

A Plan for Tottenham

Appendix 1. Public Consultation Report

This consultation report is in two parts. Part 1 provides a summary of all consultation activity regarding Tottenham's future that has happened since the riots of August 2011. Part 2 provides full details of the results of our 'Have your say on Tottenham's future' public consultation exercise that ran from November 2011 to January 2012.

The purpose of this report is to feedback the views from these consultations and show how what you have said has informed the regeneration priorities for Tottenham.

Part 1. Consultation Summary

1. Introduction

The development of the Regeneration Plan for Tottenham has involved wide ranging conversations and engagement with local people, businesses, community organisations, investors, public partner agencies and stakeholders in Tottenham.

2. The story so far

Following the riots of August 2011, we immediately started engaging with the local community and having conversations with key stakeholders about what kind of actions were required to deliver positive change in Tottenham. This engagement included:

- Resident Committee meetings
- Area Forums and Committees
- Tottenham Traders Partnership
- Haringey Community Panel and other inquiry group meetings

These conversations informed our initial ideas and priorities for Tottenham that formed the basis for our 'Have your say on Tottenham's future' consultation that ran from November 2011 to January 2012. This included:

- Two 'have your say' events that attracted over 120 people
- Consultation questionnaires sent to all 45,000 households in Tottenham
- Almost 700 responses to the questionnaires with over 8,000 points raised
- Consultation at Area Forums and Residents Committees
- Visits to local schools to discuss priorities with young people
- Focus group discussions with local organisations and businesses
- Information in Haringey People – sent to all households in the borough
- Tottenham Community Stakeholder Summit May 2012 – over 100 attendees
- Setting up of Tottenham Taskforce – Haringey Councillors and Officers, GLA Officers and experts from the private, academic and third sectors to advise on priorities

We have continued to engage and consult with local people since then, particularly through area forums, the Tottenham Traders Partnership and resident Committees. This has culminated in the Tottenham Community Stakeholder Summit on the 8th May which brought together a variety of residents, businesses and partners to comment on the Council's draft priorities for regeneration and to start to map out how all the community stakeholders will own and deliver positive change in Tottenham.

Consultation Summary

The key concerns, aspirations, messages and ideas from all this consultation is set out below. It is broken down into four key outcomes: A stronger local economy; More high quality housing; Excellent public spaces and transport; and Confident communities.

1. A Stronger Local Economy

- **Training, support and skills** – basic upskilling (Maths, IT and ESOL) opportunities (but needs to be affordable), supporting people to be more confident in looking for work and opportunities themselves and apprenticeship and work experience opportunities.
- **Better High Road offer** – less betting shops, fast food establishments and beauty parlours. More brands, more attractors, more variety (including quality independents)
- **Attracting new businesses and supporting existing ones** – local authority doing more to attract major employers through incentives and its own investment in the area, supporting existing businesses fiscally but also doing more to clean up and promote the High Road (shop front improvements, activities and events)
- **More effective marketing and promotion** – essentially, the Local Authority is being tasked with doing more to highlight the many positive things about Tottenham, to keep pushing a message that will attract different type of people to the area and to develop an image for Tottenham that will attract investment.
- **Events and activities** – music and sports events, food festivals and markets, street parties, exhibitions, cultural attractions – all these things are required to get people talking about Tottenham and getting people visiting the area. These type of events can also provide opportunities for young people.

2. More High Quality Housing

- **Realism about existing stock** – many people felt the existing stock was poor, many satisfactory, many good and many that it was a mix of good and bad.
- **Improvements and maintenance required** – internal repairs, new windows, painting etc were all thought to be needed to improve the stock, as were better maintenance and cleanliness of external areas. Improvement grants for householders.
- **The Council's role** – more activist role in building new homes, changing its allocations policies to improve access (particularly for local, younger people), bringing forward regeneration schemes to provide more housing and the Planning Service ensuring higher quality design and taking more enforcement action against inappropriate development or conversions.
- **Residents and landlords** – a lack of care and responsibility by residents, tenants and landlords were highlighted as key concerns. Lack of maintenance and repairs, dumped rubbish in front gardens, dog fouling, littering, anti-social behaviours – respondents wanted greater responsibility by residents and landlords. There was also concern generally about the amount, and the condition of, HMOs.

3. Excellent Public Spaces and Transport

- **Transport** – generally considered to be good and an asset to be utilised going forward. Improvements required to bus services, lack of orbital routes, lack of routes connecting Tottenham with central London, the City and Stratford, need for better transport options away from the High Road.
- **Northumberland Park** – recognised as an area of transport deficiency, many suggestions for a Victoria line extension there (and beyond), need for more frequent (and modern) trains serving this line.
- **Cleanliness** – access to open space was a positive, general cleanliness of public realm (and stations) and green space was a concern. Reduction in maintenance and resources noted, a strong push for stronger enforcement against anti-social behaviours in public spaces.

4. Confident Communities

- **Police** – stronger, more visible presence required. But Police also need to be seen as being more reflective of, and emphatic with, the local community.
- **Crime and community safety** – stronger enforcement (zero tolerance) against anti-social behaviour, gangs, and environmental crime.
- **Young people** – need to address two interrelated issues 1. lack of employment opportunities 2. lack of activities (and structure)
- **Environmental improvements** – better lighting in streets and parks was repeatedly raised, a general emphasis on providing a cleaner, tidier and more attractive environment.
- **Cleaner and safer** – make it more attractive, make it clean and keep it safe – get the basics right.
- **Utilise existing assets** – build on the fact that Tottenham is recognised as having a multicultural and friendly community, has good transport links and access to green open spaces.

5. Focusing on four priority locations – North Tottenham, Tottenham Green and Seven Sisters, Tottenham Hale and the High Road

- Almost 60% of people agreed, 10% said these were not the right areas, other areas should be a priority or were unsure

What's next?

Following the publication of the Regeneration Plan for Tottenham, we will engage with local people at public events such as Area Forums as well as holding stakeholder working groups that will focus on developing a Delivery Plan for 'A Plan for Tottenham.'

