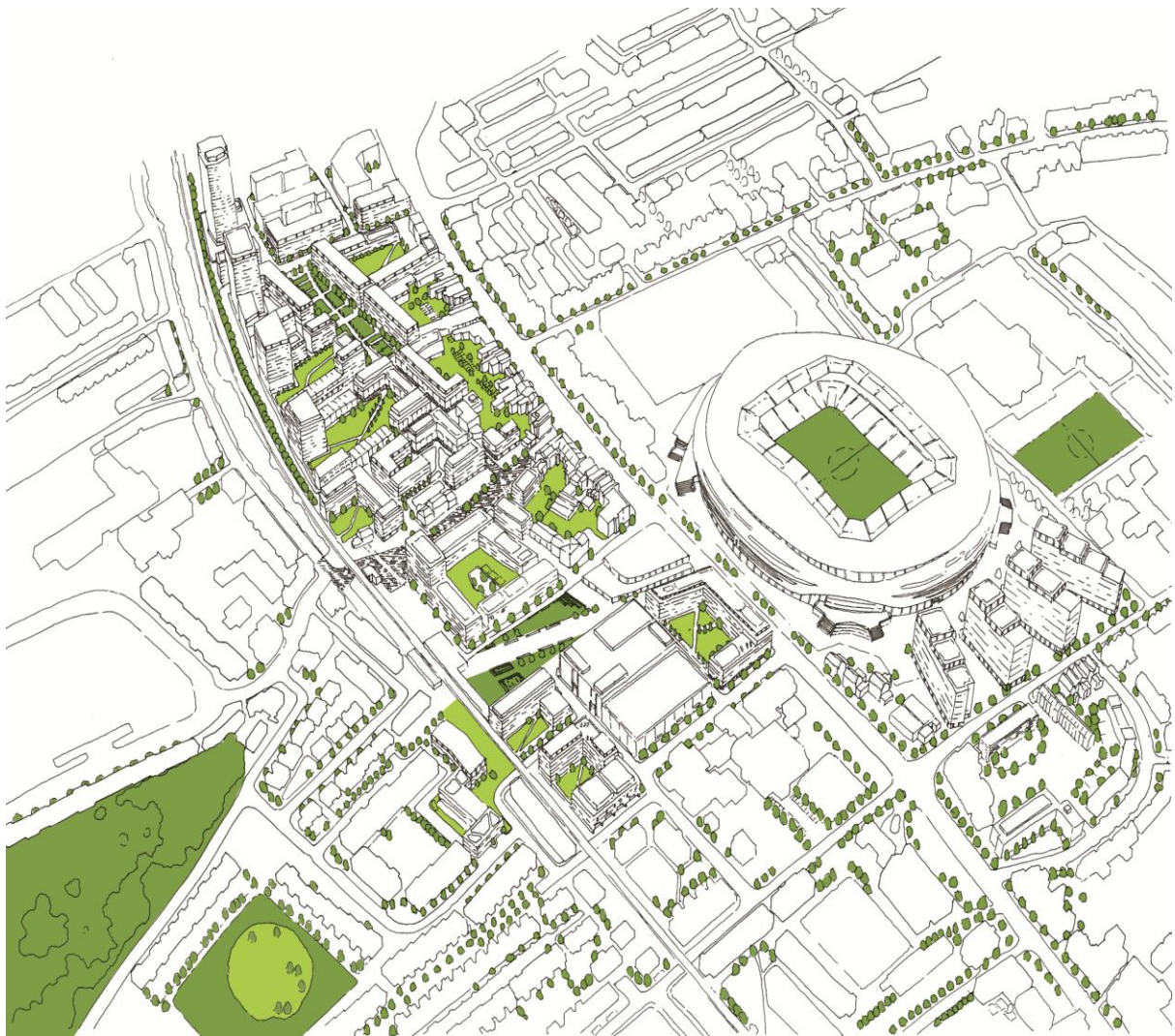


High Road West Regeneration Proposals Consultation Feedback Report



December 2014

Tottenham



Executive Summary

Over the past two years, hundreds of people within the local community have had their say on the regeneration proposals for High Road West. Their involvement has been critical to the development of the regeneration proposals and have directly influenced the High Road West Masterplan Framework.

From the outset, the Council has been committed to putting local people at the heart of the regeneration proposals. This report sets out how the Council has achieved this through extensive consultation and engagement with the local community.

The report explains how the far-reaching consultation and engagement has been undertaken, who has been involved, and details a timeline of activity. It also summarises the key findings of the various consultations and explains how the consultation has fed directly into, and influenced the development of the Masterplan Framework.

This report also sets out the results of the most recent consultation. The High Road West Regeneration Proposals Consultation which took place between the 13th September 2014 and the 25th October 2015.

High Road West Regeneration Proposals Consultation Feedback- Key Outputs

The Council has received 9 written responses (including one petition regarding the removal of a staircase at White Hart Lane Station) from stakeholders/organisations (not attached to a feedback form) and 292 feedback forms. This gives a total response rate of 7.5%. The average response rate for a consultation of this scale is typically 3%.

Highlights

- **70%** of Love Lane residents agree that the Love Lane Estate should be demolished and homes replaced.
- **69%** of all respondents agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **73%** of respondents agree that High Road West should be designed so that there are new areas with different characters, activities and land uses.
- **76%** of respondents agree that a better and more accessible station should be provided which enhances its historic character.
- **65%** of all respondents agree that a new public square should be created between the new White Hart Lane station and the High Road.
- **62%** of all respondents agreed that where required, some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities.

Highlights - Love Lane Residents

130 households on the Love Lane Estate responded to the consultation, giving a response rate of 44% for the Love Lane households.

- 84% of Love Lane residents agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- 70% of Love Lane residents agree that the Love Lane Estate should be demolished and homes replaced.
- 75% of Love Lane residents wanted the new park built in the centre of a residential neighbourhood.
- 73% of Love Lane residents agree that a new public square should be created between White Hart Lane Station and the High Road.
- Their key concerns were ensuring that the council remains the landlord of new properties and that more parking facilities are available and that safety is increased.
- A significant majority were also concerned about the height of buildings and want low rise development only.

Highlights – Secure Council Tenants living on the Love Lane Estate (s105 consultation)

There are 212 secure council tenancies on the Love Lane Estate and a 102 feedback forms have been received from secure council tenants.

- **70%** of secure council tenants agree that the Love Lane Estate should be demolished and homes replaced.
- **86%** of secure council tenants agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **93%** of secure council tenants agree that there should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so that it is accessible for all'
- **72%** of secure council tenants agree that a new public square should be created between the new White Hart Lane station and the High Road.
- **79%** of secure council tenants agree that the new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes.

Highlights - Businesses

23 feedback forms were received from local businesses. 16 feedback forms and 4 written responses were received from the potentially 96 businesses affected. One of the responses represented 21 of the 35 units on the Peacock Industrial Estate.

- Businesses within the scope of the regeneration area showed general concern or opposed the regeneration plans.
- Additionally, business' concerns included high rise buildings and reducing anti-social behaviour.
- The majority of business respondents strongly disagreed or disagreed with almost all of the principles within the masterplan

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A petition was also received from the owner of The Railway Freehouse (a pub not currently in use on the edge of the Masterplan area). The petition had 420 names and was petitioning against the removal of the existing railway staircase at White Hart Lane Station.

Highlights - Wider Area

104 residents in the wider area responded to the consultation.

- **71%** of residents in the wider area or strongly agree that new workspaces should be created behind the High Road and in front of the railway arches.
- **60%** of residents in the wider agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **62%** of residents in the wider area agree and strongly agree that a new public square should be created between White Hart Lane Station and the High Road.
- **60%** of the residents in the wider area wanted the new park built in the centre of a residential neighbourhood.

High Road West Masterplan Framework Principles and White Hart Lane Station Proposals Highlights

Design Principles

- **87%** of respondents support the principle- 'important and high quality existing heritage building should be improved where they make a positive contribution to High Road West'.
- **73%** of respondents support the principle- 'High Road West should be designed so that there are new areas with different characters, activities and land uses..

Housing Principles

- **81%** of respondents support the principle- 'All new homes should have access to private open space such as balconies, gardens and shared courtyards'.
- **78%** of respondents support the principle- 'As a minimum, new homes should meet the Mayor of London's standards for space, layout, storage, sustainability and access to public transport'.

Businesses Principles

- **91%** of respondents support the principle- 'The High Road should remain the main shopping area and should have improved shop frontages and public spaces'.
- **70%** of respondents support the principle- 'New leisure, food and retail businesses should be located around the new public square(between the new White Hart Lane station and the High Road) to help create the new sports and leisure destination'.

Open Space Principles

- **78%** of respondents support the principle- 'The new public spaces (Moselle Square, Peacock Gardens and White Hart Lane) should be linked with attractive and safe new pedestrian links'.
- **69%** of respondents support the principle- 'A new public space should be provided on White Hart Lane to create an attractive setting for existing listed buildings (the Grange and the Old Station Masters House)'.

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Transport and Movement

- **90%** of respondents support the principle-‘bus stops should be upgraded and improved’.
- **81%** of respondents support the principle-‘both on-street and off-street car parking should be provided for residents’.

Community Benefits Principles

- **79%** of respondents support the principle – ‘There should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so that it is accessible for all’.
- **76%** of respondents support the principle ‘There should be a new health facility and this should be built on the High Road’.

White Hart Lane Station

- **76%** of respondents support the principle-‘A better and more accessible station should be provided which enhances its historic character’.
- **71%** of respondents support the principle-‘employment and retail space should be created in front of the existing railway arches’.

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PART 1: Previous consultation

Background

Consultation and engagement with local people has been a fundamental component in the development of regeneration proposals for Tottenham, and has fed into the development of key documents, including:

- A Plan for Tottenham
- The Strategic Regeneration Framework
- The Tottenham Area Action Plan

This involvement ensures that the local community are at the heart of the regeneration proposals.

Of all the consultation undertaken to date, the consultation and engagement with the local community on the High Road West regeneration proposals have been the most extensive.

For over 2 years, the Council, Homes for Haringey and design consultants Arup have been working with the local community within, and surrounding the High Road West area, to develop the regeneration proposals for High Road West. Key to this has been the development of the High Road West Masterplan Framework- a document which translates the local communities' and the Council's aspirations for change into an overarching vision and a set of design principles for change in the area.

The consultation and engagement on the High Road West regeneration proposals and Masterplan has been based on the "ladder of engagement" that can best be summarised as:

- **Information** is required to gain understanding
- **Understanding** brings opinion and confidence to enter into dialogue
- **Dialogue** is a two-way process; less controlled by one party, which can open up opportunities for long-term participation
- **Participation** enables participants to influence the process and the outcome
- **Ownership** is the ultimate objective, that develops through the process

Throughout the consultation process we have been committed to developing a meaningful dialogue with local stakeholders. The guiding principles of the engagement and consultation process are:

Being inclusive – engage all in the community

Too often consultation and engagement concentrates on creating a dialogue with the most vociferous and organised groups within the community. A regeneration project of the scale and duration, as will be implemented at High Road West, will impact on all in the community.

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The community of Tottenham is very mixed economically, socially and culturally. There are areas of great stability, with many residents having lived in the area for many years and yet the area is characterised by a high degree of transience.

A key principle of the consultation strategy has been to engage with all sections of the community and maximise the opportunities for all in the community to understand and to participate. This has involved adopting a wide range of consultation and engagement methods and mechanisms to ensure that all material is accessible to all, jargon free and translated into the main community languages.

Being transparent

A key principle of the consultation strategy has been to deliver regular feedback to the community about how the plans have developed and how views and comments have been taken on board giving the community a sense of ownership of the process. At the end of each stage of the consultation process a report has been produced and placed on the website.

Create and maintain momentum

A key principle of the consultation strategy has been to establish meaningful relationships with community stakeholders and to maintain and strengthen them throughout the regeneration process. We have aimed to ensure that the engagement process is a continuum that runs throughout the regeneration process establishing the framework for the future.

Honesty

The council has been committed to being open and honest with the local community. The process to date has laid out clearly the council's plans and aspirations. It is important to be clear about the nature, level and type of decisions that the community will be able to influence in the master planning process. There has been regular reporting back to the community on the changes that they have been able to influence.

To listen and understand the communities

The ability to listen appears to be a rather old fashion value in an age of ever faster and varied communication tools. But listening has been fundamental to achieving the aspirations of the Council to engage the community in the regeneration process. The ability to listen is the key difference between meaningful engagement rather than just consulting the community on a set of proposals. It has also been important to listen and gain a full understanding of the range of communities within the area and the impact of the regeneration process will have on them.

To be innovative and set new standards – creating best practice

The Council has been committed to the regeneration of High Road West, setting new standards for large scale regeneration projects. We want all aspects of the process to look to set a new benchmark for reach, quality and expertise. The engagement process has been

an integral part of that. There has been a wide range of consultation techniques and mechanisms adopted throughout the consultation process.

Who have we engaged with?

