilities, schools, Children's Centres, healthcare etc necessary to support the long term success of a regeneration project. Tottenham Hale project did not build a new school – current capacity of schools and Early Years services is strained an unable to accommodate new families.
- Jobs created with flexible working for mothers needed
- Nurseries and children's centres needs to open earlier and finish later to accommodate working parents and working shift patterns.
- Nurseries need to have parking available outside as drop-off locations for safety
- Better regulation of and regular monitoring of HMO's and licensing of landlords needed.
- New homes need to be energy efficient

- Family housing is needed so a limit on number of homes converted into small, non-decent accommodation needed
- More shared ownership schemes wanted and affordable housing schemes
- Café to enjoy surroundings at Lea Valley wanted
- Private rented accommodation is poor but expensive – licensing for landlords is needed
- ‘Future proof’ courses should be run for parents from schools and nurseries
- Improvements are needed to the shopping areas of Tottenham - more variety of clothes shops, the High Street needs to be interspersed with chain stores and restaurants

**Park Lane Medical Practice**

- Lack of school places for new arrivals
- Tackle overcrowding problem
- High levels of mental illness and vulnerability
- Improve parking for local people on match days
- Roads are congested and improvements are needed to accommodate new housing
- Local people should be helped to find jobs and get opportunities through regeneration
- Healthy living centre needed and activities and health should be promoted
- Improved lighting in Northumberland Park is needed

**Pembury House Children's Centre and Bruce Grove Link Site**

- More support needed for families - high number of children on Protection Plans. High levels of domestic violence much of which is not reported. Some women are fearful of the consequences of challenging DV when they may be dependent on a partner to remain in the UK or fear that they may lose their children- many people feel isolated and have no family or social networks- perhaps because they have been re-located or are newly arrived in the country. Increasing levels of child obesity and dental problems.
- Regeneration needs a consistent approach and greater integration of services eg health, Early Years, life-long education, housing.
- Children's Centres and Early Years Services should have key role in the Tottenham's Futures. Children's Centres have the potential to engage all families and support them into training and employment opportunities. Children's Centres need more resourcing for the long term.
- Asylum seekers and refugees may not be able to access opportunities like ESOL, benefits, health and employment.
- Tackle overcrowding.
- Poor street lighting around Hartington Park
- Improving the physical environment will improve well-being
- Young people need to have interesting opportunities
- Advice and guidance centres needed - money advice, rent, benefits and support to get their lives on track and initial support
- Need greater integration of services eg health, Early Years, life-long education, housing.
- The High Street needs nice cafes and bars- get rid of chicken shops and betting shops- develop Wards Corner with nice shops.
- Tottenham is well connected with excellent transport links.

- More nursery placement spaces are needed for 2 years +
- Children's Centres need more resourcing, but have the potential to engage all families and support them into training and employment opportunities.

**Project 2020 young people**

- Council's communication with local people about regeneration needs to improve- there is a lack of trust
- Concern that new developments will push local people out of the area
- More activities and entertainment areas are needed, such as a cinema
- The High Street shops need to improve- poor retail offer in Bruce Grove
- Would like to see better quality restaurants and chains come to Tottenham like Nando's
- No more betting shops are wanted on the High Road- is not helping the local community and gambling is a real issue
- Many young people Not in Education, Employment or Training (NEET) do not sign on for benefits as they do not like the way they are treated at the Job Centre
- More affordable housing is needed
- Concern that with Tottenham as an address on their CV's, it will hinder their opportunities
- Police need to get to know the community better and be involved with projects
- Northumberland Park School needs to have better facilities and needs to instill passion in children and the desire to aspire to more- many leave school with no thought about their future
- More local job opportunities are needed with a mix of skill set roles
- There needs to be more entry level apprenticeships and training need to be provided
- Regular feedback is needed from the council on action plans for improvements/change



### **Restore Community Projects**

- Perception of Tottenham needs to be changed with positive messages
- ESOL is needed in community
- Adult literacy problem needs to be addressed
- Make canal and marshes area more attractive
- Work with schools to foster pride in the local area and know about the history
- Parking assistance for shoppers needed- first 30 minutes free- help to compete with Stratford Westfield
- Create more jobs for local people in the area
- Encourage young people to volunteer in their community to assist with community cohesion