Part 2. 'Have your say on Tottenham's future' consultation report

1. Background

A public consultation exercise to inform the development of a regeneration strategy for Tottenham ran from the 1st November 2011 – 6th January 2012. As well as a wide range of public consultation events, consultation questionnaires were sent to all households in Tottenham (over 45,000). We received 655 questionnaire responses (including 100 online).

The questionnaires asked open questions about the following five priorities

- Safe, Secure and Confident Communities
- Thriving Businesses and More Jobs
- High Quality Housing
- Excellent Public Space and Transport
- Inward Investment in Tottenham

The questionnaires also asked for feedback on whether these were the right priorities to frame the regeneration strategy, what other priorities we should be focusing on and whether the priority areas of Northumberland Park, Tottenham Green, Tottenham Hale and the High Road were the right areas to be initially focusing on. In total, there were 12 separate questions.

As the questionnaire asked open ended questions in many cases more than one point was raised in response to a particular question. Therefore, where applicable the responses have been broken down into individual points raised (approx. 8,000). These responses have then been coded into different themes to allow easier analysis of the responses. Appendix 1 below details the coding used for each question, as well as how many comments have been attributed to each particular theme. Appendix 2 provides a heat map of where consultation responses came from (approx 300 responses included postcode details), a next step will be to assign location information to the themes indicated below.

The report below provides information on the most common themes brought up in questionnaire responses, as well as analysis of these themes.

2. Safe, Secure and Confident Communities

2.1 Question - What would help rebuild and improve your confidence in your local area?

There were 832 separate comments noted in response to this question and these have been grouped into 21 categories / themes (see appendix 1 below.) The five most common themes were:

- 1. The role and presence of the police (185 comments)**
- 2. Environmental / public realm improvements (71 comments)**
- 3. Crime and community safety (64 comments)**
- 4. Opportunities for, and engagement with, young people (59 comments)**
- 5. Investment and regeneration in area (46 comments); and Better and more balanced retail offer (46 comments)**

The role and presence of the police. Comments in relation to the role and the presence of the police were by far the most common. The overwhelming majority of these comments advocated the need for a much stronger, and more visible, police presence in Tottenham to improve confidence in the area. This included having many more police officers 'on the beat', being more visible in all areas (i.e. not just the High Road) and taking a much stronger approach to issues such as gangs and lower level anti-social behaviour. The issue of community / police relations was also raised by a number of respondents with concern being raised that the police needed to be seen as being more approachable from the wider community.

Environmental / public realm improvements. The most common issue raised was the need for a much cleaner and tidier local environment. This predominantly focused on the street scene but also

included comments in relation to open spaces and housing. In terms of the need for greater cleanliness, most focus was on people's own behaviours (i.e. littering, dumping, fl-tipping, dog fouling etc) however, it was also clear that the Council needs to do more in terms of enforcement against these offences as well as suggestions that the Council needs to be keeping the local area cleaner. Other suggestions for improving confidence in the area focused on giving the area a 'facelift' more generally and interventions to support a more pleasant environment for pedestrians (e.g. more crossings, improvements to pavements.)

Crime and community safety. Whilst clearly being linked with the role and the presence of the police, the main issue raised here was the need for more CCTV to improve the sense of security in the area. There was also a strong feeling that anti-social behaviour and enforcement issues needed to be tackled much more strongly. Examples included dumping, drug dealing, prostitution and noise pollution. There was also the issue, perception or otherwise, of too many people (youth and males) 'hanging around' and potentially causing trouble – this made many people feel uncomfortable. The specific example of 'illegal' workers hanging around Wickes near Seven Sisters was raised a number of times throughout the consultation.

Opportunities for, and engagement with, young people. The two most common suggestions raised were 1) the need for youth employment opportunities 2) the lack of activities for young people in Tottenham. Many respondents raised the need for more formal youth activities in the area, particularly the need for youth centre type activities. There was an overall sense that young people needed to have more positive experiences and that this could play a key role in preventing any drift into gangs or entrenched unemployment.

Investment and regeneration in area. Delivering investment and regeneration to the area was felt to be a priority in restoring confidence in Tottenham. This theme attracted a wide variety of suggestions for improvement. The two most common responses were around the need to invest in the High Road to make it more attractive and more of a visitor destination and for the Council to tackle the issue of derelict buildings (not just those destroyed / damaged in the riots, but also the issue of empty homes and commercial premises throughout Tottenham – an issue which appears elsewhere in the consultation responses too.) Many other issues were raised as well, including: investment to build better amenities; improvements to the area around Seven Sisters station / Wards Corner; ensuring high quality development happens; and investment that leads to job creation.

Better and more balanced retail offer. A much more detailed exposition of what the high Road offer needs to be is provided in 3.2 below. However, in terms of rebuilding confidence in the area, a number of issues in relation to the mix and balance of the High Road offer were raised. Firstly, there was a strong feeling that less of certain types of shops were needed – these included betting shops most prominently, but also fast food shops. There was also a sense that much greater variety of shops was needed (particularly on the High Road) – this included attracting big name brands (although some respondents did not want this) as well as a general feeling of just wanting 'better' shops.

2.2 Question - What do you think should happen to make your local area safer for your community?

There were 850 separate comments noted in response to this question and these have been grouped into the same 21 categories / themes as for 2.1 above. Excluding 'no comment' (67 instances), the five most common themes were:

- 1. The role and presence of the police (262 comments)**
- 2. Crime and community safety (101 comments)**
- 3. Improvements to street lighting (68 comments)**
- 4. Opportunities for, and engagement with, young people (68 comments)**
- 5. Community involvement (56 comments)**

The role and presence of the police. 30% of the comments received related to the role and presence of the police in improving safety in Tottenham. The issues raised were also very similar to those in 2.1 above, with the vast majority asking for an increased and more visible police presence in Tottenham (including Safer Neighbourhood Teams and PCSOs), particularly to see police walking and cycling in local neighbourhoods and on the High Road. Action on gangs and anti-social behaviour was also deemed a priority, as was the issue of police and community relations (including the need for a locally relevant and representative police service.)