Consultation and engagement has involved a wide range of community stakeholders within and surrounding the High Road West area. This has included:

The Residential community;

- Love Lane council tenants
- Love Lane resident leaseholders
- Love Lane non-resident leaseholders
- Love Lane private tenants
- Love Lane Resident Association
- Private residents living above shops in the masterplan area
- RSL, (London and Quadrant; Newlon Housing Trust) tenants / leaseholders in the masterplan area
- Headcorn and Tenterden Estate
- Residents in the community surrounding the regeneration area

The Business community;

- Local businesses and landlords
- High Road properties
- Peacock and Nesta Industrial Estates
- Chapel Place Businesses
- Carberry Enterprise
- High Road West Business Steering Group
- Tottenham Traders Partnership
- Tottenham Hotspur Football Club

Community Infrastructure;

- Amenity Societies
- HAVCO
- Community facilities and community services
- Local schools
- Faith Groups
- Ethnic support groups

Consultation has also been undertaken with the following services/stakeholders;

- The Greater London Authority
- Transport for London
- London Fire Brigade
- National Health Service – GPs and Care Commissioning Body

- Metropolitan Police
- Ward Councillors
- A range of internal stakeholders, including:
- Homes for Haringey
- Planning
- Highways
- Adult and Young People Services
- Community Services

How have we communicated?

Throughout the consultation a wide range of consultation channels and activities have been utilised. to ensure that engagement is maximised. These methods have evolved and changed as the regeneration proposals have progressed and residents have become more familiar and vocal about what methods best work for them. Some of the key methods of engagement utilised throughout the process are detailed in the table below:

Communication Channel	Method/purpose
Dedicated Officers	The Council has ensured that dedicated Officers were regularly accessible to residents, so that residents had a point of contact if they wanted to discuss any regeneration proposals.
Door Knocking and home visits	To maximise engagement and understanding of the Council's proposals, Officers have been door knocking and attending home visits during key consultation periods. The door knocking and home visits have allowed Officers to engage with hard to reach groups such as older, disabled and vulnerable people.
Engagement with young people	Dedicated activities and programmes have been run, such as a series of sessions with local youth groups, the Dandelion Project and Project 2020. A key project included young people developing a presentation about the area's assets which was presented as a "TED"-style Talk to the Mayor of London's regeneration team at City Hall in November 2012. The opening of the Grange Community Hub has been a key element of the Council's strategy for engaging young people going forward. Youth Services are working from the Grange twice a week to engage young people on the Love Lane Estate.
Haringey Council Website	A dedicated High Road West webpage has been used throughout the consultation. This website has detailed information on the regeneration proposals, has been used to advertise events and activities and also to direct people to the consultation feedback forms.

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	<p>The dedicated website has information regarding:</p> <ul style="list-style-type: none"> • information about the masterplan consultation • frequently asked questions and answers • images • key facts • an explanation on how High Road West fits with the wider Tottenham regeneration plans • a feedback questionnaire • news of events that took place over the consultation period. <p>The website has been regularly updated so that local people are kept up to date.</p>
Newsletters	<p>Regular newsletters have been distributed to ensure that the local community is updated with the regeneration proposals and aware of the consultation activities and events taking place.</p> <p>Love Lane Residents have a regular newsletter (at least 1 a quarter) and newsletters dedicated to local businesses and residents in the wider area have also been produced.</p> <p>Major consultations have also been advertised through the Tottenham News.</p>
Advertising materials	<p>All consultation process and events have been advertised in a number of different ways:</p> <ul style="list-style-type: none"> • Posters, were displayed in appropriate locations, • Advertisements in the local press • Community notice boards / websites, such as Haringey People Extra • online newsletter etc. • the council's website • Homes for Haringey website • Letter to key stakeholders • Social media • Community leaders
Drop-In Events	<p>The Council has held drop-in events across the High Road West area, at different times and dates during the consultation periods. These have included:</p> <ul style="list-style-type: none"> • The Coombes Croft Library • The Whitehall and Tenterden Centre • 639 High Road • The Irish Centre.

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	<ul style="list-style-type: none"> The Grange – a newly dedicated building to support the process, where interested and concerned people could visit to get more information. <p>The drop-in events were designed to allow residents and local stakeholders to drop-in, at their convenience during the allocated days, to talk to Council Officers about the regeneration proposals.</p>
Consultation documents and Feedback form	A number of key documents were produced throughout the various consultations to explain the emerging regeneration proposals. Feedback forms have been used as a tool to capture feedback during the longer periods of consultation.
Block Pop-up events	Officers and the Love Lane Independent Tenant and Leaseholder Advisor have held a series of pop-up events outside the blocks on the Love Lane Estate to speak to residents at key times, such as on the school run.
Information available at Coombes Croft Library and other council and community venues	Key information (visual and text) about the master plan and the consultation process has been available at the library throughout the consultation period, and continually monitored so there was always enough information packs for local people to take.
Social Media- Twitter	The council has a Twitter feed, which was used to promote and draw attention to the consultation – including links to online consultation where people were able to have their say.
Targeted consultation	Officers have also attended the local schools at the time of the school run, to capture the parents of children who live in the area.
Translation and interpretation	The Council has ensured that consultation documents are available in other languages. Council Officers have also been able to arrange home visits and have undertaken door knocking with interpreters to ensure that all members of the local community can be engaged in the consultation process.

A History of Our Consultation and Engagement

Consultation with the local community has played an integral part in the development of the High Road West Masterplan Framework. Consultation undertaken by the council and Homes for Haringey has been on-going since 2011 in North Tottenham, specifically in wards White Hart Lane and Northumberland Park, which are the wards directly affected by the High Road masterplan proposals. A summary of the consultation to date is provided below:



Ward Consultation (2011)

In Autumn 2011, the council carried out a consultation in the Northumberland Park and White Hart Lane areas to capture resident's priorities, as part of our Tottenham wide consultation.

Homes for Haringey Resident Consultation (Spring 2012)

In April 2012, a survey entitled "We Would Like to Hear Your Views" was delivered to residents to ask them about their home, the area, and what improvements they would like to see in the area.

Residents Meetings (July 2012)

Homes for Haringey facilitated a Meeting with residents from the Love Lane Estate to discuss the potential for change to the Estate and to familiarise residents with the material discussed in the July design workshop.

Design Workshop (July 2012)

A design workshop was held in July 2012, the objectives of which were:

To provide a forum for local residents and businesses alongside key stakeholders from the Council and Homes for Haringey, to share experiences and insights with the design team
And to consider emerging design options.



Tottenham TED Talk (September – December 2012)

The approach to engagement with young people in North Tottenham took the form of a series of sessions with local youth groups, the Dandelion Project and Project 2020, to develop a presentation about the area's assets which was presented as a "TED"-style Talk to the Mayor of London's regeneration team at City Hall in November 2012.

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High Road West Options Consultation (April - June 2013)

The High Road West Masterplan Options consultation took place between April and June 2013. The consultation sought the community's views on the council's proposal for the High Road West area.

This included seeking views on the Council's proposal to move White Hart Lane Station south and create a new open space linking the High Road and three masterplan options which showed varying levels of change and development in the High Road West area. The consultation included extensive engagement with stakeholders through drop in sessions, one-to-one meetings, door knocking and briefing sessions. Both qualitative and quantitative feedback was received as part of the consultation. Over 435 feedback forms were received as part of this consultation.

Tottenham's Future Consultation (October 2013 February 2014)

Tottenham's Future consultation was a five month consultation exercise to gather responses from a wide cross section of the community in Tottenham to inform and shape the Strategic Regeneration Framework for Tottenham, which will guide the regeneration of the area over the next 20 years.



During this consultation 3,762 people were engaged and over 939 feedback forms were received. In North Tottenham West many residents, businesses, community leaders and representatives attended three Community Liaison Meetings to discuss key issue in the North Tottenham West area which includes High Road West.

CABE Design Workshops (March and June 2014)

The Council and the Love Lane Independent Tenant and Leaseholder Advisor (ITLA) organised for The Design Council (Commission for the Built Environment) to lead a series of workshops with residents on the Love Lane and Headcorn and Tenterden Estates.



These workshops were designed to build the capacity of the key stakeholder groups to enable them to participate fully in the regeneration process. In order to empower stakeholders they may need assistance to enable them to have a greater understanding about the masterplan and regeneration process.

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Masterplan Consultation Events (February –July 2014)

On the 28 November 2013, following the consultation outlined above, the Council's Cabinet, granted approval for officers to develop a comprehensive masterplan for the High Road West area as a next stage in the High Road West regeneration process.



Subsequently, the Council and Arup undertook a series of consultation events to help develop the comprehensive masterplan. The workshops were undertaken with Love Lane and Headcorn and Tenterden residents and focused on key elements of the masterplan including housing; open and play space; community facilities, retail and employment and health and education. A workshop with affected businesses also took to explore options for the High Road retail units.

Visits to other regeneration schemes (April and October)

To ensure Love Lane residents could gain an understanding of how other estate regeneration schemes are being developed on other estates across London and to speak to residents who have been through the regeneration process, the Council and the ITLA organised visits to the Woodberry Down Estate in Hackney and the Packington Estate in Islington. At these visits residents were able to see how the other schemes were developed, how residents were involved in the process as well as view the new homes and gain advice from residents who had been through the regeneration process.

High Road West Regeneration Proposals Consultation/s105 consultation

Between the 13th September and the 25th October 2014 the Council and Arup undertook a 6 week consultation on the High Road West Regeneration proposals. For secure Council tenants living on the Love Lane Estate this consultation process was a statutory consultation process which met the Council's statutory duty to consult under s105 of the Housing Act 1985. During the consultation the Council sought the local communities views on the following documents:



- The High Road West Masterplan Framework- the final Masterplan for the High Road West area, developed by Arup and the Council through consultation with the community
- The proposals for White Hart Lane Station- the proposals developed by architects Landholt+Brown which develop plans for the station, arches

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and public realm

- The Tenant, Leaseholder and Private Tenant Guides- guides which set out assurances regarding rehousing and compensation, which will be applicable for residents living on the Love Lane Estate if the High Road West Masterplan is agreed
- The Business Charter- a charter setting out commitments to businesses which will be applicable if the High Road West Masterplan is agreed
- The High Road West Masterplan Framework Equalities Impact Assessment- an assessment of the impact of the Masterplan on the protected characteristics within the High Road West area.
- Ambrose and Mallory Court Draft Local Lettings Policy- a policy setting out the council's proposals on how 30 properties will be allocated, prioritising secure council tenants living on the Love Lane Estate.

301 responses were received as part of this consultation and the full feedback analysis can be found in section two (p.21) of this report.

Community feedback and how it influenced the High Road West Masterplan Framework

The feedback received from all of the previous consultation has directly informed and influenced the preparation of the High Road West Masterplan Framework. The text below details how the Masterplan Framework address the key issues raised by the community:

1. Better quality housing & more housing choice

YOU SAID...

The community has made clear the need to provide better quality housing and more housing choice. There has been an emphasis on the need to provide more affordable housing, specifically for young people and first timebuyers. However, residents have also recognised the need to provide a mix of housing types (including houses, flats and maisonettes) and tenures to meet people's needs at all stages in their lives and create mixed and balanced communities. There has been a strong desire to ensure that all homes have private gardens or some form of private amenity space and that new homes are not provided in taller buildings.

Residents of the Love Lane estate confirmed these priorities and the desire for new homes with gardens, in buildings of a maximum of 5 storeys and for larger family homes. There was also a desire for an increase in the amount of housing for the elderly and supported housing for more vulnerable residents. It is clear that many Love Lane residents want the council to remain as their landlord, with security of tenure and rent levels protected in any new homes. **68% of Love Lane residents who responded to the High Road West options consultation supported the inclusion of the whole of the Love Lane Estate in regeneration proposals.**

WE DID...

The Masterplan Framework provides a mix of high quality housing to ensure that current and future residents have access to homes of different type, tenure and size. It provides around 1,200 homes with a range of 1, 2, 3 and 4 bedroom apartments and maisonettes and larger family houses. Homes will be of the highest quality and meet new standards including London Housing Design Guide size standards, Lifetime Homes and Secure by Design. All new homes will have access to private open space in gardens, balconies or shared courtyards. Further detail is provided in Section 3.8 and building types in Section 4 of the High Road West Masterplan Framework.

2. A safer and more attractive place to live and work

YOU SAID...

The community want a safe and attractive environment in which to live and work. Many residents have mentioned that they do not feel safe in the area - especially at night and want better lighting, CCTV and better designed safe streets and open spaces.

WE DID...

The Masterplan Framework is organised around a traditional street patterns and clear wayfinding between key destinations such as the station and the High Road. Public and private spaces are clearly defined with homes overlooking private gardens and shared courtyards and active uses on public squares and parks to provide activity and safety. A range of workspaces are provided to encourage new business and enterprise and the relocation of some existing businesses.

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3. More leisure facilities and activities for young people

YOU SAID...

A key issue raised throughout the consultation process has been the need for more leisure facilities and activities for particularly young people. Indeed, during the High Road West options consultation there was particular support for the proposed new sports centre and requests for a swimming pool, gym and football pitch in the area.

WE DID...

The Masterplan Framework proposes a range of land uses including leisure and entertainment uses such as a sports centre and cinema. A range of community facilities are provided that include a community hall and start up enterprise workspace for the local community. Details of land uses and community facilities are provided in Section 3.7 and 3.10 of the High Road West Masterplan Framework. The open space strategy proposes a variety of play spaces for children of different areas including a five a side football pitch, playgrounds and water features.

4. More jobs and training opportunities for local people

YOU SAID...