### **Rowland Hill Children's Centre**

- Housing in Tottenham needs to be improved and especially monitoring of private landlords and temporary accommodation- it is over-crowded, damp, poorly furnished, temporary, frequent moves, cramped- with no outside space
- Crime related to poverty especially involving young people- more job opportunities and training is needed
- Language and cultural barriers need to be overcome.
- The diversity of Tottenham is a positive identity the area has
- Work with children's centres to encourage parents to think about their aspirations and also to encourage development of their children and build the child's capacity for the future- start when the child is young
- Need proper revenue plan alongside the development of the buildings and community facilities to ensure they are sustainable
- Enable local residents to be part of a better future not pushed out of the area
- Improving the physical environment of Tottenham will improve everybody's health and well-being
- Quality affordable housing is needed- provide mixed tenures including social housing for rent, shared ownership and private options.
- Need to plan accessible outside space- currently outside space e.g. Bruce Castle park, may not be used by families because of the perception that outside spaces are not safe.
- New housing projects have to include provision of additional community facilities, schools, children's centres, healthcare etc, which is necessary to support the long term success of a regeneration project. Tottenham Hale project did not build a new school – current capacity of schools and Early Years services is strained an unable to accommodate new families
- Children's Centres have the potential to engage all families and support them into training and employment opportunities.

### **St. Benet Fink Catholic Church, N17**

- High unemployment
- There are excellent transport links in southern area of Tottenham and more encouragement needs to be given to job seekers to look beyond Tottenham for work and broaden their horizons and aspirations
- Plan to meet the needs of older people. Current resources for older peoples services and care are already stretched and we need to make a plan to ensure that the escalating future needs can be met.
- Older people are socially isolated in Tottenham- more activities are needed, day care facilities have been reduced
- More affordable housing needed for the future
- Improved temporary accommodation offer and quality of accommodation needs to be monitored- high amount of temporary accommodation does not help with transient community, lack of community cohesion and stability.
- Improvements are needed to the shopping areas of Tottenham and the High Street frontages
- Tackle perception of Tottenham
- The High Street needs to be interspersed with chain stores and restaurants
- ESOL classes need to be provided for parents so that they can help their children educationally and integrate into the community
- More civic pride in the area is needed
- Improve Bruce Grove station- it is not well lit and safety is a concern due to the design of the station
- Visitor attractions need to be marketed better- Lordship Rec, Bruce Castle, Bernie Grant Centre
- Tottenham has potential

**St Francis De Sales N17**

- Tackle overcrowding problem
- Better regulation of and regular monitoring of HMO's
- Tottenham has a transient community that has a lack of connections - this needs to be managed
- Perception of Tottenham is more of a problem than the reality
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc
- Bring back branded shops that will also help local small businesses as there will be more potential customers
- Support local small and medium sized businesses
- There is no current incentive for businesses to relocate to Tottenham.
- Good communication from the Council is needed to provide reassurance through change.
- Maximise Tottenham marshes
- More activities for green spaces - raise the profile of green spaces in the area with summer events and recreational activity at the weekends
- ESOL classes need to be provided for parents so that they can help their children educationally and integrate into the community
- Better transport links for Seven Sisters, Northumberland Park and White Hart Lane for onwards connections by other modes of transport

**St John's C of E Church, N17**

- Respond to community needs - area of specialism youth, the mentally ill, refugees and asylum seekers.
- Tottenham has potential
- ESOL classes need to be provided for parents so that they can help their children educationally and integrate into the community
- Overcrowding is a problem- more family housing is needed for Tottenham to meet demographics of the area
- Healthy living should be promoted and health centre is needed- Low life expectancy and high obesity levels need to be addressed
- Tackle the literacy problem
- Lack of school places for new arrivals
- Youth on youth crime is a problem
- Housing is needed for children leaving care and to help assist them with training and jobs so don't fall into vulnerability- homelessness, addictions etc
- Training has to be created in fields employers are looking to take people on in, and for people with mental health needs
- There is no 'heart' of Tottenham to see or feel. It needs a central place or plaza.
- Improvements are needed to the shopping areas of Tottenham and High Street frontages
- More civic pride in the area is needed
- Improve east to west transport connections and tube connections to Northumberland Park
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc

**St Marks Methodist Church, N15**

- Transform existing housing and tackle empty homes
- Tottenham has a transient community that has a lack of connections - this needs to be managed
- HMO's need to be monitored and poor landlords have action taken against them
- Tackle overcrowding problem
- Lack of good quality and affordable child care prevents people going back into employment
- High unemployment of 18-30'S and those with high educational attainment are struggling to find work too- lack of opportunities
- Community needs cohesion- people need to be encouraged to look at spaces available in existing buildings like colleges, schools, church halls for venues etc. Tottenham has a lack of identity other than linked with Spurs.
- More restaurants and a more diverse eating offer other than just chicken shops
- There is no 'heart' of Tottenham to see or feel. It needs a central place or plaza.
- Perception of Tottenham is more of a problem than the reality.
- More civic pride in the area is needed
- Diversity of Tottenham is positive

