

Taking Tottenham Forward Community Summit



This report is a summary of a series of 14 thematic workshops on the key priorities and actions of the draft Regeneration Strategy for Tottenham. The summit was held at the College of Haringey, Enfield, and North East London (CHENEL) on 8 May 2012.

The Young Foundation was commissioned by the London Borough of Haringey to design and facilitate the Tottenham Community Summit. The aim of the Community Summit was to create the opportunity for local stakeholders to meet one another, learn about the key priorities of the draft Regeneration Strategy, identify gaps in the strategy, and discuss areas for positive collaboration.

Community Summit Agenda

- Presentation of the ‘*Journey so far*’ and the key priorities of the draft Regeneration Strategy with Cllr. Alan Strickland and Kevin Crompton, Chief Executive, LB Haringey
- Networking session
- Workshop 1: **Making Tottenham safer**
- Workshop 2: **Giving young people a chance**
- Workshop 3: **Healthier and empowered communities**
- Workshop 4: **Getting people into work**
- Workshop 5: **Encouraging new investment and business to succeed**
- Workshop 6: **Delivering higher quality housing**
- Workshop 7: **Excellent public spaces and transport**

More than 100 local stakeholders attended the Summit including residents, elected representatives, council staff, and members of the voluntary and community sector.

Summary of key outcomes and priorities emerging for Tottenham

Outcomes	Priorities
Healthier and Empowered Communities	Strengthen the role and presence of the Police - to work with the Metropolitan Police to deliver a stronger and more visible police presence yet one which works more effectively with, and is more accountable to, the local community
	Deliver a cleaner and safer local environment - through taking a stronger approach to enforcement, tackling anti-social behaviour and supporting people to change their own behaviours
	Provide opportunities and services for children and young people – to work with partners and the local community to develop more activities, opportunities and positive experiences for young people
	Achieve healthier communities – to create the conditions to improve health, well-being and life chances in Tottenham
	Building leadership capacity – to empower communities to act for themselves through the delivery of community hubs, spaces and initiatives that upskill and engage local people
A Stronger Local Economy	Getting residents into work – to support job creation and access to job opportunities, improve skills attainment and support local business growth, particularly in emerging growth sectors
	Build a thriving business community – to promote the vitality of the High Road and the improvement of work space to attract a more diverse set of higher quality businesses and services to Tottenham
	Maximise investment – to be seen as an excellent location for investment through the transformation of Tottenham’s image and the successful delivery of major development and regeneration schemes
	Support creative industries - to build on and develop the arts and creative industries growth sector
Higher Quality Housing	Increase the supply of high quality new housing – to expand housing choice by working with communities and developers to positively plan for high quality, new housing
	Deliver a better mix and balance of housing tenures – to deliver sustainable communities requires a better mix of housing that suits a variety of household sizes and incomes
	Improve housing conditions for existing communities –improve the sustainability of an area by ensuring that people are not disadvantaged by the condition of their homes
Excellent Public Space and Transport	Create high quality public spaces – creating well used places through new public realm, enhancements to existing areas and ensuring that Tottenham becomes known as an attractive destination
	Increase connectivity and linkages – local people will be better linked to public transport services through a truly local public transport system and connectivity improvements that encourage walking and cycling
	Improve access to north Tottenham – using the THFC development as a catalyst for area wide regeneration requires substantial transport infrastructure improvements
	Encourage growth at Tottenham Hale - to develop Tottenham Hale into a transport hub for north London and the Stansted growth corridor

Community Summit Participants

Participants included *Tottenham Taskforce members, the Police, HAVCO, London Borough of Haringey, Tottenham Concerned Residents Committee, BAP Theatre, Haringey Shed, Selby Trust, Polar Bear Community, London Youth Support Trust, David Lammy MP, Business in the Community, Supamums, NHS Haringey, MLB Learning Solutions, Age UK, Head Teachers from Park View and Gladesmore schools, Homes for Haringey, Sheltered Housing tenants, Higher Heights Youth and Community Organisation, the Vicar of St. Mary's, Haringey Peace Alliance, People's World Three Rs Education, Locality, Wise Thoughts (LGBT), MLB Learning Solutions, and the Hornsey YMCA.*



Key themes across workshops

Co-creation and joined up working

- Willingness among residents, the Council, and the police to co-create solutions for a better Tottenham
- Concern over the lack of coordination of services and a prevailing lack of knowledge among local residents about existing service provision
- Map activities so people know what is available (e.g. courses, training, volunteer opportunities).