It is clear that a priority for the community is that the regeneration should encourage new business to High Road West. And that this in turn will improve the economy of the area and improve employment opportunities, which is a priority for the community.

There is strong support for increasing enterprise in the area and the masterplan should include space and facilities for start up businesses and supported incubation space. There is a fear that regeneration will see the displacement of many of the existing business, despite support for the overall aims of regeneration. It is felt that greater consideration needs to be given to the development of existing and new businesses.

There is support for more job and training opportunities for local people. During the High Road West masterplan options consultation the majority of the respondents were supportive of encouraging new jobs and businesses to the area and there was particular support for the concept of having new businesses surrounding the proposed new open space linking the new station entrance and the High Road.

WE DID...

The Masterplan Framework includes new work and retail space. New jobs will be created by the leisure, food and beverage, retails and sports facilities. A range of workspaces are provided to encourage new business and enterprise and creating new jobs and employment opportunities. There will be a net increase in jobs as set out in Section 3.11 of the High Road West Masterplan Framework.

5. Retain existing character and maximise benefits for local people and businesses

YOU SAID...

The community want to retain the character and heritage that exists in the High Road West area and use any development to enhance existing assets. They want to ensure that local residents and businesses are not adversely affected but are the main beneficiaries of future change and transformation.

WE DID...

The Masterplan Framework is developed on key principles that retain and enhance existing character, for example: developing a north south route behind the High Road to link the new neighbourhood; creating new east west linkages from the High Road, setting building heights appropriate to the historic properties along the High Road and emerging development context set by the new THFC stadium and Brook House scheme, supporting residential development with new leisure and retail amenity. Details of all of this are provided throughout Section 3 and addressed in detail in Section 3.3. of the High Road West Masterplan Framework.

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6. New community facilities and places for the community to socialise

YOU SAID...

Along with new leisure facilities, the community gives a high priority to improved community facilities, such as new community and health facilities. The community is supportive of the new library, learning hub and community centre that are proposed. There is also an aspiration for:

- Improved health facilities
- Community facilities
- Community park
- Children's centres
- Youth facilities

WE DID...

The Masterplan Framework provides excellent access to community facilities in buildings of exceptional quality. This includes a new community Learning Centre which will rehouse the existing community hall, library, cafes, enterprise workspace. A new health facility is proposed and a new crèche. The new Brook House Primary School for the area is provided on the former Cannon Rubber factory site. Details of community facilities are provided in Section 3.10 of the High Road West Masterplan Framework.

7. An improved High Road with a wider retail offer

YOU SAID...

Many in the community want to see a thriving High Road with a broader retail offer. There is a desire to see a better mix of retail on the High Road with both independent and chain retailers. Many complained about the predominance of betting shops and takeaway outlets and wanted to see a broader mix of type and size of retailers in the High Road West area. There was also the desire to see more cafes and restaurants on the High Road and for existing businesses to be supported so that they can continue to thrive. It is felt that the character of the High Road, as a centre for independent retailers, should be retained.

WE DID...

The Masterplan Framework includes new work and retail space. New jobs will be created by the leisure, food and beverage, retails and sports facilities. A range of workspaces are provided to encourage new business and enterprise and creating new jobs and employment opportunities. There will be a net increase in jobs as set out in Section 3.11 of the High Road West Masterplan Framework.

8. Better quality and more open space

YOU SAID...

Better quality and more public and green open spaces should be provided; this should be fully accessible and provide for a range of uses including active and passive recreation as well as safe play areas for children. There was particular support for a large new community park during the High Road West options consultation and the new open space linking the High Road and the proposed new entrance to White Hart Lane Station.

WE DID...

The Masterplan Framework doubles the amount of public open spaces in the area with a significant uplift in the quality of both public and private gardens and parks. All new homes have access to private open space in gardens or shared courtyards. The Open Space principles are provided in Section 3.5. of the High Road West Masterplan Framework.

Section 2: High Road West Regeneration Proposals Consultation Feedback - Autumn 2014

Consultation Purpose and Methodology

This section of the report sets out both the qualitative and quantitative feedback received as part of the High Road West regeneration proposals, which took place over a six week period between September 13th and October 25th 2014. For secure council tenants living on the Love Lane Estate this consultation process was a statutory consultation process which met the Council's statutory duty to consult under s105 of the Housing Act 1985. The results of the s105 consultation are set out in Part B of this report.

During the High Road West Regeneration Proposals Consultation the Council sought the Local communities views on the following documents:

- The High Road West Masterplan Framework- the final Masterplan for the High Road West area, developed by Arup and the Council through consultation with the community;
- The proposals for White Hart Lane Station- the proposals developed by architects Landholt+Brown which develop plans for the station, arches and public realm;
- The Tenant, Leaseholder and Private Tenant Guides- guides which set out assurances regarding rehousing and compensation, which will be applicable for residents living on the Love Lane Estate if the High Road West Masterplan is agreed
- The Business Charter- a charter setting out commitments to businesses which will be applicable if the High Road West Masterplan is agreed;
- The High Road West Masterplan Framework Equalities Impact Assessment- an assessment of the impact of the Masterplan on the protected characteristics within the High Road West area;
- Ambrose and Mallory Court Draft Local Lettings Policy- a policy setting out the council's proposals on how 30 properties will be allocated, prioritising secure council tenants living on the Love Lane Estate.

How has this consultation been undertaken?

The consultation was aimed at the three main groups of stakeholders in the High Road West area:

- Love Lane Estate residents
- Residents of the wider area
- Local businesses and services

In the week commencing the 1st September the s105 arrangements for the consultation were advertised in the Council's website and were made available in the Civic Centre and Coombes Croft Library. The arrangements were also sent out with a newsletter to all Love Lane residents.

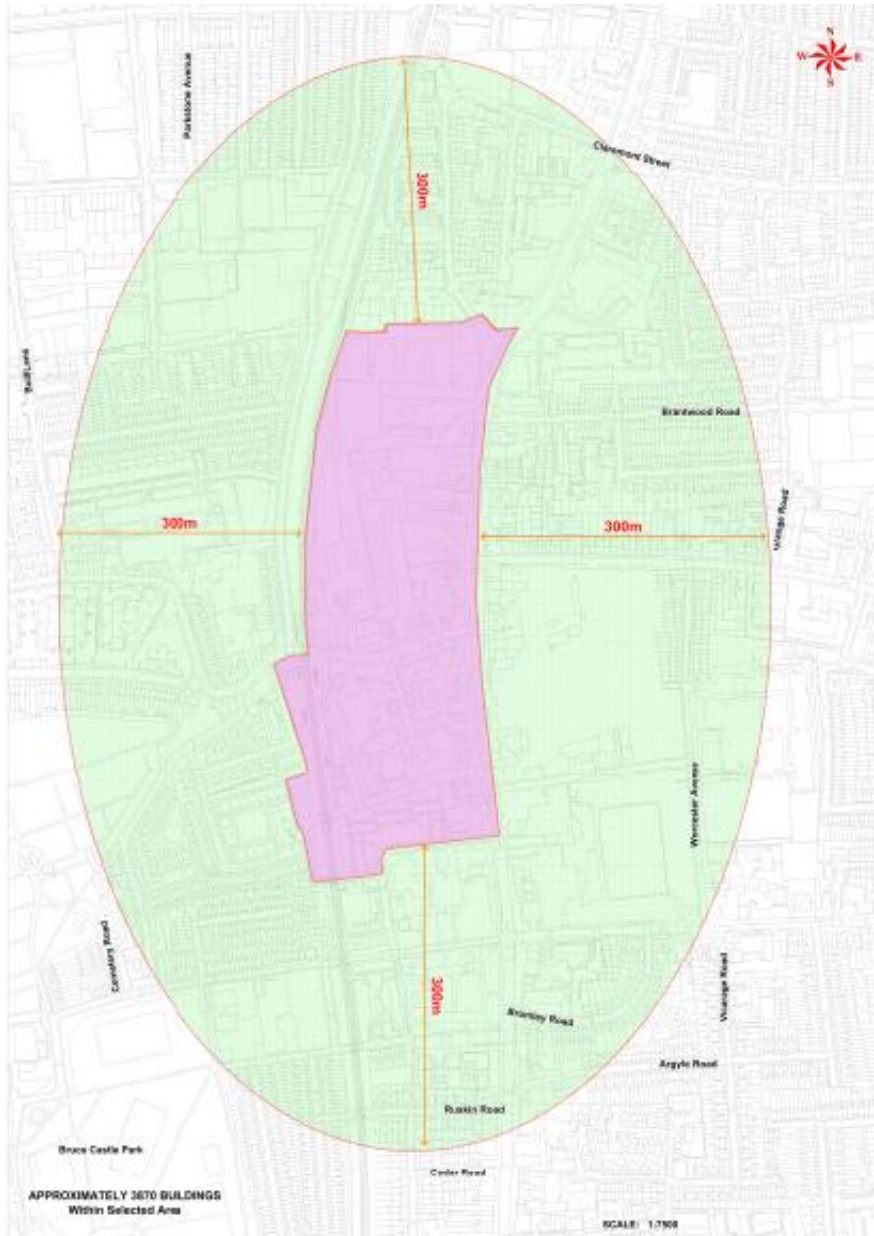
On the 12th September 2014, consultation packs were sent to approximately 4000 households/businesses across the consultation area, which stretched 300m from the High Road West boundary. Various methods were used to publicise the consultation including a website, newsletter, meetings, door-knocking and home visits.

A key component of the consultation was an exhibition at the Grange Community Hub. The exhibition was open at specific times for the three stakeholder groups and information has also been available on the council's dedicated webpage; www.haraingey.gov.uk/highroadwest and at Coombes Croft Library.

For Love Lane residents, the largest group of stakeholders affected by the regeneration proposals within the master plan area, the Council and Homes for Haringey undertook an intensive and thorough consultation process to maximise knowledge, awareness and resident engagement on the proposals for the High Road West area. This included weekly door knocking, home visits, a fun day pop up events outside of blocks and targeting parents on the school run.

Consultation area

To maximise engagement, the High Road West consultation area extended 300m beyond the High Road Master plan area and is shown on the map below. The area includes approximately 4000 properties.



Methods of engagement

In order to maximise engagement, a number of consultation and engagement methods were utilised over the six week consultation period. The consultation and engagement has purposely aimed to be more intensive with the Love Lane residents and the local businesses as they are the most affected by the proposed regeneration plans. The consultation methods have included:

Exhibition and Drop -in Events at the Grange Community Hub:

The consultation has been based around a series of drop-in events held at the Grange Community Hub on White Hart Lane. The Grange is a Grade II listed building which has been transformed into a space for Love Lane residents to meet and run events from, into a consultation exhibition space, and an office space for the Love Lane Residents Association and the Love Lane Independent Tenant and Leaseholder Advisor. The Council held 7 consultation drop-in events at the Grange Community Hub over the 6 week consultation period, at various times for various audiences. This has included:

- 2 Love Lane residents drop in sessions.
- 1 Love Lane women only drop in session.
- 2 business drop in sessions.
- 2 wider community drop in session.

At these drop in events, residents, local businesses and the wider community in the High Road West area have had the opportunity to:

- Meet and speak to the Consultation Team – lead by the Council with Homes for Haringey and Arup, TfL and Landhot+Brown
- See the Masterplan Framework and exhibition boards explaining the key principles within the Masterplan
- Discuss any issues, questions and queries regarding the regeneration proposals
- See the proposals and model for White Hart Lane Station
- Give us their views on the area and to shape the future
- Find out how we shall incorporate their views and the next steps for the project.
- Meet the Love Lane Estate Independent Tenant and Leaseholder Advisor (ITLA).
- Speak to either a Turkish Interpreter

Door knocking and home visits:

To maximise engagement and understanding of the Council's proposals, Officers have been door knocking and attending home visits. The door knocking and home visits allowed Officers to engage with hard to reach groups such as older, disabled and vulnerable people. A Turkish interpreter also attended homes visits and undertook a door knocking exercise on the Love Lane Estate.

Pop –up events:

Officers and the Love Lane Independent Tenant and Leaseholder Advisor held a series of pop-up events outside the blocks on the Love Lane Estate to speak to residents at key times, such as on the school run.

Meetings and briefings sessions:

Officers have had one-to-one meetings with various businesses that are potentially affected by the plans.

Independent Tenant and Leaseholder Advisor:

The Love Lane Independent Tenant and Leaseholder Advisor has been fundamental to the consultation process and has continued with fortnightly surgeries for Love Lane residents, has undertaken a weekly door knocking and the block pop-up events throughout the six week consultation process.

Love Lane Resident Association fun day:

The Council worked closely with the Love Lane Residents Associations to organise a Fun Day on Saturday 13th September 2014 to mark the launch of the consultation.

Online:

Local people had the opportunity to have their say on the proposals for the area by visiting: www.haringey.gov.uk/highroadwest

Advertising the consultation

The consultation and consultation events have been advertised through the following methods:

- **Newsletters:**
297 newsletters were hand delivered to households on the Love Lane Estate, 3500 newsletters were distributed to households, businesses and services within 300m of the High Road West area. The Tottenham News newsletter, which is sent to every household in Tottenham also advertised the consultation.
- **Letters:**
Letters were sent to statutory bodies and key stakeholders, such as schools, local Residents' Associations, places of worship and land owners of the consultation.
- **Posters:**
Posters were placed in communal areas on the Love Lane Estate and in Coombes Croft Library.
- **Website:**
The consultation was advertised on the Council's web site. A dedicated High Road West site was also created.