Crime and community safety. CCTV, more security and enforcement were again the most common suggestions for improving safety in Tottenham. The issue of taking a zero tolerance approach to anti-social behaviour and environmental crime was prominent, as was stronger action on tackling gangs and seen to be associated activities (drug dealing, dangerous dogs etc.) The issue of males congregating (and often drinking, urinating etc) also reappeared as a cause for concern.

Improvements to street lighting. Improvements to lighting (mostly street, but also in parks, open spaces and communal estate areas) was a suggestion that appeared throughout the consultation responses. Better, brighter and less spaced out street lights were all suggestions that residents felt would increase their feeling of safety.

Opportunities for, and engagement with, young people. Lack of employment opportunities and activities were the two main issues raised (as above). In terms of employment, there were suggestions that more needed to be done linking young people up with business opportunities (not just in the local area). In relation to activities, for the very young it was felt that more 'play area' type facilities should be provided and for older youth, more youth centre type activities were essential. Youth centre activities were also identified as a key way of engaging with young people and understanding their aspirations, and therefore they could also play a key part in developing relationships which could support them in achieving these aspirations. These activities could also help sort out issues for young people in relation to confidence and respect.

Community involvement. The local community has a key role to play in making the local area safer for all. The most common suggestion was the need for more Neighbourhood Watch schemes and the support to make these happen. Linking in with the feeling that the community needs to come together to play its part were suggestions around more community events and activities to bring the many different communities (living cheek by jowl) together and how this can support community cohesion. The issue of the community 'investing' and having a stake in the area's future was raised as were concerns about the levels of transience.

3.1 Question - What should be done to help local people get jobs?

There were 727 separate comments noted in response to this question and these have been grouped into 21 separate categories / themes. The five most common themes were:

- 1. Training, support and skills opportunities for local people (113 comments)**
- 2. Other (71 comments)**
- 3. Apprenticeship / work experience opportunities (62 comments)**
- 4. Investment in local area to create local jobs (55 comments)**
- 5. Better support for businesses to grow (51 comments); and Better and more balanced retail**

Training, support and skills opportunities for local people. Notwithstanding issues raised about the state of the local and national economy and the lack of jobs available, local people getting more training, skills development and support was seen as essential if more people were to move into employment. In terms of training and skills, common suggestions included more courses available on basic skills (e.g. English; Maths), IT, ESOL and supporting people with skills to make them more employable and 'interview ready'. These classes would need to be affordable (or free) though. A role for businesses was identified in supporting people with entrepreneurship training and placements (and see below). Suggestions were also made about supporting people with doing more for themselves and being more confident in looking for job opportunities classes – this also included some criticism of the Job Centre not tailoring its support appropriately to individuals.

Other. A great many very diverse points were raised in terms of suggestions for helping people get jobs. These include ring fencing jobs for local people, lowering the retirement age, a need for greater motivation to get jobs and concern that the state of the UK economy and public sector cuts would make it very hard for the employment situation in Tottenham to improve.

Apprenticeship / work experience opportunities. Apprenticeship and work experience opportunities (particularly for young people) were identified as playing an important role in equipping local people with the skills and experience to gain paid employment. Local and London wide (including the City) businesses, public bodies and the community sector were all identified as having a role to play in providing these opportunities. It was noted that local businesses in particular may need to be incentivised to take on apprentices in the current economic climate (through e.g. local taxation rebates.)

Investment in local area to create local jobs. Investment in the local area by major employers and big businesses (as well as by local businesses) was identified as a key way to create more jobs in the local area. This includes Tottenham Hotspurs FC, major retailers and industrial companies. It was felt that the local authority could do more to attract these businesses, not least through its own investment in the area (more attractive environment and promoting the place more effectively) and support for new developments.

Better support for businesses to grow. Incentives and encouragement for small local businesses. These incentives include lower rentals for Council owned properties, rate and local taxation relief, direct financial assistance, financial support with apprentices and specialist advice on how to grow and expand. The local authority could also have a key role in supporting initiatives like shop front improvements, activities that may draw in more visitors (e.g. markets) and support with skills development in growth sectors (such as the creative industries).

Better and more balanced retail offer. As per 2.1 above, the majority of responses were concerned with certain types of premises and shops and the need for a 'better' variety of shops. A number of respondents want the local authority to do more to control shops such as betting shops, fast food establishments, pawn shops etc as well as doing more to attract a greater diversity of shops to Tottenham. This includes major retailers and high street brands (M&S, Primark etc) as well as quality independents (and comparison was drawn with other parts of London which have certain specialisms in terms of independent shops.)

3.2 Question - What services and businesses would you like to see locally that would also create jobs for local people?

There were 801 separate comments noted in response to this question and these have been grouped into 19 separate categories / themes. The five most common themes were:

- 1. A mix of chains and high quality independents (Better and more balanced retail offer) (108 comments)**
- 2. More brands / national chains (90 comments)**
- 3. Other (75 comments)**
- 4. Leisure facilities (inc. restaurants, attractions etc) (70 comments)**
- 5. Less of certain types of shops (49 comments)**

A mix of chains and high quality independents (Better and more balanced retail offer). Attracting a variety of shops and services was the most common suggestion by residents. There were many specific examples of the types of businesses and services people would like to see, these included: cafes, restaurants, book shops, supermarkets, gym, High Street fashion stores, butchers, bakeries, antique and boutique shops as well as many more. It is worth pointing out that many of these businesses and services already exist in Tottenham (particularly on the High Road) however, running throughout the comments was the suggestion that the 'quality' of the offer needs to improve (either through existing businesses improving theirs, or through attracting new ones) and this was particularly apparent in comments relating to cafes and restaurants. This is also reflected in a number of respondents stating that they went further afield (Wood Green and beyond) when they wished to shop (even for a fairly conventional weekly high street shop.)