**Selby Trust**

- Sustainable eco friendly developments wanted
- Safeguard green spaces and promote and create more green links and bike routes- make green spaces safer- lighting, more activities, guards
- The community must be involved in the regeneration of Tottenham in a meaningful way
- Support local people who want to set up youth activities

## TOTTENHAM'S FUTURE

### **Sew Create- Broadwater Farm Enterprise Centre**

- Small work space needs to be affordable and more provided for creative industries
- Showcase creative talent
- More training is needed for local people in skills that can enable a career and develop basic skills in customer service etc
- More sports facilities are needed
- Café's for the parks needed to bring people together
- More community activities to create cohesion
- Empty shops should become pop up shops
- Better communication from Council
- Community involvement through regeneration and local ownership
- Encourage police to get involved in community projects
- Programmes of support and assistance needed for young parents
- More mentoring is needed for young people- positive role models
- High Street needs to be improved- better quality and variety of shops is needed
- Visitor attractions need to be marketed better- Lordship Rec, Bruce Castle, Bernie Grant Centre
- Promotion of the history of Tottenham with plaques and historic trail for tourists, schools etc
- Tottenham has potential
- Encourage volunteer placements as a method of enabling community to gain skills

### **Tottenham Business Group**

- High Road West Issues:
- Lack of consultation with existing businesses
- Issues with how consultation results were reported
- Change has been driven by Tottenham Hotspur FC not the council
- The council should deliver what people really want, not what the council want to put in
- Currently buildings were built in 1800s but are just being demolished
- Alternatives for the freeholders are not like for like

### **Priorities for Tottenham:**

- Education improvements – students need to be more ambitious
- Diverse community
- Area has inaccurate bad reputation
- Community centres closing down have had negative effect
- Previous industry is gone
- Business rates are too high
- Need more jobs
- Lack of parking has negative effect on High Road
- Licensing of retail by Council causing disproportionate numbers of certain shop types
- High Street brands not suitable for the area – too expensive
- Queried Councils attitude to open spaces when they are building on so many current open spaces.
- Size and quality of the homes currently being built is not good for people

### **Tottenham Carnival organiser and Park Lane resident**

- Open up the barrier on Park Lane during the week to help the businesses get more trade, but have it closed on match days. This will help east to west connections and access to Lea Valley
- Victoria line extension needed for Northumberland Park station- this will encourage industry and commerce to move to north Tottenham
- Bring investment to Tottenham
- Improving housing in Northumberland Park
- More events to bring the community together

### **Tottenham Civic Society & Tower Gardens Resident Group**

- Lack of consensus surrounding future development
- Tottenham Hotspur FC Development: The heritage argument has to be considered and the current businesses should be supported. The shops are not in great repair and have lost some of their original features but there is potential for restoration.
- Many businesses are not capitalising on match day trade whilst others, many of the pubs only cater for this market
- There is a need for more sophisticated, decent pubs and restaurants in the area
- The lack of parking on the High Road is detrimental for traders
- The quality of the environment is very important and needs to be improved – more greenery and trees, improved rubbish collection etc.
- Issues with HMOs need to be addressed
- Opportunity to develop small retail units/ market place for start-ups.
- Should make the most of and improve current small green areas such as the junction at the Roundway and Lordship Lane. Observe how people are using these spaces (shortcuts etc.) and design accordingly
- The role of the Neighbourhood Management Office (N.M.O.) was excellent, they helped to organise local events with the community but now there is nobody who can so this full-time. This role is very much needed, often local activists have an agenda and the people that regularly do volunteering get burned out
- A Community Action Plan was produced by Groundworks for Tower Gardens Park but there is no capacity among the community to put it into action a N.M.O could do this
- Vision for High Road: a mixed high street with good independent businesses interspersed with national chains (although some members are anti this). The previous loss of H&M from the High Road was seen as a symbolic loss of status and prosperity for Tottenham.