The feedback received and methodology

The number of feedback forms received

In total the Council has received a total of 299 feedback forms and 9 written responses from organisations (not attached to a feedback form). 51 of the feedback forms received were completed online.

Over the entire consultation area:

- Approximately 4000 households/businesses were informed about the consultation through a newsletter.
- 301 feedback forms and/or written responses were received, which gives an overall response rate of 7.5%. The average response rate for a consultation of this scale is typically 3%.

On the Love Lane Estate:

- 297 households received the consultation documents
- 130 responses were received from 130 households, giving a response rate of 44% for the Love Lane households.

The feedback form asked respondents for their name, address, gender and age and tick boxes allowed people to indicate whether they lived on the Love Lane Estate, in the wider area or were a local business. The feedback forms were processed as follows:

- Where a respondent was found to have submitted more than one response only one such response was counted. In this case the most recent feedback form was counted and analysed but any written comments made on the previous form were cut and paste into the most recent form, so no comments were lost.
- Where the date of the feedback forms (online and paper) could not be determined, the results of the form were merged with the more moderate response being given on the multiple choice selections (e.g. a response from one single respondent which answered 'strongly agree' on one form, and 'agree' on another would be noted as 'agree' on the merged form).
- Responses where no name or address was provided have been included analysed separately.

This process has reduced the overall total number of feedback responses to 292, which were then used for statistical analysis.

The feedback forms have been grouped into the four main respondent categories, this includes:

- Love Lane Residents
- Residents of the wider area
- Businesses and services
- Unknown

The table below shows the number of feedback forms received from each respondent category:

Category	Number of feedback Forms	% of feedback forms
Love Lane Resident	130	45%
Other local Resident	104	35%
Local Business/service	23	8%
Unknown	35	12%
Total	292	100%

Analysing the feedback forms

The feedback forms had four sections

- **Section 1-** sought views on the 6 key themes within the Masterplan; Design, Housing, Businesses, Open space, Community benefits, Transport and Movement. For each theme respondents were asked if they either strongly agree, agreed, were unsure/didn't know, disagreed or strongly disagreed with a number of principles. Respondents were also given the opportunity to make written comments on the principles within each theme and the opportunity to write any other comments they may have on the Masterplan.
- **Section 2-** Sought views on the proposals for White Hart Lane Station and asked if they either strongly agree, agreed, were unsure/didn't know, disagreed or strongly disagreed with 5 key principles related to the proposals. Respondents were also given the opportunity to make written comments on the proposals.
- **Section3-** Sought written comments on the draft tenant, leaseholder and private tenant guides and the business charter.
- **Section 4-** Sought information relating to the respondent, i,e name, age, ethnicity etc.

The quantitative and qualitative feedback have been split into separate sections of this report.

157 respondents made written comments. As the questions which invited written comments were open ended, in many cases more than one point was raised in any one section. It was also the case that respondents did not always make comments that were relevant to the particular section they were commenting on. For example under theme 1; Design Principles , respondents made comments about wanting to remain a secure council tenant.

Therefore, all of the comments made throughout the comment sections have been, where applicable, broken down into individual points and grouped into categories. Across all of the sections of the feedback form 31 categories have been identified. These are detailed below:

No.	Category	Description
1.	General support for the regeneration proposals	This theme covered comments that supported the regeneration proposals.
2.	General opposition to the regeneration proposals	This theme covered any comments where respondents were clearly not in favour of any elements of the regeneration proposals. This included any comments that opposed any demolition.
3.	No high rise development/concerns regarding overcrowding	This theme covered any comments made by respondents regarding the fact that there should be no high rise buildings in the regeneration area, or that buildings should only be of a certain height. This theme also covered comments regarding concerns about overcrowding the area.
4.	More leisure facilities and things to do	This theme covered all comments made by respondents where reference was made about the need for more leisure and play facilities as well as facilities and activities for people.
5.	Better mix of housing	This theme covered any comments where respondents requested a better mix of housing types. This included residents wanting more houses and fewer flats/
6.	Prefer refurbishment of existing housing stock	This theme covered any comments that mentioned that refurbishment or improvements to, specifically, the Love Lane Estate/properties.
7.	The Council should remain the landlord of the replacement homes and replacement homes should be within the regeneration area.	This theme covered all comments where respondents expressed a desire for the Council to remain the landlord of the replacement social rented homes.
8.	Quality designed housing which exceeds the Mayor's minimum standard (including larger, better planned living spaces with natural light)	This theme covered any comments where respondents expressed a desire for new homes to have high specifications and be of high quality. Or made reference to the new homes exceeding the London Housing Design Guide Standards.

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9.	Protect and or, improve existing buildings/facilities including heritage buildings	This theme covered any comments where respondents referred to preserving heritage buildings and retaining the existing character.
10.	Concern about noise	This theme covered any comments where respondents raised concern regarding noise. This included concerns about noise from open space areas, and noise from placing commercial areas next to residents areas.
11.	Safer neighbourhood with secure housing and public spaces (including increased CCTV and patrols)	This theme covered all comments made regarding the need to have a safer neighbourhood, with less crime and anti-social behaviour. This theme included any comments respondents made about the need for CCTV and more policing.
12.	Improved street cleaning	This theme covered any comments where respondents raised issues with existing street cleaning or the need for a cleaner environment in the future.
13.	Better outdoor public amenities (including drinking fountains)	This theme covered any comments that referred to the need for better or more public amenities in the area.
14.	Increase quality and quantity of open space	This theme covered any comments made by respondents regarding the need for better and higher quality new open space. It covered any comments regarding the need for a new park.
15.	New employment and more diverse businesses and retail	This theme covered all comments regarding the need for more businesses, including new workspace and the need to improve the existing retail offer in the area.
16.	Increased parking facilities (including free/affordable resident parking permit)	This theme covered all comments made by respondents relating to there being a need for sufficient parking facilities and any comments regarding the need for affordable and accessible parking.
17.	No need for additional parking	This theme covered all comments made by respondents relating to there being no need for additional parking.
18.	More and better cycle routes and facilities	This theme covered all comments made by respondents relating to there being a need for more and better quality cycle routes to be provided in the area and new cycle facilities.
19.	Better transport and connectivity including more frequent buses and improved bus stops	This theme covered all comments made by respondents relating to the need for improved to transport and connectivity in the area. This included improvements to bus stops and more frequent bus services in the area.
20.	Concern about existing leaseholders	This theme covered all comments made by respondents relating to concerns about existing leaseholders in the area.
21.	Concern about local businesses	This theme covered all comments made by respondents relating to concerns about existing

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		businesses/retailers in the High Road West area.
22.	Less traffic and transport congestion	This theme covered all comments made by respondents who were concerned, and wanted less, traffic and congestion in the area.
23.	Negative comments about the Council and the consultation process and Tottenham Hotspur Football Club.	This theme covered all comments made by respondents relating to criticisms of the Council over the regeneration proposals, the consultation process and any negative comments relating to Tottenham Hotspur Football Club.
24.	Affordable Housing	This theme covered all comments made by respondents relating to the need for affordable housing in the area and the need for affordable housing to be affordable to current residents in Tottenham.
25.	White Hart Lane Station	This theme covered all comments made by respondents relating to White Hart Lane Station and the desire for the Station to stay in its current location.
26.	Disagreed with a specific principle	This theme covered all comments made by respondents where respondents disagreed with a specific principle/element of the regeneration (i.e there should be a new community park in the area, but it should be located in a different location) and not the regeneration proposals as a whole.
27.	Other comments	This theme covered all comments made by respondents that could not be picked up in other themes.

In order to help inform the current draft Equalities Impact Assessment we also categorised any comments which made reference to the nine protected characteristics. These comments were categorised as follows:

27.	EqIA-accessibility of public transport	This theme covered all comments made by respondents where they made reference to the need for public transport to be accessible to all. This included making sure White Hart Lane Station had lifts and that there is level access.
28.	EqIA- environment/open space should cater for needs of all	This theme covered all comments made by respondents relating to the need to create an environment, particularly open space, which is accessible to all.
29.	EqIA- age- activities for young people	This theme covered all comments made by respondents where there was a desire for more activities for young people.
30.	EqIA -age/disability-need for suitable accommodation for all	This theme covered all comments made by respondents relating to the need for suitable accommodation being provided for all residents. This was mainly raised in relation to age and disability.
31	Other equalities issues raised	This theme covered all comments made by respondents regarding other equalities issues.

PART A: Analysis of all consultation responses

Quantitative Feedback (All Forms)

This consultation requested comments on seven key themes: design, housing, business, open space, community benefits, transport and White Hart Lane Station. Many of these themes overlap and this was reflected in the nature of written comments provided by residents. The first part of this section looks at the quantitative analysis of multiple choice responses by theme. The second part looks at the cross-cutting themes of other comments.

Theme One – Design

Create a series of places with different character and activities that retain the local character; these will be linked by a network of streets and a new north-south pedestrian and cycle route.

Theme one asked respondents to comment on the design principles of the High Road West regeneration proposals. This included the nature and character of land use in the area, the provision for residential buildings and the height of future buildings. Respondents were particularly favourable about protecting heritage buildings.

Question 1

High Road West should be designed so that there are new areas with different characters, areas and land uses	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	36	29%	48	48%	1	4%	21	66%	106	38%	
Agree	69	55%	17	17%	5	22%	8	25%	99	35%	
Not Sure	9	7%	9	9%	2	9%	1	3%	21	7%	
Disagree	3	2%	4	4%	0	0%	0	0%	7	2%	
Strongly Disagree	9	7%	22	22%	15	65%	2	6%	48	17%	
Total	126	100%	100	100%	23	100%	32	100%	281	100%	

Question 2

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
New homes and the new residential neighbourhood should be built north of White Hart Lane	Strongly Agree	27	21%	35	35%	2	9%	8	25%	72	25%
	Agree	58	45%	25	25%	4	17%	14	44%	101	36%
	Not Sure	34	26%	8	8%	2	9%	8	25%	52	18%
	Disagree	1	1%	8	8%	1	4%	1	3%	11	4%
	Strongly Disagree	9	7%	24	24%	14	61%	1	3%	48	17%
	Total	129	100%	100	100%	23	100%	32	100%	284	100%

Question 3

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
The new leisure facilities, cafes and restaurants should be built south of White Hart Lane, nearer to the proposed new White Hart Lane Station entrance and Tottenham Hotspur Football Stadium	Strongly Agree	36	28%	46	46%	3	13%	10	29%	95	33%
	Agree	54	42%	19	19%	2	9%	15	43%	90	31%
	Not Sure	24	19%	3	3%	3	13%	4	11%	34	12%
	Disagree	6	5%	7	7%	0	0%	2	6%	15	5%
	Strongly Disagree	9	7%	25	25%	15	65%	4	11%	53	18%
	Total	129	100%	100	100%	23	100%	35	100%	287	100%

Question 4

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Any tall buildings should be located near the railway line and near the Tottenham Hotspur Football Stadium to minimise overshadowing,	Strongly Agree	31	24%	39	39%	1	4%	12	35%	83	29%
	Agree	49	38%	24	24%	4	17%	13	38%	90	32%
	Not Sure	26	20%	9	9%	3	13%	3	9%	41	14%
	Disagree	11	9%	7	7%	1	4%	2	6%	21	7%
	Strongly Disagree	11	9%	20	20%	14	61%	4	12%	49	17%
	Total	128	100%	99	100%	23	100%	34	100%	284	100%

Question 5

Important heritage buildings should be improved where they make positive contribution to High Road West.	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	38	30%	63	64%	2	10%	22	63%	125	44%	
Agree	70	55%	26	26%	14	67%	11	31%	121	43%	
Not Sure	10	8%	5	5%	4	19%	1	3%	20	7%	
Disagree	3	2%	0	0%	0	0%	0	0%	3	1%	
Strongly Disagree	7	5%	5	5%	1	5%	1	3%	14	5%	
Total	128	100%	99	100%	21	100%	35	100%	283	100%	

Theme Two – Housing

Provide a range of different housing types to meet the needs of existing and new residents and create a high quality residential neighbourhood.

Respondents were asked to comment on housing principles guiding regeneration of High Road West, including the number of houses to be made available, the future of the Love Lane Estate and housing design specifications¹. Respondents were particularly favourable for private open spaces in future housing.

Question 1

1,200 new homes should be provided to increase housing choice and provide a better mix of housing in the High Road West area	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	50	38%	46	45%	3	13%	13	37%	112	38%	
Agree	60	46%	15	15%	4	17%	12	34%	91	31%	
Not Sure	5	4%	10	10%	2	9%	8	23%	25	9%	
Disagree	9	7%	2	2%	1	4%	1	3%	13	4%	
Strongly Disagree	6	5%	30	29%	13	57%	1	3%	50	17%	
Total	130	100%	103	100%	23	100%	35	100%	291	100%	

¹ There was an error with the online survey for a period of time. The strongly disagree tick box was not available. As soon as the Council became aware of this issue, it was resolved. Only 5 completed feedback forms were received prior to this issue had been resolved. As any of these could have still ticked the disagree box, we do not think this would have affected the overall results of the consultation.