Opportunities for young people and support for vulnerable people

- Young people need training and employment opportunities as well as recreational activities (e.g. youth clubs, apprenticeships, and entry level jobs)
- The needs of vulnerable groups (including the elderly, disabled, ex-offenders) should be a key priority.

Local amenities and social spaces

- Desire for more local amenities such as quality restaurants, cinemas, and recreational spaces as well as safe, green space.
- Tottenham should be a destination to go to rather than a place that people pass through.

Key themes across workshops

Shops with negative impact; improve how Tottenham looks and feels

- Take-away shops, betting shops, and off-licences are seen to have a negative impact on the health of local residents and limit retail choices. The Council should regulate these more closely.
- Improving the look and feel of the existing physical infrastructure.

Local businesses and entrepreneurship; local jobs

- Support should be given to existing and new local businesses. Hubs and incubators should be created
- Local job opportunities increased for residents of all ages.

Tottenham Hotspurs stadium and area regeneration

- Need for better communication about the Spurs regeneration project and concern over the potential negative local impact.

Council engagement with the community

- Young people should be engaged and have a voice in shaping the regeneration strategy
- There should be swift follow-up after community engagement events to ensure actions are carried out and communicated.

Workshop 1: Making Tottenham Safer

What is happening now in Tottenham?

- The composition of the local police force has changed dramatically; there is a feeling that new officers don't know the community and vice versa and that a disconnect exists .
- There is currently the perception that the police have a confrontational mind set and that there is a barrier between the police and the community.
- Reoffending is a big problem.
- There are a variety of perceptions about the effectiveness of the Council's Anti-social Behaviour Teams.
- Stop and Search breaks down the trust between young people, their parents and the police.
- A consensus is building that relations between the police and the local community are frayed.
- Young people understand why Stop and Search is necessary, yet it often feels unnecessarily disrespectful and confrontational.



Workshop 1: Making Tottenham Safer

What more needs to be done and where are the gaps?

- An action plan of engagement is needed to break down barriers between the Council, the police and the local community; local residents want to be part of the solution to create a safer Tottenham
- There is a lack of interventions for offenders at the point of release from custody; the parole process is not working if people reoffend. Former offenders need to be able to get their self-esteem back
- To increase trust, more feedback is needed from the police on the actions that are taken following receipt of information from community (arrests, progress, successes)
- Generally, there is a lack of safe spaces for people in the community
- Need to have good case workers and youth workers on the ground; need to re-establish youth clubs and youth centres for young people.



Workshop 1: Making Tottenham Safer

How can we work together to deliver and achieve change?

- Create a new police officer induction programme that involves community members so that new officers have a better understanding of the community. Community and Council help the police identify who should be involved in officer inductions.
- Solutions must be evidence-based and specific to the local area.
- Council should put Rehabilitation Funding package to Mayor (*MP David Lammy interested in helping*).
- Community must help policing. Many people believe the police should tap into local community knowledge.
- Local organisations, the Council and the police must reach out to new immigrant residents (*i.e. Eastern Europeans*) and create open dialogue.
- MP David Lammy believes that more engagement of National Charities is needed in Tottenham (e.g. Save the Children, NSPCC, Kids Company). St Giles Trust's Through the Gates scheme is working well but is not currently operating in Tottenham and there could potentially be a partnership.

Workshop 2: Giving young people a chance

What is happening now in Tottenham?