**Tottenham Job Centre Plus**

- Poor literacy is an obstacle in finding jobs
- 639 is a great resource, but it's purpose is not known by the community and needs to build better connections with the community and improve the marketing
- There are incentives available to help small and medium sized businesses employ 18 – 24 year olds, but it is not well known by the local businesses
- There is a need to raise aspirations and help the community to recognise the great transport links of Tottenham opens up careers in the City.
- Negative perceptions of Tottenham need to be challenged so that the other areas of London and UK here about the positive aspects of the area
- Better promotion of what occurs at the Neighbourhood Resource Centre on Park Lane- improve communication strategy and have more local support of the building fostered with activities for local people there
- Better Council communication strategy about regeneration and Tottenham needed- many don't have access to the internet, don't view twitter etc- need to engage on grass roots level with communications, Haringey People often not delivered to tower blocks etc
- Open Forum meetings like CLG's work well to bring together people in the community to network, learn from each other, create community links and be informed about Council activities and feed into the process.
- Tottenham Team need to signpost Job Centre etc to any potential developments where job opportunities could be created for the future to ensure a programme for potential candidates can be established.
- More investment in youth provision needed and positive activities like Boxing Academy- look at locations being just off High Street etc- now located at Selby Centre and hard to get transport to from South Tottenham and Tottenham Hale.

**Tottenham Traders Partnership**

- The councils need to listen to businesses, every business should have a vote in council and general elections as is was in pre-Thatcher times.
- The High Road should be a mix of department stores, small shops and markets all on the same street
- The high street should be accessible by car, foot and public transport. Bus stops need to be more frequent and better parking facilities are needed.
- Traders are not there to serve the football club but the whole community the restrictions that are in place on match days doesn't consider this
- Employment: there is too much bureaucracy for businesses to employ young people or for work experience. LBH should create local policies and guidance to make this process simply and easy
- Local businesses would support local employment schemes if they had support from council
- Streets should be well lit and feel safe
- Need to change people's perception of Tottenham – not only report bad news
- Empower people to take control of their area and community so they can take responsibility for the things they can sort out locally.
- Need to give information and education to the many people from around the world that have made Haringey their home.
- Business rates need to be reviewed; currently small independents traders on the High Road are paying more business rates than big businesses in retail parks.
- Have to breakdown the 'Them and us' culture between council, local businesses and residential community. They need to create possibilities where people can have their say

**Tottenham and Wood Green Pensioners Action Group**

- More places and activities needed to bring all together in the community, including intergenerational projects
- More job opportunities for all ages needed in Tottenham and local people should be supported to be able to get any jobs in regeneration schemes
- More leisure activities needed for all ages

**Wards Corner Community Coalition Group**

- Lack of communication from the Council and transparent planning and regeneration processes
- Want to see more community involvement in design of schemes etc and community empowerment to develop Community Plans and Council to engage with the community
- Concern that local residents and businesses will be priced out of the area as a result of land values rising following development.
- Preservation of Tottenham's historic buildings, community facilities and green spaces.
- Sustainable development and green technology
- Would like to ensure there are more green links.

**William Atkinson and William Rainbird  
Residents' Association**

- Create job opportunities for all and especially apprenticeships for young people needed- invest in young people
- Tackle empty properties and shops
- New and improved and affordable housing needed
- Preserve historic buildings
- Create stronger community networks
- Invest in improved education and skills development
- Need to change perceptions of Tottenham
- Better sports and leisure activities
- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc
- Improvements are needed to the shopping areas of Tottenham- more branded shops- this would help bring investment into the area
- Parks need improving
- Reduce crime and safer streets
- Improve transport links to estates, especially where sheltered accommodation
- Improvements to pavements needed- walking routes and seating so that it looks more aesthetically pleasing and will attract visitors and also will provide the necessary improvements for elderly to get around

**Youth club at no. 10 Bruce Grove**

- A good retail plan is needed for Tottenham so there are no more betting shops, fast food shops etc- do an audit of what is working and not and take action to improve the retail offer
- The High Street needs to be improved so that people passing through stop their journeys and enjoy what Tottenham has to offer
- More leisure and entertainment facilities needed- roller skating, cinema, sports activities, music centre
- Regeneration is wanted by the younger generation- Costa Coffee and new Sainsbury's are seen as a positive sign of change- want to see more brand shops on the High Street and better clothing retail shops
- Pop up shops should be created to showcase the artistic and creative talent of Tottenham
- Police need to have better connections with the community- get involved in community projects to get to know the young people better in an informal way and be a personal point of contact. They can then inform young people about police procedures and the police should hold knowledge workshops at youth clubs
- Concern that having Tottenham as their address on their CV will detrimentally affect their career chances
- The new Tottenham Hale road layout seems to work well, but the timings for the traffic lights needs to be changed as only a couple of cars can get through at a time
- Hale Village development is seen as expensive and out of reach of local people and want to see developments built for local people and social housing
- The job centre experience is poor- little personal concern and interest is given by staff- connexions need to come back as they gave good and realistic advice and guidance to young people
- Events for the community are needed to unite people and get to know each other