Question 2

The Love Lane Estate should be demolished and the homes replaced to allow for more homes businesses and facilities	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	36	29%	44	42%	2	9%	13	37%	95	33%	
Agree	52	41%	16	15%	5	22%	7	20%	80	28%	
Not Sure	16	13%	14	13%	1	4%	9	26%	40	14%	
Disagree	10	8%	13	12%	1	4%	2	6%	26	9%	
Strongly Disagree	12	10%	17	16%	14	61%	4	11%	47	16%	
Total	126	100%	104	100%	23	100%	35	100%	288	100%	

Question 3

As a minimum, new homes should meet the Mayor of London's standards for space, layout, storage, sustainability and access to public transport	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	46	36%	55	53%	3	13%	18	51%	122	42%	
Agree	57	45%	29	28%	6	26%	12	34%	104	36%	
Not Sure	10	8%	4	4%	0	0%	3	9%	17	6%	
Disagree	6	5%	8	8%	4	17%	1	3%	19	7%	
Strongly Disagree	9	7%	7	7%	10	43%	1	3%	27	9%	
Total	128	100%	103	100%	23	100%	35	100%	289	100%	

Question 4

New homes should be designed so that from the outside there is no difference between affordable and private homes	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	47	36%	57	56%	4	17%	17	49%	125	43%	
Agree	60	47%	19	19%	5	22%	10	29%	94	33%	
Not Sure	10	8%	10	10%	0	0%	5	14%	25	9%	
Disagree	6	5%	9	9%	4	17%	1	3%	20	7%	
Strongly Disagree	6	5%	7	7%	10	43%	2	6%	25	9%	
Total	129	100%	102	100%	23	100%	35	100%	289	100%	

Question 5

All new homes should have access to private open space such as balconies, gardens and shared courtyards	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	72	56%	60	59%	4	17%	17	49%	153	53%	
Agree	41	32%	20	20%	5	22%	13	37%	79	28%	
Not Sure	6	5%	8	8%	5	22%	3	9%	22	8%	
Disagree	3	2%	7	7%	3	13%	0	0%	13	5%	
Strongly Disagree	6	5%	6	6%	6	26%	2	6%	20	7%	
Total	128	100%	101	100%	23	100%	35	100%	287	100%	

Theme Three – Business

Provide a mix of different uses creating the opportunity for businesses to flourish as part of a new leisure and sporting destination.

This theme asked respondents to comment on the future composition of businesses in the High Road West Area. This included a question on the creation of new parking facility. Respondents were particularly in favour of keeping High Road West as the main shopping area with improved shop fronts.

Question 1

New leisure, food and retail businesses should be located around the new public square (between the new White Hart Lane station and the High Road) to help create the new sports and leisure destination	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	39	30%	38	38%	2	9%	15	44%	94	33%	
Agree	59	46%	27	27%	5	23%	14	41%	105	37%	
Not Sure	17	13%	10	10%	1	5%	3	9%	31	11%	
Disagree	4	3%	4	4%	0	0%	1	3%	9	3%	
Strongly Disagree	9	7%	20	20%	14	64%	1	3%	44	16%	
Total	128	100%	99	100%	22	100%	34	100%	283	100%	

Question 2

The High Road should remain the main shopping area and should have improved shop frontages and public spaces	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	46	36%	64	64%	16	73%	20	59%	146	51%	
Agree	67	52%	28	28%	6	27%	12	35%	113	40%	
Not Sure	8	6%	2	2%	0	0%	1	3%	11	4%	
Disagree	2	2%	2	2%	0	0%	1	3%	5	2%	
Strongly Disagree	5	4%	4	4%	0	0%	0	0%	9	3%	
Total	128	100%	100	100%	22	100%	34	100%	284	100%	

Question 3

New workspaces should be created behind High Road and in front of the railway arches	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	27	21%	41	42%	2	9%	15	43%	85	30%	
Agree	63	49%	28	29%	6	27%	12	34%	109	39%	
Not Sure	22	17%	15	15%	1	5%	6	17%	44	16%	
Disagree	9	7%	3	3%	6	27%	2	6%	20	7%	
Strongly Disagree	7	5%	10	10%	7	32%	0	0%	24	9%	
Total	128	100%	97	100%	22	100%	35	100%	282	100%	

Question 4

Where required some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities to be provided.	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	34	27%	41	41%	3	13%	11	31%	89	31%	
Agree	50	39%	20	20%	4	17%	14	40%	88	31%	
Not Sure	17	13%	10	10%	1	4%	4	11%	32	11%	
Disagree	14	11%	3	3%	0	0%	4	11%	21	7%	
Strongly Disagree	13	10%	26	26%	15	65%	2	6%	56	20%	
Total	128	100%	100	100%	23	100%	35	100%	286	100%	

Question 5

A multi-storey car park should be provided to provide parking for businesses and customers	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	37	29%	40	40%	4	18%	13	37%	94	33%	
Agree	53	41%	16	16%	3	14%	8	23%	80	28%	
Not Sure	18	14%	17	17%	6	27%	6	17%	47	16%	
Disagree	8	6%	7	7%	7	32%	3	9%	25	9%	
Strongly Disagree	13	10%	21	21%	2	9%	5	14%	41	14%	
Total	129	100%	101	100%	22	100%	35	100%	287	100%	

Theme Four – Open Space

Double the public open space in High Road West with a significant increase in the quality of public and private spaces.

This theme asked respondents questions about future open spaces, including the provision for a new public square, a new park and roof gardens. Respondents were in particular favour of roof gardens.

Question 1

A new public square should be created between the new White Hart Lane station and the High Road	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	29	23%	46	46%	2	9%	12	35%	89	31%	
Agree	62	48%	16	16%	4	17%	14	41%	96	34%	
Not Sure	21	16%	13	13%	2	9%	5	15%	41	14%	
Disagree	3	2%	4	4%	0	0%	3	9%	10	3%	
Strongly Disagree	13	10%	22	22%	15	65%	0	0%	50	17%	
Total	128	100%	101	100%	23	100%	34	100%	286	100%	

Question 2

The new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	35	27%	40	41%	3	13%	14	41%	92	33%	
Agree	62	48%	20	20%	4	17%	11	32%	97	34%	
Not Sure	11	9%	12	12%	2	9%	4	12%	29	10%	
Disagree	8	6%	4	4%	0	0%	4	12%	16	6%	
Strongly Disagree	12	9%	22	22%	14	61%	1	3%	49	17%	
Total	128	100%	98	100%	23	100%	34	100%	283	100%	

Question 3

A new public space should be provided on White Hart Lane to create an attractive setting for the existing listed buildings (The Grange and the Old Station Master's House)	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	28	22%	40	41%	3	13%	15	44%	86	30%	
Agree	66	52%	27	28%	4	17%	14	41%	111	39%	
Not Sure	21	16%	14	14%	2	9%	3	9%	40	14%	
Disagree	4	3%	1	1%	2	9%	2	6%	9	3%	
Strongly Disagree	9	7%	16	16%	12	52%	0	0%	37	13%	
Total	128	100%	98	100%	23	100%	34	100%	283	100%	

Question 4

The new public spaces (Moselle Square, Peacock Gardens and White Hart Lane) should be linked with attractive and safe new pedestrian links	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	49	38%	50	52%	2	10%	17	49%	118	42%	
Agree	59	46%	22	23%	4	19%	16	46%	101	36%	
Not Sure	9	7%	8	8%	2	10%	0	0%	19	7%	
Disagree	1	1%	2	2%	2	10%	2	6%	7	2%	
Strongly Disagree	10	8%	15	15%	11	52%	0	0%	36	13%	
Total	128	100%	97	100%	21	100%	35	100%	281	100%	

Question 5

Roof gardens and spaces for the community to grow food and flowers should be provided	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	39	30%	55	56%	3	14%	17	49%	114	40%	
Agree	47	36%	19	19%	4	19%	9	26%	79	28%	
Not Sure	24	19%	8	8%	2	10%	7	20%	41	14%	
Disagree	11	9%	1	1%	1	5%	2	6%	15	5%	
Strongly Disagree	8	6%	15	15%	11	52%	0	0%	34	12%	
Total	129	100%	98	100%	21	100%	35	100%	283	100%	

Theme Five – Community Benefits

Create an integrated mixed community providing opportunities for all. Central to this will be the development of the community infrastructure that meets the needs of the existing and future community.

Theme five asked respondents to highlight their views on the future of community facilities in the area, including a new community hub; health, sport and outdoor facilities. Respondents were particularly in favour of more health facilities and a new community hub.

Question 1

There should be a new community hub (with library, learning, community and business space) built on the High in the new Moselle Square – accessible for all	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Strongly Agree	51	40%	51	52%	3	13%	17	50%	122	43%	
Agree	63	49%	19	19%	5	22%	14	41%	101	36%	
Not Sure	5	4%	8	8%	0	0%	2	6%	15	5%	
Disagree	1	1%	3	3%	0	0%	1	3%	5	2%	
Strongly Disagree	8	6%	18	18%	15	65%	0	0%	41	14%	
Total	128	100%	99	100%	23	100%	34	100%	284	100%	

Question 2

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
There should be a new health facility built on the High Road	Strongly Agree	55	43%	48	49%	5	23%	13	37%	121	43%
	Agree	50	39%	22	23%	3	14%	18	51%	93	33%
	Not Sure	11	9%	10	10%	0	0%	3	9%	24	9%
	Disagree	4	3%	2	2%	0	0%	1	3%	7	2%
	Strongly Disagree	8	6%	15	15%	14	64%	0	0%	37	13%
	Total	128	100%	97	100%	22	100%	35	100%	282	100%

Question 3

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
There should be a new community sports facility and this should be built in the new public square, Moselle Square	Strongly Agree	32	25%	43	44%	4	17%	15	44%	94	33%
	Agree	59	46%	21	22%	3	13%	12	35%	95	34%
	Not Sure	21	17%	9	9%	1	4%	6	18%	37	13%
	Disagree	5	4%	6	6%	0	0%	1	3%	12	4%
	Strongly Disagree	10	8%	18	19%	15	65%	0	0%	43	15%
	Total	127	100%	97	100%	23	100%	34	100%	281	100%

Question 4

	Capacity in which responding										
		Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
There should be new outdoor space with community activities provided within new public spaces (including a gym and space for shows and performances)	Strongly Agree	40	31%	47	49%	5	22%	14	41%	106	38%
	Agree	58	45%	19	20%	2	9%	16	47%	95	34%
	Not Sure	11	9%	11	12%	1	4%	3	9%	26	9%
	Disagree	7	5%	3	3%	0	0%	0	0%	10	4%
	Strongly Disagree	12	9%	15	16%	15	65%	1	3%	43	15%
	Total	128	100%	95	100%	23	100%	34	100%	280	100%

Theme Six – Transport

This theme asked respondent for comment on transport provisions in the High Road West to both areas within the borough and connectivity to the rest of London. Respondents were in particular favour of improved bus stops.

Ensure High Road West is well connected with new safe routes for pedestrians, cyclists and better public transport accessibility.

Question 1

New East-West and north-south streets should be provided to better connect High Road West with the surrounding areas	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	39	31%	44	44%	3	14%	13	38%	99	35%	
Agree	61	48%	23	23%	4	18%	15	44%	103	36%	
Not Sure	17	13%	11	11%	2	9%	4	12%	34	12%	
Disagree	2	2%	4	4%	1	5%	1	3%	8	3%	
Strongly Disagree	8	6%	18	18%	12	55%	1	3%	39	14%	
Total	127	100%	100	100%	22	100%	34	100%	283	100%	

Question 2

Traffic calming measures should be introduced to reduce traffic speeds in High Road West	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	49	38%	47	47%	3	14%	14	40%	113	40%	
Agree	58	45%	24	24%	5	23%	13	37%	100	35%	
Not Sure	11	9%	17	17%	9	41%	5	14%	42	15%	
Disagree	3	2%	3	3%	2	9%	2	6%	10	3%	
Strongly Disagree	8	6%	9	9%	3	14%	1	3%	21	7%	
Total	129	100%	100	100%	22	100%	35	100%	286	100%	

Question 3

New cycle routes and safe cycle storage should be provided to encourage cycling	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	50	39%	53	52%	4	18%	15	44%	122	43%	
Agree	56	43%	24	24%	6	27%	12	35%	98	34%	
Not Sure	13	10%	14	14%	10	45%	6	18%	43	15%	
Disagree	4	3%	4	4%	1	5%	1	3%	10	3%	
Strongly Disagree	6	5%	7	7%	1	5%	0	0%	14	5%	
Total	129	100%	102	100%	22	100%	34	100%	287	100%	

Question 4

Bus Stops should be upgraded and improved	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	64	50%	62	62%	7	33%	22	63%	155	54%	
Agree	51	40%	27	27%	13	62%	11	31%	102	36%	
Not Sure	6	5%	6	6%	1	5%	2	6%	15	5%	
Disagree	3	2%	2	2%	0	0%	0	0%	5	2%	
Strongly Disagree	5	4%	3	3%	0	0%	0	0%	8	3%	
Total	129	100%	100	100%	21	100%	35	100%	285	100%	

Question 5

Both on-street and off-street car parking should be provided for residents	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	76	59%	55	55%	4	20%	16	46%	151	53%	
Agree	36	28%	26	26%	3	15%	15	43%	80	28%	
Not Sure	7	5%	10	10%	12	60%	4	11%	33	12%	
Disagree	4	3%	2	2%	1	5%	0	0%	7	2%	
Strongly Disagree	5	4%	7	7%	0	0%	0	0%	12	4%	
Total	128	100%	100	100%	20	100%	35	100%	283	100%	

Theme Seven – White Hart Lane Station

The final theme asked respondents about the location, character and future use of White Hart Lane station. Respondents were particularly in favour of enhancing the stations historical character.