More brands / national chains. Clearly related to the comments above, the second most common theme were comments around attracting big businesses and high street chains to the area. Suggestions included supermarkets (such as Waitrose, M&S, Tesco etc), retail names such as Debenhams, John Lewis or a department store more generally, as well more general investment by large firms in the area. The role of brand names in attracting local people to stay and do their shopping in Tottenham (and thereby supporting the existing independents too) was also mentioned. There were also comments relating to the perceived benefits from larger businesses from an employment perspective (a feeling that a large number of small family retail businesses do not necessarily create employment opportunities for the wider community).

Other. A number of comments questioned why big businesses would be attracted to come to Tottenham. Reasons for these views included lack of confidence in the area and lack of cleanliness / state of the local environment. Other issues raised included the Council providing better services (such as refuse collection, street cleansing) in the area, a need for any investment on the area so long as it provided local employment and transport improvements such as extending the Victoria Line to Northumberland Park.

Leisure facilities (inc. restaurants, attractions etc). Respondents identified a range of leisure facilities that they would like to see in Tottenham. These included major attractors such as a cinema, bowling alley, art gallery and music venues, better quality high street facilities (such as cafes and restaurants) and a greater range of activities that would attract people to the area (farmers market, crafts market etc). There were also suggestions that existing leisure facilities such as Tottenham Green leisure centre needed to be upgraded, that facilities such as the Bernie Grant Arts Centre needed to be better used and that there needed to be a better range of recreational sports activities (such as gym and activity classes.)

Less of certain types of shops. Although this question was about what types of businesses and services people would like to see, the issue of less of certain types of businesses featured prominently. Betting shops, fast food establishments, hair and nail shops and pound shops were all mentioned a number of times, as was a lack of diversity in certain types of shops (e.g. not enough variety in terms of cafes and restaurants.)

4.1 Question - What do you think of the quality of the housing in your local area?

There were 669 separate comments noted in response to this question and these have been grouped into 14 separate categories / themes. The five most common themes were:

1. Poor (137 comments)
2. Satisfactory (96 comments)
3. Good (92 comments)
4. Quality mixed – some good, some poor (70 comments)
5. Very poor (41 comments)

Poor. The single biggest set of comments stated that housing was poor in the area. Concerns were raised at the state of the Council, social rented and private housing stock. Reasons given included the age of the stock (and therefore disrepair and a need for modernisation and renovation), small size of housing (and illegal / poor conversions and overcrowding), poor quality build and design and issues with cleanliness and pests.

Satisfactory. There is little to add here except to say that satisfactory generally meant 'o.k.' rather than 'fine'.

Good. Particular comments were made on the attractive nature of the Victorian and Edwardian stock as well as the improvements the Decent Homes programme had brought (for those who had received it) and the quality of some of the newer developments.

Quality mixed – some good, some poor. The majority of the comments reflected the fact that Tottenham is a large area and therefore there were plenty of examples of good quality housing and plenty of examples of much poorer quality. A number of comments reflected on the architecture of the older housing being an asset (and the contrast was drawn with lower quality design in a number of newer developments.) Some respondents also mentioned issues with private sector housing (particularly HMOs) compared with higher quality in Council or social housing.

Very poor. Issues included very high densities in certain areas, overcrowding, internal and external cleanliness and repair issues. There were also comments that the housing generally was rundown and that recent improvement and new developments had used building materials that are of poor quality and require repair 'already'.

4.2 Question - What improvements would you like to see to housing in your area?

There were 744 comments noted in response to this question and the responses were grouped into 16 separate categories / themes. The five most common themes (excluding 'no comment', of which there were 97 instances), were:

1. Repairs, maintenance and improvements (internal and external) (130 comments)
2. The Council's role in delivering better quality housing (82 comments)
3. Action / responsibility by residents (63 comments)
4. Higher quality HMOs / care by private landlords (61 comments)
5. A better mix of housing tenures / sizes required (59 comments)

Repairs, maintenance and improvements (internal and external). A very wide range of internal and external improvements were suggested for housing in Tottenham. Internally, a large number of respondents raised requirements for new windows (both for warmth and security), painting and new bathrooms and kitchens. Externally, improvements to the cleanliness of the communal areas of flats, maintenance of green space and flower beds, need for painting and improving the outside of blocks / houses, removal of dumped rubbish and improved lighting were considered priorities. Grants for householders to improve their homes were also suggested by a number of respondents.

The Council's role in delivering better quality housing. The Council has a key part to play in ensuring the provision of good quality housing in Tottenham. A number of suggestions were made by respondents which the council has influence over. There were a number of comments relating to the Council taking a more activist role in building new homes. The Council's policies in terms of who should be eligible and who should have access to Council housing were raised. These included doing more to make housing available to local, younger people, doing more to provide long term housing solutions to those in temporary accommodation and challenges around the Council's statutory role in housing certain vulnerable people (particularly those on benefits and newer populations). The Council was also challenged to bring forward regeneration schemes in Tottenham that could provide more housing. There were also a number of comments suggesting that the Council's Planning Service could play a stronger role in ensuring good quality design of houses as well as taking more enforcement action against inappropriate conversions or additions. The Council doing more to ensure that basic street scene services were delivered effectively was also deemed important in ensuring better quality housing conditions.

Action / responsibility by residents. Residents and tenants own behaviours were highlighted by many in response to this question. People maintaining and not dumping rubbish in their front gardens, cleaning up after their dog, not dropping litter, taking care of the front of their properties, not behaving anti-socially, and generally taking pride in their area were all highlighted as things that could dramatically improve the housing and quality of people's lives.

Higher quality HMOs / care by private landlords. Linking in with the issue of 'action and responsibility by residents' is the need for more care by private landlords and generally better HMO conditions (not least through stricter enforcement by the local authority, where applicable). Landlord's not maintaining their properties to an adequate standard and not carrying out repairs, not managing their tenants effectively (i.e. in terms of dumped rubbish, keeping the house and environs clean and tidy) were identified as concerns. There was also the more general issue of loss of family housing through conversion to HMOs and illegal conversions resulting in overcrowding and inappropriate living conditions for families.