- Youth clubs can look at providing basic driving lessons pre-provisional age on site with simulators and teach about cars, insurance etc
- More part time jobs need to be brought into the area to help young people at college to have a income
- Radio is a good method of spreading information and connecting the community with the council- Unity radio could be better promoted by the council and aided to become a social enterprise
- Tottenham News is not getting to the people in the community- better promotion of it is needed and the council's communications need to improve to reach young and old to be aware about what is happening with regeneration- the local community should be involved in having a section of the newsletter
- Bruce Castle park needs to have a football pitch with markings and needs to be improved with better facilities
- More positive projects are needed for young people to be involved with and youth facilities
- Young people are proud of Tottenham and want to be a part of changing negative perceptions and being a part of regeneration
- The council need to improve their promotion of council events- winter market was not known about by local people and was not an 'event'- quite boring for young people- a winter wonderland in Bruce Castle park would be a better location rather than Tottenham Green and young people need to be a part of event teams to ensure that young people's interests are thought of
- Adventure Playground is an asset of Tottenham and is used by children from all over Tottenham and needs to be supported to stay.



## Appendix H

### Measures of Success

What changes do you want to see in Tottenham in 5 years' time?

How will you know whether the objectives of the Strategic Regeneration Framework have been met?

Through group discussions, the Community Liaison Groups identified a number of measures for success for each of the priorities for change.

Many of the points set out below are not measurable in their current form but they form a basis for further discussion and set expectations of the council of the ambitious changes that the community want to see delivered over the next five years.

#### MEASURE OF SUCCESS

Priority	Measures of success
<b>A: Services, facilities and activities for young people</b>	<ul style="list-style-type: none"> <li>• Reduction in youth crime by more than 50%, e.g.: less anti-social behaviour</li> <li>• An increase in use of youth services</li> <li>• Increase in the number of activity hubs/centres</li> <li>• Lower prices for activities to encourage more people to use the facilities</li> <li>• Increased publicity for activities, venues and services so more young people access them</li> <li>• Reduction in gang membership and gang crime</li> <li>• Apprenticeship, training and mentoring schemes for young people set up</li> <li>• More green spaces, natural play areas, outdoor gyms, grow your own food places for young people</li> </ul>
<b>B: Raising the standard of education</b>	<ul style="list-style-type: none"> <li>• More good quality, free schools opened</li> <li>• Literacy and numeracy levels improved for all ages</li> <li>• Key stage 2 results in line with national average</li> <li>• GCSE attainment levels raised in line with national average / GCSE results 85% A-C in 5 subjects</li> <li>• Reduction in the number of school leavers that leave with no qualifications</li> <li>• Reduction in truancy levels/absenteeism</li> <li>• 0% OFSTED failure for Tottenham's schools</li> <li>• Trained career adviser in every school</li> <li>• Increase in the number of Tottenham students going into employment, training or further education</li> <li>• Schools should be at the heart of a community and used by different members of the community at different times of day - extend after school clubs until 6pm; also used for adult education, youth club, evening classes etc</li> </ul>
<b>C: Mix of affordable and private housing</b>	<ul style="list-style-type: none"> <li>• New housing developments to have a minimum of 50% affordable housing</li> <li>• New social housing properties built across the area, including family-sized houses on residential streets</li> <li>• Substantial reduction in number of people on housing waiting list</li> <li>• Reduction in time spent by those on housing waiting list in temporary housing, people to be moved into social housing rather than private sector</li> <li>• Reduction in numbers of rough sleepers and creation of hostels for homeless people offering training</li> <li>• Policy implemented to extend Right-to-Buy to 10 years, from 5 years</li> <li>• Assessment carried out of current housing stock to establish the number of empty properties, and state of repair. Repairs carried out on 80% of homes in need of repair</li> <li>• Private landlords regulated, including council control of rent levels</li> <li>• Restriction on the number of houses sold to overseas investors</li> <li>• Develop and enforce design standards for new housing (both private and affordable), including Parker Morris space standards, sound proofing, quality of materials</li> <li>• New social housing developments to provide community amenities eg: play areas and community centres</li> </ul>