Question 1

The entrance to White Hart Lane Station should be moved south to create a better route to the High Road	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	35	27%	48	48%	3	14%	13	38%	99	35%	
Agree	49	38%	13	13%	3	14%	9	26%	74	26%	
Not Sure	31	24%	15	15%	1	5%	9	26%	56	20%	
Disagree	4	3%	6	6%	0	0%	1	3%	11	4%	
Strongly Disagree	9	7%	18	18%	15	68%	2	6%	44	15%	
Total	128	100%	100	100%	22	100%	34	100%	284	100%	

Question 2

A better and more accessible station should be provided which enhances its historic character	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	38	30%	54	54%	2	10%	18	53%	112	40%	
Agree	57	45%	30	30%	6	29%	10	29%	103	36%	
Not Sure	21	16%	3	3%	0	0%	4	12%	28	10%	
Disagree	5	4%	0	0%	1	5%	0	0%	6	2%	
Strongly Disagree	7	5%	13	13%	12	57%	2	6%	34	12%	
Total	128	100%	100	100%	21	100%	34	100%	283	100%	

Question 3

A new pedestrian link should be provided through the station to Penshurst Road during station opening hours but not on match or event days	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	36	28%	41	42%	3	14%	11	32%	91	32%	
Agree	50	39%	17	17%	2	10%	16	47%	85	30%	
Not Sure	30	23%	21	21%	2	10%	5	15%	58	21%	
Disagree	4	3%	1	1%	1	5%	0	0%	6	2%	
Strongly Disagree	8	6%	18	18%	13	62%	2	6%	41	15%	
Total	128	100%	98	100%	21	100%	34	100%	281	100%	

Question 4

Employment and retail space should be created in front of the existing railway arches	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	41	32%	44	44%	3	14%	13	38%	101	36%	
Agree	58	46%	23	23%	4	19%	13	38%	98	35%	
Not Sure	15	12%	14	14%	1	5%	4	12%	34	12%	
Disagree	6	5%	4	4%	2	10%	2	6%	14	5%	
Strongly Disagree	7	6%	14	14%	11	52%	2	6%	34	12%	
Total	127	100%	99	100%	21	100%	34	100%	281	100%	

Question 5

Whilst the station improvements are being developed the space in front of the station should be made into a temporary community garden	Capacity in which responding										
	Love Lane Estate Resident		Resident of the wider area		Business/Service		Unknown		Total		
	Count	%	Count	%	Count	%	Count	%	Count	%	
Strongly Agree	24	19%	40	41%	4	19%	10	31%	78	28%	
Agree	49	38%	25	26%	3	14%	12	38%	89	32%	
Not Sure	28	22%	13	13%	1	5%	7	22%	49	18%	
Disagree	14	11%	1	1%	0	0%	1	3%	16	6%	
Strongly Disagree	13	10%	18	19%	13	62%	2	6%	46	17%	
Total	128	100%	97	100%	21	100%	32	100%	278	100%	

Qualitative Feedback

Respondents were invited to comment separately on each theme and were also given the opportunity to write any comments they had on the Masterplan, the proposals for White Hart Lane Station and the Tenant, Leaseholder, Private Tenant Guides and Business Charter.

157 respondents made comments on their feedback forms. The comments tended to reflect general issues and concerns rather than being specific to any one theme within the feedback form (design, housing, businesses etc).

To assess the scope and nature of the written comments, they have been coded and categorised with overall results (across all themes) set out in the table on page 27. Where respondents wrote multiple comments which fell under the same category, the category was only counted once i.e, where respondents wrote 'I want to remain a council tenant' in more than one section of the feedback form, this category was counted once.

Comments	Capacity in which responding				
	Love Lane	Resident of Wider area	Businesses	Unknown	Total
General support for the regeneration proposals	23	26	1	9	59
Protect and improve existing buildings/facilities including heritage buildings	2	37	4	4	47
Other	22	15	3	4	44
General opposition to the regeneration proposals	10	24	4	1	39
Increased parking facilities (including free/affordable resident parking permit)	18	6	0	5	29
Safer neighbourhood with secure housing and public spaces (including increased CCTV and patrols)	12	8	1	5	26
Prefer refurbishment or improvements to existing council housing stock	2	16	3	4	25
Concern about existing businesses	5	11	1	5	22
No high rise development and concerns over overcrowding	4	14	1	3	22
Quality designed housing which exceeds the Mayor's minimum standard	10	5	1	6	22
The Council should remain the landlord of the replacement homes and	19	1	0	0	20

Tottenham

replacement homes should be within the regeneration area.					
Less traffic, crowding and transport congestion	1	13	0	4	18
New employment and more diverse businesses and retail (including more opportunities for creative industries, more diverse business types)	4	11	0	3	18
Disagree with a specific principle	7	7	1	1	16
Better transport and connectivity including more frequent buses and improved bus stops	2	8	0	3	13
Increase in the quality and quantity of open space	2	10	0	1	13
Negative comments about the Council/Spurs/consultation	1	9	1	0	11
More / better cycle routes and facilities		6	0	3	9
EqIA- age- activities for young people	2	5	0	0	7
EqIA -age/disability-need for suitable accommodation for all	7	0	0	0	7
Better outdoor public amenities	0	6	0	1	7
EqIA- environment/open space should cater for needs of all	2	3	0	1	6
Improve street cleaning / litter removal	1	5	1	0	7
White Hart Lane Station should stay where it is	1	5	1	0	7
EqIA-accessibility of public transport/parking	3	2	0	1	6
Affordable homes	1	4	0	1	6
Concern about leaseholders	2	1	0	2	5
More leisure and play facilities	0	5	0	0	5
No need for additional parking	2	2		1	5
Better mix of housing	2	1	0	0	3
Concern about noise	2	0	0	1	3
Other equalities issues	0	2	0	0	2
Total	169	268	23	69	529

The table shows us the following information:

- That across the feedback form the most common theme raised was general support for the regeneration proposals/principles.
- The second most common theme raised was generally against the regeneration proposals, these comments were predominantly from residents in the wider area.
- There was particular concern about parking with residents wanting adequate parking facilities provided in any future regeneration scheme.
- A significant number of comments were raised about crime, security and anti-social behaviour in the High Road West area, with residents commenting on the desire for more CCTV, better policing and regeneration to tackle the existing anti-social behaviour issues.
- There was a particular concern over high rise buildings being introduced to the area, with many residents preferring low rise development.
- Many Love Lane residents wrote comments requesting that the Council should remain the landlord of the replacement social rented homes. This has been a frequent request throughout the consultation of the regeneration proposals.

Summary

High Road West Masterplan Framework

Both the qualitative and quantitative data has shown that there is substantial support from the local community for the principles within the High Road West Masterplan Framework.

The quantitative data has shown that **all** of the Masterplan principles received at least **60%** support from the local community and 18 of the 29 Masterplan principles received at least 70% support or over.

- **70%** of Love Lane residents agree that the Love Lane Estate should be demolished and homes replaced.
- **69%** of all respondents agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **73%** of respondents agree that High Road West should be designed so that there are new areas with different characters, activities and land uses.
- **76%** of respondents agree that a better and more accessible station should be provided which enhances its historic character.
- **65%** of all respondents agree that a new public square should be created between the new White Hart Lane station and the High Road.
- **62%** of all respondents agreed that where required, some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities.

The qualitative data has shown that the most common written theme was 'Support for the regeneration proposals' (59 comments).

This significant support for the Masterplan principles is a reflection of the fact that the Masterplan has emerged and been developed through two years of consultation and engagement with the local community.

However, there is still opposition to the regeneration proposals predominantly from residents in the wider area and from affected local businesses. There were 39 comments made that 'generally opposed the regeneration proposals', the majority of these comments (24) were made by residents in the wider area. The Council will continue to work with affected businesses and residents in the wider area to ensure that any future regeneration scheme considers and attempts to mitigate their concerns.

White Hart Lane Station Proposals

The proposals for White Hart Lane Station also secured significant support from the local community.

Whilst 9 written comments were made in relation to wanting to keep the station in its current location, the quantitative data showed that each of the 5 statements presented received at least 60% support. The local community were particularly supportive of providing a better and more accessible station which enhances the historic character of the area.

A petition has also been received in relation to the proposals for White Hart Lane Station, this is summarised in the written responses section, Part C of this report. The petition seeks the retention of the existing stairwell at the station. This petition will be forwarded to TfL who are leading the proposals for White Hart Lane Station.

Next Steps

From the extensive consultation undertaken to date, it is clear that there is a desire for change in the High Road West area and that there is substantial support for the High Road West regeneration proposals.

This report recommends that the High Road West Masterplan Framework is agreed by the Council's cabinet. Once, this has been agreed the principles within the Masterplan will be used to inform the Tottenham Area Action Plan. The Tottenham Area Action Plan is a statutory planning document which will be subject to further statutory consultation.

Consultation and engagement with the local community will continue to be at the heart of the High Road West regeneration proposals going forward. The Council is working with Love Lane residents to establish a Design Panel and will be continuing to meet residents' requirements as set out in the Love Lane Residents Charter. Businesses will continue to be engaged through one-to-one meetings and residents in the wider area will be able to keep abreast and inform the regeneration proposals through regular updates and consultation events.

PART B: Analysis of responses from Love Lane Secure Tenants (section 105 consultation)

Section 105 of the Housing Act 1985 sets out the legal obligation of local housing authorities for consulting with tenants on “matters of housing management” such as changes to the management, maintenance, improvement or demolition of houses let by them. The High Road West Masterplan includes provisions for replacing residential council properties on the Love Lane Estate which currently house secure tenants. This section details feedback received from these tenants, with the responses organised by location on the estate.

Number of responses and methodology

There were 108 feedback forms received from secure Council tenants on the Love Lane Estate. However, only 102 feedback forms have been used for analysis. This is because, as with the wider consultation analysis, the forms were processed as follows:

- Where a respondent was found to have submitted more than one response only one such response was counted. In this case the most recent feedback form was counted and analysed but any written comments made on the previous form were cut and paste into the most recent form, so no comments were lost.
- Where the date of the feedback forms (online and paper) could not be determined, the results of the form were merged with the more moderate response being given on the multiple choice selections (e.g. a response from one single respondent which answered ‘strongly agree’ on one form, and ‘agree’ on another would be noted as ‘agree’ on the merged form.

This has brought the total amount of feedback forms from secure council tenants down to down to 102.

There are 212 secure Council tenancies on the Love Lane Estate, housing 238 secure council tenants.

This means that 48% of secure council tenants responded to the consultation and 42% of secure council tenant households responded to the consultation.

Section105- Key Outputs

Feedback Forms

102 feedback forms from secure council tenants have been included in the analysis.

Highlights

- **70%** of secure council tenants agree that the Love Lane Estate should be demolished and homes replaced.
- **86%** of secure council tenants agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **93%** of secure council tenants agree that there should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so that it is accessible for all'
- **62%** of secure council tenants agreed that where required, some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities.
- **72%** of secure council tenants agree that a new public square should be created between the new White Hart Lane station and the High Road.
- **79%** of secure council tenants agree that the new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes.

Design Principles

- **86%** of secure council tenants support the principle- 'important and high quality existing heritage building should be improved where they make a positive contribution to High Road West'.
- **75%** of secure council tenants support the principle- 'The new leisure facilities, cafes and restaurants should be built south White Hart Lane station entrance and Tottenham Hotspur Football Stadium'.

Housing Principles

- **91%** of secure council tenants support the principle- 'All new homes should have access to private open space such as balconies, gardens and shared courtyards'.
- **86%** of secure council tenants support the principle- '1,200 new homes should be provided to increase housing choice and provide a better mix of housing in the High Road West area'.

Businesses Principles

- **90%** of secure council tenants support the principle- 'The High Road should remain the main shopping area and should have improved shop frontages and public spaces'.
- **82%** of secure council tenants support the principle- 'New leisure, food and retail businesses should be located around the new public square(between the new White Hart Lane station and the High Road) to help create the new sports and leisure destination'.

Tottenham

Open Spaces

- **89%** of secure council tenants support the principle- 'The new public spaces (Moselle Square, Peacock Gardens and White Hart Lane) should be linked with attractive and safe new pedestrian links'.
- **79%** of secure council tenants support the principle- 'The new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes'.

Community Benefits

- **93%** of secure council tenants support the principle – 'There should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so that it is accessible for all'.
- **86%** of secure council tenants support the principle 'There should be a new health facility and this should be built on the High Road'.

Transport and Movement

- **90%** of secure council tenants support the principle-'bus stops should be upgraded and improved'.
- **89%** of secure council tenants support the principle-'both on-street and off-street car parking should be provided for residents'.