A better mix of housing tenures / sizes required. There were a variety of comments advocating less of a particular type of housing (notably buy-to-let, blocks of flats, HMOs, social / Council housing) and more of other types (notably family housing (and housing in general), mixed developments, more high quality social / Council housing, shared ownership.) There were also comments that more one / two bed flats, more private developments and more housing that was appropriate for attracting a more diverse range of people and families to the area were required. In short, there were a wide plurality of views in terms of what the mix and make up of housing in Tottenham should be.

5.1 Question - How do you think we should improve public open spaces in your local area?

There were 779 separate comments noted in response to this question and these have been grouped into 17 separate categories / themes . The five most common themes emerging were:

- 1. Cleaner (98 comments)**
- 2. More enforcement and maintenance (78 comments)**
- 3. Safer (74 comments)**
- 4. Greening actions (73 comments)**
- 5. Design and quality of public spaces (63 comments)**

Cleaner. Problems with litter, rubbish, dumps, dog fouling and lack of bins in public open spaces were raised regularly. As well as taking more enforcement action (see below) the Council's role in ensuring that adequate staff resources were there to ensure a clean environment (on the street and in parks) and providing the necessary facilities (i.e. bins) was raised. In terms of specific areas, concerns were raised in relation to Lawrence Road, Downhills Park and Northumberland Park.

More enforcement and maintenance. A large number of respondents were concerned with the upkeep and maintenance of public open spaces, particularly parks. It was felt that the maintenance of parks had deteriorated recently and that park wardens and park keepers can play a valuable role in keeping these spaces clean and well used. Tougher enforcement action was also considered a priority to improve public spaces, particularly against dog fouling, drinking in no alcohol zones, littering and fly-tipping. The use of more CCTV to catch perpetrators was suggested.

Safer. Anti-social behaviour, gangs and groups of people 'loitering' were all expressed as concerns. As were the associated activities of dangerous dogs being out of control, drug dealing and alcohol consumption. More Police (particularly in parks), more enforcement and the creation of more family friendly areas were suggested as solutions.

Greening actions. As well as the creation of more green spaces in urban areas, more flowers, trees and greenery on public areas were considered to be high priorities.

Design and quality of public spaces. As well as a desire to have better designed public spaces more generally, there were a lot of suggestions about the type of interventions that could be put in existing spaces. Examples include benches and seating areas, more landscaping, sympathetic pedestrianisation measures, removal of unnecessary street furniture, better use of colour and artwork and higher quality paving (as well as repairing broken paving).

5.2 Question - What should be done to improve transport and travel links in Tottenham with the rest of London?

There were 789 separate comments noted in response to this question and these have been grouped into 16 separate categories / themes. The five most common themes emerging (excluding 'no comment', of which there were 74 instances), were:

- 1. Improvements to bus services (163 comments)**
- 2. No / very little improvement required (158 comments)**
- 3. Improvements to tube services (64 comments)**
- 4. Improvements to the road network and parking (61 comments)**
- 5. Improvements to rail services (43 comments)**

Improvements to bus services. Suggestions for improvements to bus services covered a number of areas – frequency, overcrowding, cleanliness, attitude of staff, improvements to bus shelters, behaviours on buses etc. There were also a number of comments that identified a lack of routes connecting Tottenham (High Road and Hale) with central London and with growth areas such as Stratford and the City (particularly with the cessation of route 73). The dominance of the High Road as an arterial route for buses was also reflected in comments identifying the lack of orbital routes connecting Tottenham with Wood Green (and the west of the borough generally), Hackney and Walthamstow as an issue that needed to be addressed. There were also calls for more 'hopper' buses that would serve 'outlying' locations (e.g. Broadwater farm) in Tottenham away from the High Road (but would also provide access to the High Road), specifically the lack of bus routes service Tottenham Hale was raised.

No / very little improvement required. 20% of the comments identified transport in Tottenham as not requiring any (or very little) improvement. In many cases, transport was identified as one of Tottenham's strengths and something that should be promoted more effectively.

Improvements to tube services. By far the most common comment in this category related to extending the Victoria Line. Generally, Northumberland Park was identified as a location that would benefit from a tube station (as well as transport improvements more generally) and there were also comments suggesting whether a tube station at Northumberland Park could be part of a bigger extension of the Victoria Line to Enfield. Beyond tube service improvements, there was a recognition that Northumberland Park suffered from a lack of transport options generally (particularly on match days). Other suggestions for improvements to tube services included improvements to the entrances at Seven Sisters and Tottenham Hale, as well as concern at the reliability of the Victoria line on occasions (and the lack of other transport options from Tottenham to e.g. central London when the tube is down.)

Improvements to the road network and parking. The three most common comments were concern with traffic congestion on the High Road (particularly around Seven Sisters and West Green Road); the negative influence of the existing one way Tottenham Hale gyratory (legibility, speed and amount of traffic were issues in particular); and complaints in relation to parking (particularly, lack of (free) parking spaces and non-enforcement of CPZs).

Improvements to rail services. The key issues raised were around the frequency, reliability, capacity and speed of trains serving Tottenham along the West Anglia routes, particularly in relation to Northumberland Park. Faster, more direct services from Tottenham to Stratford were called for and there was general concern around the cleanliness and attractiveness of stations (and trains) serving Tottenham.

6.1 Question - What do you love about Tottenham?

There were 772 separate comments noted in response to this question and these have been grouped into 17 separate categories / themes. The five most common themes emerging were:

- 1. People - multicultural / diverse / friendly (203 comments)**
- 2. Transport links and accessibility (91 comments)**
- 3. Many things / everything (80 comments)**
- 4. I don't love Tottenham (78 comments)**
- 5. Access to open spaces (50 comments)**

People - multicultural / diverse / friendly. Over a quarter of the responses reflected that it is the people of Tottenham that they love the most, particularly the multicultural communities, the diversity of the area and how friendly people are.