- The Bruce Grove Youth & Community Centre is a contentious issue for local community group and residents. Currently, events are held four nights a week but some community members feel that time and space has been ‘franchised’ rather than reflecting the wishes of the previous centre coordinators (the centre is no longer part of VCS). Local leaders in the VCS have not been invited to use the space and do not feel well-informed about current activities there
- There is fear and concern that the issues that caused the riots of the mid-80’s have not gone away or changed, including impoverished families, lack of support and opportunities for youth to realise their ambitions
- Local organisations, such as Higher Heights, have a very good relationship with schools and young people
- The Tottenham Hotspurs Foundation has swallowed up a lot of funding to the detriment of other local organisations.



Workshop 2: Giving young people a chance

What more needs to be done and where are the gaps?

- It is good that interested parties attended this summit, but there is a need to coordinate better amongst people and organisations working with young people (including the Council). The council needs to provide free space for young people to go to keep them off the streets, or provide more funding for existing spaces (such as schools during summer holidays)
- Young people need employment opportunities. Youth clubs, opportunities and skills are all interlinked. We cannot talk about youth services without talking about providing jobs too. It is important to provide young people with vocational skills that can lead them into paid work
- Funding needs to happen more quickly, perhaps through a simple fast track process. Local youth projects and those aiming to help young people need to be better networked to ensure that they are efficient with time and resources
- Find out what young people want and how to support their ambitions.

Workshop 2: Giving young people a chance

How can we work together to deliver and achieve change?

- Create a comprehensive website or directory of what is happening in Tottenham aimed at a youth audience. Utilise social media (e.g. Twitter, Facebook, YouTube). At the same time create a web space for residents and groups to advertise what is going on.
- Support comprehensive mentoring programme for young people.
- Ensure young people feel valued and worthy –that they belong in Tottenham.
- Open spaces need to be made more dynamic and flexible. Simple solutions that are positive for the community (e.g. late night football sessions which may reduce crime rates, schools open during hols) need support.
- A straightforward process for community groups to apply for funding should be rolled out as small community groups often don't have the expertise currently required.



Workshop 3: Healthier and empowered communities

What is happening now in Tottenham?

- Many community resources are not being used effectively to deliver multiple services (e.g. hubs and community centres). It is good that new allotments are coming to Tottenham.
- Groups working in the community want to work together, but need help to make that happen.
- Many organisations are offering classes and courses aimed at helping people adopt a healthier lifestyle (e.g. *St Ann's Hospital offers a gardening group and exercise classes, facilitated by Polar Bear Community. Neighbourhood resource groups such as Living Under the Sun deliver gardening project, keep fit classes, and are looking at cookery classes too. Cookery classes are being held in local Primary schools, a Church youth group, and Supamums. Keep Fit classes at local churches are proving popular-and local GPs/dieticians refer people to healthy cooking classes*).
- The 'feel' of a neighbourhood is very important to how people feel about themselves and for their general health. Many felt that there are too many fast food outlets, betting shops and places selling cheap alcohol while there are limited options for people in terms of healthy lifestyle choices.
- Other big health issues that raise concern are obesity and the older population being isolated.

Workshop 3: Healthier and empowered communities

What more needs to be done and where are the gaps?

- Need accessible and visible services helping people with mental health issues, substance abuse and sex education. There needs to be more preventative services and money invested in them. On the ground people are motivated and want to stop the problem before it starts.
- A more fluid system is needed that links people with secondary health providers.
- NHS messages should be tailored to the local community, not just national campaigns; there needs to be more and better signposting to services.
- Dog mess on the pavement is a health hazard and needs to be dealt with in a comprehensive way that includes the council and the community.
- The area lacks nice social spaces for people to meet such as cafés and green spaces. Trees and outdoor gyms would improve the feel and increase opportunities for exercise.



Workshop 3: Healthier and empowered communities

How can we work together to deliver and achieve change?

- We can utilise existing spaces and points of contact to deliver services (e.g. hubs and community centres). Local businesses should be brought on board as well. An holistic approach to health (i.e. Think Family) is needed.
- Map activities so people know what is available. Groups are willing/happy to work together and to 'piggyback' services. Some attendees swapped contact details after the session.
- The council could lower the rent for voluntary organisations and assist with basic utilities – it is these groups that get to ground level and do good work.
- Intermediary services need strengthening to signpost people to health services.
- More Meals on Wheels types services. They are high quality and healthy but quite expensive.
- The council should apply quota to number/types of businesses on the high street to limit the number of fast food shops.
- Brixton and Lambeth were held up as examples of positive regeneration that has not alienated local community (Note: there was some disagreement about this in the group with some worrying that this approach might lead to ghettoization).
- Health services should be more outward facing (i.e. going to football clubs, Youth Centre's, etc.). A good example is 4YP as they are good at reaching young people.