MEASURE OF SUCCESS

Priority	Measures of success
<p><b>D: Improving the quality and maintenance of existing housing</b></p>	<ul style="list-style-type: none"> <li>• Introduction of rent control to keep housing affordable for Tottenham residents</li> <li>• Residents Associations supported in each neighbourhood</li> <li>• Arms Length Management Organisations set up to manage housing stock</li> <li>• Landlords of all Houses in Multiple Occupation (HMOs) to be licensed – money generated by scheme used to pay for inspections and enforcement</li> <li>• All social housing stock to be brought up to Decent Homes standard</li> <li>• Resources in place to enforce planning regulations</li> <li>• Creation of website to enable local property owners to find good, well-reviewed local builders and tradespeople</li> <li>• Training scheme put in place for local unemployed people to be skilled up in cleaning and property maintenance and contracts awarded to local companies</li> </ul>
<p><b>E: Community projects and events</b></p>	<ul style="list-style-type: none"> <li>• Council to facilitate/support community organisations to put community events on that bring people together and increase local pride</li> <li>• Community-led company set up to deliver community programmes</li> <li>• Support for dedicated staff to fund-raise and make funding applications</li> <li>• Tottenham Carnival re-instated</li> <li>• Green spaces, e.g.: Tottenham Green, Lordship Rec, used for community projects and events</li> <li>• Increased level of publicity and awareness for all community events, both within and outside of Tottenham</li> <li>• Programme of intergenerational events delivered</li> <li>• Volunteer opportunities created and promoted through community projects and events</li> </ul>
<p><b>F: Community empowerment</b></p>	<ul style="list-style-type: none"> <li>• Locally elected community and youth council, entrusted with real power</li> <li>• Election of a Youth Mayor of Haringey</li> <li>• Comprehensive communication channels and information sharing for the whole community e.g.: emails, social media, community-led newspaper, use of community networks</li> <li>• More interconnections between community groups to deliver projects and to raise awareness of what each are doing e.g. community hubs open to everyone</li> <li>• More co-operative organisations set up</li> <li>• Participatory budgeting for devolved control of how money is spent – for large and smaller sums of money</li> <li>• The Area Forum and Committees and Tottenham Traders Partnership were seen as successful groups</li> <li>• Mechanisms should be in place so the council regularly reports back to the community on progress to date against regeneration targets so they are accountable</li> <li>• Community is consulted in advance of decisions being made about local areas and issues so they can influence what happens</li> </ul>



MEASURE OF SUCCESS

Priority	Measures of success
<p><b>G: More trust and openness between the council and the community</b></p>	<ul style="list-style-type: none"> <li>• Less people unemployed. The target and aspiration for percentage in employment should be high at least 61% aiming for 95%</li> <li>• Childcare should be made more available and affordable/free for all parents who want to return to work</li> <li>• Full Adult Education programme across the borough</li> <li>• Better communication and understanding of apprenticeships on offer. Double the number and variety currently available</li> <li>• A mentor network in Tottenham</li> <li>• Increase in careers not just jobs created. Improved sustainable employment – not just short, part time contracts</li> <li>• Encourage enterprise spaces, more skilled jobs/employers attracted to the area – more companies offering placements like McAslan</li> <li>• Affordable work spaces that can be used for new local businesses and apprenticeships</li> <li>• Young people will believe they have opportunities and a future</li> <li>• Poverty levels down. No areas of deprivation in Tottenham – compare with existing statistics like Index of Multiple Deprivation</li> <li>• More businesses in the borough, employing more people</li> <li>• People have more income to spend on their properties and homes. Greater pride in the community</li> <li>• Increase in tax revenue</li> </ul>
<p><b>H: Create jobs and employment</b></p>	<ul style="list-style-type: none"> <li>• Less people unemployed. The target and aspiration for percentage in employment should be high at least 61% aiming for 95%</li> <li>• Child care should be made more available and affordable/free for all parents who want to return to work</li> <li>• Full Adult Education programme across the borough</li> <li>• Better communication and understanding of apprenticeships on offer. Double the number and variety currently available</li> <li>• A mentor network in Tottenham</li> <li>• Increase in careers not just jobs created. Improved sustainable employment – not just short, part time contracts</li> <li>• Encourage enterprise spaces, more skilled jobs/employers attracted to the area – more companies offering placements like McAslan</li> <li>• Affordable work spaces that can be used for new local businesses and apprenticeships</li> <li>• Young people will believe they have opportunities and a future</li> <li>• Poverty levels down. No areas of deprivation in Tottenham – compare with existing statistics like Index of Multiple Deprivation</li> <li>• More businesses in the borough, employing more people</li> <li>• People have more income to spend on their properties and homes. Greater pride in the community</li> <li>• Increase in tax revenue</li> </ul>