White Hart Lane Station

- **80%** of secure council tenants support the principle-'employment and retail space should be created in front of the existing railway arches'.
- **76%** of secure council tenants support the principle-'A better and more accessible station should be provided which enhances its historic character'.

Quantitative Feedback Received

This consultation requested comments on seven key themes: design, housing, business, open space, community benefits, transport and White Hart Lane Station. Many of these themes overlap and this was reflected in the nature of written comments provided by residents. The first part of this section looks at the quantitative analysis of multiple choice responses by theme. The second part looks at the cross-cutting themes of other comments.

Theme One – Design

Create a series of places with different character and activities that retain the local character; these will be linked by a network of streets and a new north-south pedestrian and cycle route.

Theme one asked respondents to comment on the design principles of the High Road West regeneration proposals. This included the nature and character of land use in the area, the provision for residential buildings and the height of future buildings. Secure Council Tenants were particularly favourable about protecting heritage buildings.

Question 1

		Total	
		Count	%
High Road West should be designed so that there are new areas with different characters, activities and land uses	Strongly agree	29	30%
	Agree	55	56%
	Not sure	7	7%
	Disagree	3	3%
	Strongly disagree	4	4%
	Total	98	100%

Question 2

		Total	
		Count	%
New homes and the new residential neighbourhood should be built north of White Hart Lane	Strongly agree	23	23%
	Agree	50	50%
	Not sure	24	24%
	Disagree	1	1%
	Strongly disagree	3	3%
	Total	101	100%

Tottenham

Question 3

		Total	
		Count	%
The new leisure facilities, cafes and restaurants should be built south of White Hart Lane, nearer to the proposed new White Hart Lane station entrance and Tottenham Hotspur Football Stadium	Strongly agree	29	29%
	Agree	46	46%
	Not sure	18	18%
	Disagree	5	5%
	Strongly disagree	3	3%
	Total	101	100%

Question 4

		Total	
		Count	%
Any tall buildings should be located near the railway line and near the Tottenham Hotspur Football Stadium to minimise overshadowing	Strongly agree	24	24%
	Agree	40	40%
	Not sure	24	24%
	Disagree	8	8%
	Strongly disagree	4	4%
	Total	100	100%

Question 5

		Total	
		Count	%
Important and high quality existing heritage buildings should be improved where they make a positive contribution to High Road West	Strongly agree	28	28%
	Agree	58	58%
	Not sure	7	7%
	Disagree	3	3%
	Strongly disagree	4	4%
	Total	100	100%

Theme Two – Housing

Provide a range of different housing types to meet the needs of existing and new residents and create a high quality residential neighbourhood.

Respondents were asked to comment on housing principles guiding regeneration of High Road West, including the number of houses to be made available, the future of the Love Lane Estate and housing design specifications. Secure Council Tenants were particularly favourable for private open spaces in future housing.

Question 1

		Total	
		Count	%
1,200 new homes should be provided to increase housing choice and provide a better mix of housing in the High Road West area	Strongly agree	39	38%
	Agree	49	48%
	Not sure	5	5%
	Disagree	7	7%
	Strongly disagree	2	2%
	Total	102	100%

Question 2

		Total	
		Count	%
The Love Lane Estate should be demolished and the homes replaced to allow for more homes, businesses and facilities	Strongly agree	28	28%
	Agree	42	42%
	Not sure	14	14%
	Disagree	8	8%
	Strongly disagree	8	8%
	Total	100	100%

Question 3

		Total	
		Count	%
As a minimum, new homes should meet the Mayor of London's standards for space, layout, storage, sustainability and access to public transport	Strongly agree	37	37%
	Agree	47	47%
	Not sure	9	9%
	Disagree	5	5%
	Strongly disagree	3	3%
	Total	101	100%

Question 4

		Total	
		Count	%
New homes should be designed so that from the outside there is no difference between affordable and private homes	Strongly agree	39	39%
	Agree	46	46%
	Not sure	8	8%
	Disagree	5	5%
	Strongly disagree	3	3%
	Total	101	100%

Question 5

		Total	
		Count	%
All new homes should have access to private open space such as balconies, gardens and shared courtyards	Strongly agree	57	56%
	Agree	35	35%
	Not sure	4	4%
	Disagree	2	2%
	Strongly disagree	3	3%
	Total	101	100%

Theme Three – Business

Provide a mix of different uses creating the opportunity for businesses to flourish as part of a new leisure and sporting destination.

Theme three asked respondents to comment on the future composition of businesses in the High Road West Area. This included a question on the creation of new parking facility. Respondents were particularly in favour of keeping High Road West as the main shopping area with improved shop fronts.

Question 1

		Total	
		Count	%
New leisure, food and retail businesses should be located around the new public square (between the new White Hart Lane station and the High Road) to help create the new sports and leisure destination	Strongly agree	32	32%
	Agree	50	50%
	Not sure	14	14%
	Disagree	2	2%
	Strongly disagree	3	3%
	Total	101	100%

Question 2

		Total	
		Count	%
The High Road should remain the main shopping area and should have improved shop frontages and public spaces	Strongly agree	34	34%
	Agree	56	56%
	Not sure	7	7%
	Disagree	2	2%
	Strongly disagree	1	1%
	Total	100	100%

Question 3

		Total	
		Count	%
New workspaces should be created behind the High Road and in front of the railway arches	Strongly agree	22	22%
	Agree	55	55%
	Not sure	13	13%
	Disagree	7	7%
	Strongly disagree	3	3%
	Total	100	100%

Question 4

		Total	
		Count	%
Where required some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities to be provided	Strongly agree	25	25%
	Agree	42	42%
	Not sure	15	15%
	Disagree	11	11%
	Strongly disagree	7	7%
	Total	100	100%

Question 5

		Total	
		Count	%
A multi-storey car park should be provided to provide parking for businesses and customers	Strongly agree	25	25%
	Agree	46	46%
	Not sure	15	15%
	Disagree	7	7%
	Strongly disagree	8	8%
	Total	101	100%

Theme Four – Open Space

Double the public open space in High Road West with a significant increase in the quality of public and private spaces.

This theme asked respondents questions about future open spaces, including the provision for a new public square, a new park and roof gardens. Respondents were in particular favour of roof gardens.

Tottenham

Question 1

		Total	
		Count	%
A new public square should be created between the new White Hart Lane station and the High Road	Strongly agree	22	22%
	Agree	50	50%
	Not sure	19	19%
	Disagree	3	3%
	Strongly disagree	6	6%
	Total	100	100%

Question 2

		Total	
		Count	%
The new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes	Strongly agree	25	25%
	Agree	54	54%
	Not sure	11	11%
	Disagree	4	4%
	Strongly disagree	6	6%
	Total	100	100%

Question 3

		Total	
		Count	%
A new public space should be provided on White Hart Lane to create an attractive setting for the existing listed buildings (The Grange and the Old Station Master's House)	Strongly agree	20	20%
	Agree	57	57%
	Not sure	17	17%
	Disagree	3	3%
	Strongly disagree	3	3%
	Total	100	100%

Question 4

		Total	
		Count	%
The new public spaces (Moselle Square, Peacock Gardens and White Hart Lane) should be linked with attractive and safe new pedestrian links	Strongly agree	39	39%
	Agree	50	50%
	Not sure	6	6%
	Disagree	1	1%
	Strongly disagree	4	4%
	Total	100	100%

Question 5

		Total	
		Count	%
Roof gardens and spaces for the community to grow food and flowers should be provided	Strongly agree	31	31%
	Agree	38	38%
	Not sure	20	20%
	Disagree	9	9%
	Strongly disagree	3	3%
	Total	101	100%

Theme Five – Community Benefits

Create an integrated mixed community providing opportunities for all. Central to this will be the development of the community infrastructure that meets the needs of the existing and future community.

Theme five asked respondents to highlight their views on the future of community facilities in the area, including a new community hub; health, sport and outdoor facilities. Respondents were particularly in favour of more health facilities and a new community hub.

Question 1

		Total	
		Count	%
There should be a new community hub (with library, learning, community and business space) built on the High Road in the new Moselle Square - accessible for all	Strongly agree	37	37%
	Agree	57	56%
	Not sure	4	4%
	Disagree	0	0%
	Strongly disagree	3	3%
	Total	101	100%

Question 2

		Total	
		Count	%
There should be a new health facility built on the High Road	Strongly agree	45	45%
	Agree	41	41%
	Not sure	10	10%
	Disagree	3	3%
	Strongly disagree	2	2%
	Total	101	100%

Tottenham

Question 3

		Total	
		Count	%
There should be a new community sports facility and this should be built in the new public square, Moselle Square	Strongly agree	24	24%
	Agree	53	53%
	Not sure	16	16%
	Disagree	3	3%
	Strongly disagree	4	4%
	Total	100	100%

Question 4

		Total	
		Count	%
There should be new outdoor space with community activities provided within new public spaces (incl. gym and space for shows and performances)	Strongly agree	31	31%
	Agree	52	51%
	Not sure	9	9%
	Disagree	4	4%
	Strongly disagree	5	5%
	Total	101	100%

Theme Six – Transport

This theme asked respondent for comment on transport provisions in the High Road West to both areas within the borough and connectivity to the rest of London. Respondents were in particular favour of improved bus stops.

Ensure High Road West is well connected with new safe routes for pedestrians, cyclists and better public transport accessibility.

Question 1

		Total	
		Count	%
New east-west and north-south streets should be provided to better connect High Road West with the surrounding areas	Strongly agree	30	30%
	Agree	52	52%
	Not sure	15	15%
	Disagree	0	0%
	Strongly disagree	3	3%
	Total	100	100%

Tottenham

Question 2

		Total	
		Count	%
Traffic calming measures should be introduced to reduce traffic speeds in High Road West	Strongly agree	40	39%
	Agree	48	47%
	Not sure	7	7%
	Disagree	2	2%
	Strongly disagree	5	5%
	Total	102	100%

Question 3

		Total	
		Count	%
New cycle routes and safe cycle storage should be provided to encourage cycling	Strongly agree	39	38%
	Agree	48	47%
	Not sure	10	10%
	Disagree	2	2%
	Strongly disagree	3	3%
	Total	102	100%

Question 4

		Total	
		Count	%
Bus stops should be upgraded and improved	Strongly agree	50	49%
	Agree	42	41%
	Not sure	6	6%
	Disagree	2	2%
	Strongly disagree	2	2%
	Total	102	100%

Question 5

		Total	
		Count	%
Both on-street and off-street car parking should be provided for residents	Strongly agree	60	59%
	Agree	30	30%
	Not sure	6	6%
	Disagree	3	3%
	Strongly disagree	2	2%
	Total	101	100%

Theme Seven – White Hart Lane Station

The final theme asked respondents about the location, character and future use of White Hart Lane station. Respondents were particularly in favour of enhancing the stations historical character.

Question 1

		Total	
		Count	%
The entrance to White Hart Lane Station should be moved south to create a better route to the High Road	Strongly agree	28	28%
	Agree	44	44%
	Not sure	22	22%
	Disagree	3	3%
	Strongly disagree	4	4%
	Total	101	100%

Question 2

		Total	
		Count	%
A better and more accessible station should be provided which enhances its historic character	Strongly agree	29	29%
	Agree	47	47%
	Not sure	16	16%
	Disagree	5	5%
	Strongly disagree	3	3%
	Total	100	100%

Question 3

		Total	
		Count	%
A new pedestrian link should be provided through the station to Penshust Road during station opening hours but not on match or event days	Strongly agree	27	27%
	Agree	42	42%
	Not sure	26	26%
	Disagree	2	2%
	Strongly disagree	3	3%
	Total	100	100%

Question 4

		Total	
		Count	%
Employment and retail space should be created in front of the existing railway arches	Strongly agree	32	32%
	Agree	48	48%
	Not sure	12	12%
	Disagree	4	4%
	Strongly disagree	3	3%
	Total	99	100%

Question 5

		Total	
		Count	%
Whilst the station improvements are being developed the space in front of the station should be made into a temporary community garden	Strongly agree	19	19%
	Agree	37	37%
	Not sure	24	24%
	Disagree	11	11%
	Strongly disagree	9	9%
	Total	100	100%

Qualitative Feedback

Respondents were invited to comment separately on each theme and were also given the opportunity to write any comments they had on the Masterplan, the proposals for White Hart Lane Station and the Tenant, Leaseholder, Private Tenant Guides and Business Charter.

54 secure council tenants made comments on their feedback forms. The comments tended to reflect general issues and concerns rather than being specific to any one theme within the feedback form (design, housing, businesses etc).

To assess the scope and nature of the written comments, they have been coded and categorised with overall results (across all themes) set out in the table on page 27. Where respondents wrote multiple comments which fell under the same category, the category was only counted once i.e, where respondents wrote 'I want to remain a council tenant' in more than one section of the feedback form, this category was counted once.