Transport links and accessibility. The transport links, the access (particularly to central London and airports) and the convenience these offer were high on the list of reasons to love Tottenham.

Many things / everything. A large number of respondents provided many reasons and things that they love about Tottenham. Some respondents said 'everything' but the most common things to love about Tottenham were 'diversity', 'transport', 'open spaces', 'cultural heritage and history', 'affordability of housing' and 'Tottenham Hotspurs FC'.

I don't love Tottenham. It is important to recognise that a large number of respondents stated that they did not love Tottenham, or feel compelled to say there was anything in particular that they did love. Reasons for not loving Tottenham included the area being run down and neglected, lack of safety and lack of community cohesion.

Access to open spaces. As well as being referenced often above in the ‘Many things / everything’ theme, access to, and the quality of, open spaces in and around Tottenham were referenced often by respondents. In particular, the river Lea / Lea Valley park / Tottenham marshes were highly thought of, as were Bruce Castle, Markfield and Downhills Parks.

6.2 What should be done to better promote the great things about Tottenham?

There were 690 separate comments noted in response to this question and these have been grouped into 12 separate categories / themes. The five most common themes emerging (excluding ‘no comment’, of which there were 96 instances), were:

- 1. More effective marketing and promotion (140 comments)**
- 2. Start delivering regeneration (inc. physical development and jobs) (104 comments)**
- 3. More events, attractions and activities (100 comments)**
- 4. Ensure the area is cleaner, safer and an attractive destination (62 comments)**
- 5. Other (48 comments)**

More effective marketing and promotion. “The world knows all the bad things about Tottenham. It is about time we highlight the great things about Tottenham.” This type of response was common in responding to this question. Without wishing to gloss over the riots and the reality of life for many in Tottenham, there were a lot of comments that wanted the (many) positive things about Tottenham to be advertised and communicated more effectively (e.g. transport, the green spaces, facilities like BGAC, achievements and success in the local community). It was felt that this would be key in attracting investment and people to the area.

Start delivering regeneration (inc. physical development and jobs). Changing Tottenham’s image requires actual physical change to take place. The three most common comments related to the need to start the physical regeneration process (new developments, investment in the area, utilising the architectural heritage of the area); to see more jobs being created through new businesses locating here or through upskilling of the local population; and improving the High Road offer (in terms of mix of businesses and premises in Tottenham.)

More events, attractions and activities. A wide range of activities and events were suggested that could play a key role in attracting visitors to Tottenham and helping to promote it in a positive way. Music and sports events, food festivals and markets, street parties, exhibitions and cultural attractions were all suggested by many respondents. A strong message coming through was the opportunity for these types of activities to focus on providing opportunities for young people to engage and learn and for these type of activities to utilise the cultural diversity in Tottenham to support community cohesion (e.g. how great a food festival could be with all the diverse cuisines on offer.)

Ensure the area is cleaner, safer and an attractive destination. Cleaner and safer – respondents here felt that getting the basics right were key to promoting Tottenham in a better light. Dirty streets, unkempt parks and green spaces and tackling anti-social behaviour on the streets and in people’s houses (e.g. noise, dumps in front gardens) all needed to be sorted out. Whilst it was recognised that this requires the community to take responsibility to make this happen, there were very clear messages to the Council that it needed to make sure that resources to tackle these issues were made available.

Other. This category covers a wide variety of suggestions. These include the need to improve schools and education in the area, the Council having more of a presence in Tottenham as a sign of its commitment to the area and concern with Tottenham being perceived as an area that is overcrowded and a place where transient and newer communities are ‘placed’ rather than positively choosing to be there.

7.1 Have we got the priorities right? Please tell us what else should be done to make Tottenham a better place to live, work, invest and stay in...

There were 778 comments noted in response to this question and these have been grouped into 21 separate categories / themes. The five most common themes (excluding 'no comment', of which there were 146 instances), were:

- 1. Make Tottenham an attractive destination (83 comments)**
- 2. Other (60 comments)**
- 3. More jobs and investment (54 comments)**
- 4. Better and more balanced retail offer (48 comments)**
- 5. Opportunities for young people (45 comments)**

Whilst only 5% of the responses explicitly said that the five draft priorities (Safe, secure and confident communities; Thriving businesses and more jobs; High quality housing; Excellent public spaces and transport; and More investment in Tottenham) were correct (and only 2.5% of responses explicitly said they were not correct) many of the suggestions about 'what else should be done' fall into one of the five priorities outlined above.

Make Tottenham an attractive destination. Better design, cleaner streets, more pride in people's houses and utilising the existing architectural heritage were all suggested a number of times by respondents. Allied to this, there was a general concern about 'the state' of the High Road and the need to make it a more attractive area that could become a visitor destination.

Other. There were many unique comments and suggestions about what else should be done to make Tottenham a better place. These included comments that Tottenham is a nice place to live in, Tottenham will never improve, everything needs to improve and that this consultation exercise is irrelevant. There were concerns raised about access to health and social care services for Tottenham's residents and suggestions that these issues weren't being tackled enough through the priorities identified above.

More jobs and investment. The importance of jobs and investment (two of the five draft priorities) was reflected by the amount of comments wanting to see jobs for local people, more businesses and enterprise and public and private sector investment in the area.

Better and more balanced retail offer. As per section 3.2 above, there was reiteration that a better mix of retail establishments and commercial premises were required in Tottenham (particularly on the High Road.) Whilst a positive mix (in terms of chains and independents) was advocated, the idea of mix and balance often manifested itself in concern with certain types of premises (betting shops, fast food establishments, beauty shops etc).

Opportunities for young people. Along with jobs, investment, the role of the police and a cleaner and safer environment, a genuine concern with a lack of opportunities for young people has been present throughout the consultation responses. This is both concern with a lack of activities and services available (and reflected in criticism of the Council for cutting or not providing these services) and a lack of employment opportunities.