MEASURE OF SUCCESS

Priority	Measures of success
<p><b>I: Training, apprenticeships and mentoring to help people into work</b></p>	<ul style="list-style-type: none"> <li>• At least 3000/ 5600/ 7700 in a job or training that are currently on JSA, involved in local mentoring, training and other local schemes</li> <li>• Apprentice/training charter with local employers to employ a minimum number of unemployed persons</li> <li>• Increase employment opportunities and apprenticeships, through council procurement</li> <li>• Increase in number of local people employed by small, medium and large companies</li> <li>• Local people are successfully employed for 75-80% of local jobs</li> <li>• A wider mix of businesses resulting in an increase in annual salary/ hourly rate of pay</li> <li>• Local businesses are thriving –ie: growing and taking on more staff, opening additional branches</li> <li>• Local businesses supported with advice that helps them develop business plans</li> </ul>
<p><b>J: Better mix of shops, cafes and restaurants on High Road</b></p>	<ul style="list-style-type: none"> <li>• More diverse shops to attract people to Tottenham. Better quality shops - not necessarily global shops, but more artisan shops; book shops</li> <li>• Less betting shops, fast food outlets, hair and nail salons</li> <li>• Healthier food shops at affordable prices especially around schools and colleges – prevent obesity</li> <li>• Current patchwork of stalls joined up to form a market</li> <li>• Community facility and enterprise hub on High Road somewhere for people to go sit and meet, with kitchen etc.</li> <li>• Public toilet provision</li> <li>• Pubs safeguarded</li> <li>• Better shopping mall at Tottenham Hale that is connected safely to the station</li> <li>• Cafe culture, like Dalston, Shoreditch – a place where people feel OK to sit down, socialise and feel part of a community – that include social activities, skills, book clubs, poetry, sewing etc.</li> <li>• Charities and organisations like the Prince's Trust linking with Council activities</li> <li>• Promote local businesses on website/ and magazine; A better 'People's Magazine' supported with local advertising</li> <li>• Growth in the numbers of Traders Associations</li> </ul>
<p><b>K: Renovating old buildings</b></p>	<ul style="list-style-type: none"> <li>• Produce list of all heritage assets in Tottenham</li> <li>• Ensure that in 5 years, no heritage asset has been lost and that plans are in place to bring them back into use – either as community spaces or business opportunities</li> <li>• Restore and re-open Tottenham Royal (old theatre opposite police station on High Road) as arts and cultural venue</li> <li>• Derelict public toilets in Bruce Grove restored and used for small, sustainable business</li> <li>• Scheme for rent/rates discount or other financial incentive developed to encourage companies to take on and sympathetically restore buildings</li> <li>• Heritage Conservation apprenticeship scheme developed</li> <li>• Historical landmarks such as the well, monuments and historic buildings identified and celebrated with information plaques (Tottenham Civic Society could have a role in this)</li> <li>• Produce an historic tour / map celebrating and raising the profile of Tottenham's history. Local schools involved in creating and leading an historical trail</li> <li>• Wards Corner renovated and preserved as a market</li> <li>• Bruce Castle archives and museum improved and with increased visitor numbers, e.g.: through events and performances</li> </ul>

MEASURE OF SUCCESS

Priority	Measures of success
<p><b>L: Improving the physical environment – cleaner streets, improved shop fronts</b></p>	<ul style="list-style-type: none"> <li>• Reduction in complaints to the council.</li> <li>• Visible improvements – mural paintings, lights, decorations to improve look of streets, clean streets, benches, no rubbish on streets, no broken pavements</li> <li>• Improvements to shop fronts – made more attractive. Increase in the percentage uptake of local grants to improve local shop fronts and signage.</li> <li>• Maintain heritage – fund improvements using guidelines developed with the Victorian society</li> <li>• Introduce surveys/ get feedback from people on how to promote nightlife economy</li> <li>• More affordable parking permits</li> <li>• More green spaces</li> <li>• Graffiti/ young people's artwork – be sensible in the location of this – have particular stretches where you are able to create artworks e.g. Southbank</li> <li>• Improved publicity for the area nationally e.g. Metro, Evening Standard</li> <li>• All streets gritted in winter</li> <li>• Provision of public conveniences</li> </ul>
<p><b>M: Safer streets</b></p>	<ul style="list-style-type: none"> <li>• Better communication and liaison between the police and community</li> <li>• Improved lighting, make the area brighter</li> <li>• Reduction in anti-social/drunken behaviour on the streets</li> <li>• Community projects with the older people to address and alleviate their travel concerns</li> <li>• Reduction in traffic on the main roads</li> <li>• Appropriate policing (too much policing is not always appropriate)</li> <li>• Community wardens for estates/ new build estates/ residential homes</li> <li>• More CCTV in areas of high Anti-Social Behaviour</li> </ul>
<p><b>N: Tougher stance on enforcement issues (such as dumping or inappropriate shop signage)</b></p>	<ul style="list-style-type: none"> <li>• Implementation of scheme to 'name and shame' people who have been anti-social e.g. spitting, littering, drinking, and power to impose on the spot fines</li> <li>• Greater number of Enforcement Officers on the street to monitor and deal with ASB, including street drinking, fly tipping, fly posting, rubbish dumping</li> <li>• Enforce less fly posting on shop fronts</li> <li>• Development of community programmes to instil pride in the area and community, including community and cultural projects</li> </ul>