Tottenham

		Total
		Count
	General support for the regeneration proposals	20
	The Council should remain the landlord of the replacement homes and replacement homes should be within the regeneration area.	16
	Other	14
	Increased parking facilities (including free/affordable resident parking permit)	13
	Safer neighbourhood with secure housing and public spaces (including increased CCTV and patrols)	10
	Quality designed housing which exceeds the Mayor's minimum standard	8
	General opposition to the regeneration proposals	6
	No high rise development and concerns over overcrowding	4
	Disagree with a specific principle	4
	EqIA- age- activities for young people	4
	Concern about existing businesses	3
	New employment and more diverse businesses and retail (including more opportunities for creative industries, more diverse business types)	3
	Better mix of housing	2
	Prefer refurbishment or improvements to existing council housing stock	2
	EqIA -age/disability-need for suitable accommodation for all	2
	EqIA- environment/open space should cater for needs of all	2
	White Hart Lane Station should stay where it is.	2
	EqIA- accessibility of public transport/parking	2
	Protect and improve existing buildings/facilities including heritage buildings	1

Tottenham

Better transport and connectivity including more frequent buses and improved bus stops	1
Increase in the quality and quantity of open space	1
No need for additional parking	1
Total	121

The table shows us the following information:

- That across the feedback forms the most common theme raised was general support for the regeneration proposals/principles.
- The second most common theme raised was relating to tenants requesting that the council remain the landlord for all replacement social rented homes in the regeneration area.
- There were concerns raised about parking with residents wanting adequate and affordable parking facilities provided in any future regeneration scheme
- A significant number of comments were raised about crime, security and anti-social behaviour in the High Road West area, with residents commenting on the desire for more CCTV, better policing and regeneration to tackle the existing anti-social behaviour issues.
- There were particular concerns regarding sizes of homes. Residents requested that the standards and sizes of homes exceed the Mayor of London's standards as a minimum.

Summary

High Road West Masterplan Framework

Both the qualitative and quantitative data has shown that there is substantial support from the secure council tenants for the principles within the High Road West Masterplan Framework.

The quantitative data has shown that all of the Masterplan principles, apart from one, received at least 64% or over support from the local community and 18 of the 29 Masterplan principles received at least 80% support or over.

- **70%** of secure council tenants agree that the Love Lane Estate should be demolished and homes replaced.
- **86%** of secure council tenants agree that 1,200 new homes should be provided to increase housing choice and provide a better mix of housing within High Road West.
- **93%** of secure council tenants agree that there should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so that it is accessible for all'
- **62%** of all respondents agreed that where required, some existing businesses should be relocated to allow for more jobs, businesses, homes and community and leisure facilities.
- **72%** of secure council tenants agree that a new public square should be created between the new White Hart Lane station and the High Road.
- **79%** of secure council tenants agree that the new park should be built in the centre of the new residential neighbourhood (north of White Hart Lane) so that it is close to the new homes.

The qualitative data has shown that the most common written theme was 'Support for the regeneration proposals' (20 comments).

The qualitative data has shown that there is still a desire for the Council to remain the landlord of the replacement social rented homes. Whilst 16 secure council tenants raised this on the feedback forms, it was iterated to Officers by many residents during the consultation process.

Parking and having a safe neighbourhood with secure housing was also a key issue raised by secure council tenants.

Tottenham

There was limited opposition to the regeneration proposals with only six comments being made to this effect. There were also only two written comments from secure council tenants stating that they would prefer refurbishment as opposed to demolition of the Love Lane Estate.

White Hart Lane Station Proposals

The proposals for White Hart Lane Station also secured significant support from secure council tenants

Whilst nine written comments were made in relation to wanting to keep the station in its current location, the quantitative data showed that each of the five statements presented received at least 60% support. The local community were particularly supportive of providing a better and more accessible station which enhances the historic character of the area.

Next Steps

From the extensive consultation undertaken to date, it is clear that there is a strong desire from secure council tenants on the Love Lane Estate for change in the High Road West area. It is also clear that there is substantial support for the High Road West regeneration proposals and the demolition and reprovision of homes on the Love Lane Estate

This report recommends that the High Road West Masterplan Framework is agreed by the Council's cabinet. Once, this has been agreed the principles within the Masterplan will be used to inform the Tottenham Area Action Plan. The Tottenham Area Action Plan is a statutory planning document which will be subject to further statutory consultation.

Consultation and engagement with the Love Lane residents will continue to be at the heart of the emerging the High Road West regeneration proposals going forward. The Council is working with Love Lane residents to establish a Design Panel and will be continuing to meet residents' requirements as set out in the Love Lane Residents Charter.

PART C: Written Responses

We received nine written responses in total, the detail of which can be found below.

[Petition and letter from Mr Steve Prince – owner of the Railway Freehouse](#)

We have received a letter from Mr Steve Prince the owner of The Railway Freehouse, and he has collected a petition of 420 names in 10 days, stating that the local community strongly object to the removal of the existing railway staircase, he mentions the following reasons for the objections:-

- Many businesses will be cut off from the change of access
- The removal would result in depriving the community of economic and social benefits that they have with the current access
- The removal would disenfranchise so many of the residents, businesses and visitors to the area.
- Businesses on the west side of the viaduct would suffer economic hardship as they all depend on Match Day trade for at least 50% their survival
- Vulnerable passengers will be denied the safest and shortest route to and from the west side of the viaduct
- The needs of match days are exaggerated, and the residents use the staircase 100% of the time, as opposed to 7% of days for matches, therefore residents should have east west access if you are looking at improving.
- The changes make it look like the redevelopment is purely for Tottenham Hotspur and not the community.
- The changes would make the area less diverse and inclusive, which would also be poorer due to the loss of economic benefits.

The existing stairs should be retained for ease match day traffic, it also forms a direct east west link feeding directly into the station, so the current and new staircase should be the way forward, to allow for the community, residents, businesses and visitors to navigate around the area safer and be part of the changes to improve the area for all.

[Letter from Planning Consultancy](#)

In response to the consultation the Council has received a letter from a consultancy who represents a group of landowners with property at 855-863 Tottenham High Road, the Brunswick Estate and the Peacock Estate. They have been engaged by the landowners, known as the Brunswick and Peacock Estate Consortium, to promote their site within the emerging planning policy context for this area. On their behalf the planning consultancy are submitting representations to the current consultations on the High Road West Masterplan document that will inform the forthcoming Tottenham AAP.

The letter states:

- that overall the principles of the Masterplan Framework are supported and that the businesses are happy with the spatial objectives for High Road West.
- However, the businesses cannot support the Masterplan framework in its current form, as it has not given enough consideration to the commercial landlords who are running viable businesses.
- They feel that the Masterplan has not taken into account land ownership and availability of land and believe therefore, that the Masterplan is not robust when considering deliverability of land within its overarching Framework.
- They would welcome further dialogue with the Council to develop development principles for the site.

Emails from Local Business owners

Three emails were received from the owners of businesses within the Peacock and Brunswick Estates. A summary of their comments is detailed below:

- They are disappointed at the council's failure to listen to them and that alternative options have been ignored;
- Would like their sites left alone/their sites were to be used for their pension purposes.
- They feel excluded from the regeneration proposals because the proposals seek their relocation.
- They feel that the proposals will destroy the existing community.
- Local businesses should be included in the plans to ensure the local spirit of the area remains.
- Feel that their existing location is important as they are known by their customers in Tottenham and has easy access to great transport links.
- Concerned that their businesses have survived a recession and now we are struggling through regeneration.

The Tottenham Hotspur Supporters' Trust

Key points raised by the Tottenham Hotspur Supporters' Trust are as follow:

- They would like to see more specific plans about the redevelopment of White Hart Lane Station.
- Their main concern with the White Hart Lane Station relates to the current entrances being at one end of the platform, causing problems with access and overcrowding particularly for north bound passengers after matches.
- Their members had long campaigned for an additional staircase to be added part way along the northbound platform to make distribution easier and more efficient.
- They believe that simply moving the entrance/exit to another single point while closing the existing access would not properly overcome that issue and, indeed, if all

passengers (north and southbound) have to enter by the same entrance after matches it could be worse.

- They feel it is essential that in any redeveloped station there should be multiple access points to the platforms for the thousands of supporters who would be entering in a relatively short timescale after matches. Ideally, this means staircases towards both ends of each platform and also properly segregated access for northbound and southbound passengers.
- They believe that removing the staircases at the northern end of the station altogether will also impact upon supporters using retail and business outlets along White Hart Lane itself, particularly before matches.
- They feel that it is possible, of course, that the intention is to get football supporters to take the shortest possible route to the new stadium, but this hardly supports the wider aim of regeneration of the whole area, particularly for the current businesses in that area.
- They would welcome a more detailed dialogue on the plans for the station.

Letter on behalf of Tottenham Hotspur Football and Athletic Co Ltd (THFC)

In response to the consultation the Council has received a letter on behalf of Tottenham Football and Athletic Co Ltd. The letter states that they welcome the opportunity to have input into the Masterplan Framework proposals, particularly in the context of its ongoing commitment to working closely with Haringey Council in the community and delivering sustainable regeneration in Tottenham.

They have previously commented throughout the process in other documents from Haringey Council on other regeneration within Tottenham including the High Road West Masterplan

THFC supports the general thrust of the Masterplan and the design principles it promotes, However, they feel there a number of areas that need further consideration, before the Masterplan is completed. Given that THFC continue to play a major part in the evolution of Tottenham.

The areas that THFC feel need further consideration are as follows:-

- The vision for High Road West- THFC support the general vision but fell that the wording should be changed to reflect the significant transformation already underway within the Tottenham area and reflects the Northumberland Park Development Project as a key driver to change, creating considerable employment opportunities to date.
- New public square- THFC supports the proposed link and the masterplan's acknowledgement of the role this will play in the future development of the area, they consider that the boulevard should be rethought so that it directly aligns with the stadium west entrance. THFC clearly supports and recognises the need for a major public square but have significant reservations about its size and function

Tottenham

- New station entrance- THFC considers further though should be given to the masterplan proposals to relocate the main station entrance so that it is further south.
- Community Hub- THFC oppose the location of the community hub. They suggest that new community facilities can be provided within the approved NDP scheme. THFC also believe that there should be an increased quantum of retail development within the area.
- Quantum of development- THFC believe that the quantum of residential development should be increased to 2,400, including re-provision of council homes, to help bring about significant change required in the area.
- Street signage and place branding- THFC believe there shouldn't be a preconceived naming of streets and public realm.

Headcorn, Tenterden, Beaufoyo and Gretton Road Estate Resident Association

Headcorn, Tenterden, Beaufoyo and Gretton Road Estate (HTBG) sits adjacent to the Love Lane Estate and west of the railway lines. The Masterplan Framework proposes that the vacant hostel and the Whitehall and Tenterden Centre are redeveloped. The housing on the estate is not included with the redevelopment plans.

The Headcorn and Tenterden Residents Association HTBG RA have submitted a written response, written in behalf of all estate residents. Key points raised by the HTBG RA are as follows:

- They note the changes to the design following consultation but have concerns that refer to the tall building located near the Football Stadium and railway line to minimise overshadowing. Those near the railway line will overshadow our estate.
- Our representations on design and type of housing to be provided in Phase 1B of the current masterplan appear to be ignored.
- Propose that smaller homes be built adjacent to the three blocks, comprising 70, one bedroom and 7, two bedroom flats that blend in with our neighbourhood.
- Ensure a quiet community atmosphere within the vicinity for the new homes.
- They feel that the masterplan does not include the representations they made on sympathetic design and size of homes at meetings earlier this year.
- There should be a good supply of seating areas and rubbish bins, together with a proactive litter enforcement policy.
- The redevelopment area in Phase 1B has none of the proposed better-quality open spaces, public parks; private landscaped courtyards providing children's play areas for residents, community growing areas and rooftop gardens.
- Raised concerns about tree outside the regeneration area being demolished and lack of contact regarding what penalties will be imposed, and when the area will be restored.
- They are awaiting feedback regarding the changes in design to the railway arches.
- They are awaiting a response from Homes for Haringey on the removal of the dead tree and the re-instatement of the ground to a decent and safe standard.

- Concerns about the reduced workforce and maintenance of existing open spaces in the borough
- Welcome the idea of roof gardens and feel that they have the opportunity to identify and provide areas for community growing.
- They welcome the proposals for more community facilities and activities for all. However, they would want to see a written commitment that it benefits all, not just those in the High Road West area as defined in the Masterplan, as that would exclude their community.
- The new purposed location for the station entrance is further away from bus stops than existing.
- Welcome the idea of a new station with better accessibility, but have concerns about the environmental impact and increase usage so near our home.
- Request that an appropriate environmental impact assessment in regards to the station development.
- Debris is collected in an inaccessible area below the station, which should be discouraged. We purpose for proper management of the railway station.
- Propose that Network rail place metal mesh under the whole railway bridge to prevent pigeons nesting there. In addition reports have been made regarding people feeding the pigeon to authorities with no action taken.
- They feel that the proposal only focuses a designed area and does not aim to enrich the whole neighbourhood. Their estate lacks pram and cycle storage, has open rubbish bins for flats and a neglected play area for children under five.
- The proposals for High Road West include children's play areas within private areas, which exclude our children and those of any users of facilities in the area.

[The Haringey Leaseholders' Association](#)

The Haringey Leaseholders' Association represent leaseholders across the Borough. Key points raised by the Association were as follows:

- HLA endorsed the Love Lane Residents Charter
- Raised concern about whether enough options for mortgage finance would be available for leaseholders wishing to buy their new property under shared equity arrangements, as well as whether such leaseholders might have difficulty in selling their new property when the time came to do so.
- HLA was also concerned at the vagueness of the proposals to compensate leaseholders whose homes have been subject to fairly recent Decent Homes work but will shortly have to be demolished as part of the redevelopment.