7.2 As a starting point for regeneration, do you think these are the right areas to focus on?

There were 655 comments noted in response to this question and these have been grouped into 9 separate categories / themes. The five most common themes (excluding 'no comment', of which there were 143 instances), were:

1. Yes (229 comments)
2. Prioritise one of more of the specific areas (91 comments)
3. Other comment (70 comments)
4. Other area identified as a priority (40 comments)
5. Yes, but also prioritise one or more of the specific areas (28 comments)

Yes. 35% of responses agreed that the four priority areas of Northumberland Park, Tottenham Green, Tottenham Hale and the High Road were the right areas to initially focus on.

Prioritise one of more of the specific areas. Many respondents identified one or more of the four priority areas as requiring more focus (whilst not indicating whether they agreed that all four areas should be priorities). The most prioritised areas were the High Road / Bruce Grove; Seven Sisters / West Green Road; Northumberland Park and then Tottenham Hale¹.

Other comment. There were many responses which did not refer to whether the four priority areas were the right ones at all. Issues such as housing, jobs, dumping etc were raised here.

Other area identified as a priority. The most common suggestions for focusing on other areas were: focusing on the whole of Tottenham and not prioritising any individual parts; West Green and Broadwater Farm; Lordship Lane; South Tottenham; White Hart Lane; Turnpike Lane; and St. Ann's.

Yes, but also prioritise one or more of the specific areas. Respondents here confirmed that the four priority areas were the correct ones but they also wished to see one or more of the areas receive a particular focus / priority initially. The most prioritised areas were the High Road, then Northumberland Park and Seven Sisters, then Tottenham Hale.

n.b. 57% of the responses made a positive statement in favour of 1. All the four priority areas 2. All of them but with a focus / priority on one or more of them initially 3. Focusing on one or more of the four priority areas (without explicating saying that they do or do not support all four priority areas.)

Just over **10%** of responses indicated that these were 1. Not the right areas to be focusing on 2. Other areas should be a priority instead 3. Unsure of whether these were the right areas or not. A further **10%** of responses have been deemed as 'other comments' as they do not refer to spatial areas at all.

Appendix 1. Coding for consultation responses and number of comments

Q1. What would help rebuild and improve your confidence in your local area?

1. Improvements to street lighting (46 comments)
2. Opportunities for, and engagement with, young people (59 comments)
3. The role and presence of the Police (185 comments)
4. Image of the area and increasing pride in Tottenham (27 comments)
5. Improvements to transport (11 comments)
6. Greening and sustainability actions (4 comments)
7. Crime and community safety (64 comments)
8. Improvements to housing (30 comments)

¹ N.b. this is an approximation and I need to provide exact figures

9. Investment and regeneration in area (46 comments)
10. Better facilities and amenities (37 comments)
11. Other (45 comments)
12. Community involvement (40 comments)
13. No comment (42 comments)
14. Better support for businesses to grow / more jobs (18 comments)
15. Better and more balanced retail offer (46 comments)
16. Already feel safe and confident (16 comments)
17. Improvements to parking (4 comments)
18. Northumberland Development Scheme (10 comments)
19. Environmental / public realm improvements (71 comments)
20. Improvements to schools / education (7 comments)
21. Leadership from Council and other public bodies (22 comments)

Q2. What do you think should happen to make your local area safer for your community?

1. Improvements to street lighting (68 comments)
2. Opportunities for, and engagement with, young people (68 comments)
3. The role and presence of the Police (262 comments)
4. Image of the area and increasing pride in Tottenham (7 comments)
5. Improvements to transport (15 comments)
6. Greening and sustainability actions (2 comments)
7. Crime and community safety (101 comments)
8. Improvements to housing (18 comments)
9. Investment and regeneration in area (16 comments)
10. Better facilities and amenities (15 comments)
11. Other (33 comments)
12. Community involvement (56 comments)
13. No comment (67 comments)
14. Better support for businesses to grow / more jobs (19 comments)
15. Better and more balanced retail offer (24 comments)
16. Already feel safe and confident (18 comments)
17. Improvements to parking (3 comments)
18. Northumberland Development Scheme (2 comments)
19. Environmental / public realm improvements (35 comments)
20. Improvements to schools / education (8 comments)
21. Leadership from Council and other public bodies (13 comments)

Q3. What should be done to get local people get jobs?

1. Better support for businesses to grow (51 comments)
2. Target growth sectors (15 comments)
3. More effective promotion and marketing of Tottenham (17 comments)
4. Better and more balanced retail offer (51 comments)
5. Environmental and public realm improvements (6 comments)
6. Training, support and skills opportunities for local people (113 comments)
7. Training, support and skills opportunities for young people (27 comments)
8. Opportunities for young people (9 comments)
9. Council showing flexibility / leadership (9 comments)
10. Investment in local area to create local jobs (55 comments)
11. Local businesses demonstrating leadership (8 comments)
12. Education – improvements / access (46 comments)
13. Apprenticeship / work experience opportunities (62 comments)
14. Other (71 comments)
15. Incentives to work (36 comments)
16. Volunteering opportunities (14 comments)
17. No comment (63 comments)

18. Target opportunities for manufacturing or 'trades' jobs (13 comments)
19. Bringing forward major development schemes (25 comments)
20. Public bodies providing opportunities to local people (21 comments)
21. Better advertising / access to jobs (15 comments)

Q4. What services and businesses would you like to see locally that would also create jobs for local people?

1. More brands / national chains (90 comments)
2. More independents (43 comments)
3. A mix of chains and high quality independents (Better and more balanced retail offer) (108 comments)
4. Manufacturing and industry (32 comments)
5. Creative industries (30 comments)
6. Growth sectors (16 comments)
7. Leisure facilities (inc. restaurants, attractions etc) (70 comments)
8. Markets (20 comments)
9. Northumberland Development Scheme (24 comments)
10. Less of certain types of shops (49 comments)
11. Public services (34 comments)
12. Employment Support (48 comments)
13. Community led initiatives (28 comments)
14. Other (75 comments)
15. No comment (80 comments)
16. More support for existing businesses (12 comments)
17. Offices / business incubation space (12 comments)
18. Professional services (19 comments)
19. Childcare / Social care (14 comments)

Q5. What do you think of the quality of the housing in your local area?