MEASURE OF SUCCESS

Priority	Measures of success
<p><b>P: Providing community spaces and amenities</b></p>	<ul style="list-style-type: none"> <li>• Better use made of current facilities such as libraries for community activities</li> <li>• Intergenerational programmes that bring all ages and cultures together</li> <li>• Flexible community spaces to accommodate different and future uses – modern, colourful, affordable, fun place for young people</li> <li>• Music studios for young people interested in music</li> <li>• Increase in community centres in key locations</li> <li>• Big businesses such as Spurs should allow their facilities to be occasionally used by the community as part of an agreement with the council</li> <li>• Better advertising of 639 Enterprise Centre and other spaces the community can use for free</li> <li>• Creation of a community-led local paper delivered to every home in Tottenham; could be set up as a social enterprise. Should include job vacancies in Tottenham and wider area and provide information for local people – updates of what’s going on with regeneration plans and positive press</li> <li>• Use Bernie Grant centre to promote Tottenham and pull the community together</li> </ul>
<p><b>Q: More and better leisure facilities</b></p>	<ul style="list-style-type: none"> <li>• Delivery of affordable and clean leisure and sports facilities, and maintenance of high service levels</li> <li>• More advertising to raise awareness of the facilities available</li> <li>• Tottenham Carnival re-instated, as well as other activities that bring people together e.g.: community barbeques and cultural events</li> <li>• Promotion of health and well-being through provision of more activities for all age groups at affordable prices, e.g.: cycling, swimming, sports</li> </ul>
<p><b>R: Improving public transport</b></p>	<ul style="list-style-type: none"> <li>• Underground extension to Northumberland Park in operation</li> <li>• More frequent overground service at Northumberland Park (trains running every 15 or 30 minutes)</li> <li>• More frequent buses on W3 route</li> <li>• Renovation and refurbishment of White Hart Lane, Bruce Grove and Seven Sisters stations, including disabled access, lighting and provision of bicycle storage</li> <li>• Installation of signage to inform people about transport links in Tottenham</li> </ul>

MEASURE OF SUCCESS

Priority	Measures of success
<p><b>T: Improving existing green spaces</b></p>	<ul style="list-style-type: none"> <li>• More signage and information about green spaces</li> <li>• Increase parking facilities near parks</li> <li>• Open up Lea Valley so people can see its there; get rid of the wall – make it visible. Make the access to the park safe, open and friendly</li> <li>• Maintain Lea Valley Park and al other parks better.</li> <li>• Aim for Annual Best Park, Allotment and Fruit/ Veg Awards</li> <li>• Improvements to enforcements when it comes to littering</li> <li>• Improved lighting in parks</li> <li>• More facilities in parks e.g. downhill: more equipment such as outdoor gyms to encourage families and older people to go there; more cafes. Lordship Lane Rec is a good example</li> <li>• Play areas for children; Sports areas for teenagers e.g. tennis courts</li> <li>• Re-introduction of Park keepers so parks are always staffed</li> <li>• Provision of areas exclusively for dog walkers to keep them separate from other areas in parks</li> </ul>
<p><b>U: Providing more green spaces</b></p>	<ul style="list-style-type: none"> <li>• A 10% increase in green space over the next 5 years. These spaces should incorporate mural paintings, lights and other design features</li> <li>• More innovative approach to green spaces e.g. growing food on roofs</li> <li>• Multi-cultural space, somewhere everyone can use; Chestnut Park - community centre, beautiful play area, cafe, picnic area with benches.</li> </ul>

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