1. No comment (53 comments)
2. Other (33 comments)
3. Very good (22 comments)
4. Good (92 comments)
5. Satisfactory (96 comments)
6. Poor (137 comments)
7. Very poor (41 comments)
8. More quality housing needs to be built (18 comments)
9. No more housing developments needed (9 comments)
10. Issues with HMOs / private landlords (40 comments)
11. A better mix of housing tenures / sizes required (10 comments)
12. Quality mixed – some good, some poor (70 comments)
13. Issues with external areas / anti-social behaviour (33 comments)
14. Housing needs to be more affordable (15 comments)

Q6. What improvements would you like to see to housing in your area?

1. No comment (97 comments)
2. Other (29 comments)
3. A better mix of housing tenures / sizes required (59 comments)
4. Bring empty homes back into use (35 comments)
5. Improved design and quality of housing (44 comments)
6. The Council's role in delivering better quality housing (82 comments)
7. Housing needs to be more affordable (25 comments)
8. Repairs, maintenance and improvements (internal and external) (130 comments)
9. Better facilities for residents (25 comments)
10. Higher environmental standards (20 comments)
11. More quality housing needs to be built (33 comments)

12. No more housing developments needed (6 comments)
13. Higher quality HMOs / care by private landlords (61 comments)
14. No / very little improvements required (10 comments)
15. Safety and security (25 comments)
16. Action / responsibility by residents (63 comments)

Q7. How do you think we should improve public open spaces in your local area?

1. No comment (59 comments)
2. Other (51 comments)
3. Improved access to public open spaces for all (16 comments)
4. Design and quality of public spaces (63 comments)
5. More enforcement and maintenance (78 comments)
6. Safer (74 comments)
7. Cleaner (98 comments)
8. Greening actions (73 comments)
9. More events, attractions and activities (53 comments)
10. More leisure facilities and amenities (25 comments)
11. Better lighting (44 comments)
12. More investment (36 comments)
13. No / very little improvement required (37 comments)
14. Less development and encroachment (5 comments)
15. Create more public open space (33 comments)
16. Community involvement (33 comments)

Q8. What should be done to improve transport and travel links in Tottenham with the rest of London?

1. No comment (74 comments)
2. Other (46 comments)
3. No / very little improvement required (158 comments)
4. Improvements to all forms of transport (18 comments)
5. Improvements to bus services (163 comments)
6. Improvements to tube services (64 comments)
7. Improvements to rail services (43 comments)
8. Improvements for pedestrians (9 comments)
9. Improvements for cyclists (34 comments)
10. Improvements to the road network and parking (61 comments)
11. Make public transport more affordable (28 comments)
12. Make public transport more accessible (10 comments)
13. Safer (26 comments)
14. Cleaner (12 comments)
15. Investment in specific projects (32 comments)
16. Information and communications (9 comments)

Q9. What do you love about Tottenham?

1. No comment (47 comments)
2. Other (44 comments)
3. People - multicultural / diverse / friendly (203 comments)
4. Transport links and accessibility (91 comments)
5. I don't love Tottenham (78 comments)
6. Facilities and services available (24 comments)
7. Range of shops and retail offer (26 comments)
8. History of the area (25 comments)
9. Access to open spaces (50 comments)
10. Tottenham Hotspurs FC (18 comments)
11. Nice environment (9 comments)

12. Many things / everything (80 comments)
13. It is my home / sense of community (44 comments)
14. Feel safe, secure and confident (3 comments)
15. Tottenham's potential (9 comments)
16. Housing (14 comments)
17. Schools / education (5 comments)

Q10. What should be done to better promote the great things about Tottenham?

1. No comment (96 comments)
2. Other (48 comments)
3. More effective marketing and promotion (140 comments)
4. Utilisation of existing assets (inc. people and buildings) (42 comments)
5. Legibility and information improvements (6 comments)
6. Commitment to the area from Tottenham Hotspurs FC (11 comments)
7. Ensure the area is cleaner, safer and an attractive destination (62 comments)
8. More events, attractions and activities (100 comments)
9. Nothing / unsure (35 comments)
10. Start delivering regeneration (inc. physical development and jobs) (104 comments)
11. Tackling anti-social behaviour and stronger enforcement (17 comments)
12. Community involvement (27 comments)

Q11. Have we got the priorities right? Please tell us what else should be done to make Tottenham a better place to live, work, invest and stay in...

1. No comment (146 comments)
2. Other (60 comments)
3. Yes, priorities right (39 comments)
4. No, priorities not right (20 comments)
5. Improvements to safety (44 comments)
6. The role and presence of the Police (20 comments)
7. More jobs and investment (54 comments)
8. Improvements to housing (26 comments)
9. Opportunities for young people (45 comments)
10. Community involvement / projects (36 comments)
11. Better and more balanced retail offer (48 comments)
12. Make Tottenham an attractive destination (83 comments)
13. Improvements to transport (13 comments)
14. Improvements to parking (8 comments)
15. Increasing pride in the area (3 comments)
16. Mix / integration of communities (19 comments)
17. Improvements to schools / education (33 comments)
18. Role of Council and access/improvements to public services (37 comments)
19. More support for businesses (10 comments)
20. More events, attractions and activities (24 comments)
21. More effective marketing and promotion (10 comments)

Q12. As a starting point for regeneration, do you think these are the right areas to focus on?

1. Yes (229 comments)
2. No (12 comments)
3. Yes, but further priorities also required (27 comments)
4. Other area identified as a priority (40 comments)
5. No comment (143 comments)
6. Yes, but also prioritise one or more of the specific areas (28 comments)
7. Unsure (15 comments)
8. Prioritise one of more of the specific areas (91 comments)
9. Other comment (70 comments)

Have your say consultation respondents