Workshop 4: Getting people into work

What is happening now in Tottenham?

- Jobs for Haringey finds employment opportunities for residents that last longer than 1 year and an action plan can lead them into getting a recognised qualification . Jobs For Haringey focuses on providing skills to make people job ready and to engage with business to recruit local people.
- There is a new Job Centre Plus office and space within it for visiting VCS groups.
- Excellent social enterprise support for specific groups in Tottenham – there are now several schemes to help new business start ups, ex offenders and BME groups.
- Real focus from schools on skills for work to avoid school leavers struggling to enter the jobs market.
- Council inward investment strategy is recruiting large companies to relocate head offices to Haringey.
- There is good will and work between traders in Tottenham.



Workshop 4: Getting people into work

What more needs to be done and where are the gaps?

- Residents felt that whilst there is a focus on employment schemes for the younger generation (18-25 yr. olds), this had led to less support for those 25+. More work schemes for adult are needed including part-time jobs.
- Residents felt more attention needs to be focussed on getting BME people into training and work schemes.
- There needs to be transparency about how the council will work with Spurs to ensure they deliver on their commitment to focus on local employment for local people.
- Can be hard to find information on what voluntary, community and private sector organisations are offering in terms of training for employability.
- Residents would like the new 'Jobs for Haringey' programme to offer free training.
- Organisations working locally need to be more joined up to avoid duplication of services.
- Ex-offenders should not be left out of the loop. Lee Valley has opportunities for people who have served sentences of less than 1 year. This should be rolled out to other people with longer sentences.

Workshop 4: Getting people into work

How can we work together to deliver and achieve change?

- As some people do not know where to go for advice, a new signposting facility to direct local people to advice and services for training and employment should be created.
- Job Centre Plus has space that can be used by local organisations which could help the VCS be more collaborative.
- The Council is encouraging construction companies to employ local people and larger businesses to provide long-term opportunities for people.
- Tottenham has a strong history of self-employed and owner-led business. Local people should continue to be encouraged to create their own start-ups (e.g. HALS provides entrepreneurship training to 18-25 year olds for business start-up programmes and 16-18 year olds for enterprise programmes).
- Encourage local businesses to go into schools to provide talks about employment opportunities and to develop apprenticeship schemes.
- Encourage local Corporate Social Responsibility programmes for employability initiatives.

Workshop 5: Encouraging new investment

What more needs to be done and where are the gaps?

- Need for increased parking capacity on the high street (e.g. a nearby car park) while limiting the number of betting, liquor and “chicken” shops.
- Increase enterprise spaces and incubator spaces.
- Extend the Tottenham brand beyond football and create opportunities for fans and visitors in general to spend time and money in Tottenham (e.g. hotels, B&Bs, pubs, cinemas and restaurants) .
- Large government offices or multiplexes situated in the community would draw people to the area.
- Need clarity on status of vacant industrial estates. Need to fill vacant spaces/store fronts quickly.
- Need training programmes for residents of all ages (e.g. businesses and industry).
- Community members need to believe they have a stake in their community – that’s where enterprise begins.
- More opportunities/space to socialize on the high street. Creating a more inviting physical environment, encouragement to buy local, supporting multicultural businesses were all needs that were raised.

Workshop 5: Encouraging new investment

How can we work together to deliver and achieve change?

- Local educational assets that should be supported include Excelsior College and the London College of Law which opens its doors to young people. The business community could engage with joint programmes with the college.
- Community residents to manage community assets (e.g. community centres).
- There are some great transport links in Tottenham and this should be promoted.
- There is an interest in bidding for The Hub (e.g. King's Cross, Islington, Westminster) or another incubator space (e.g. Bernie Grants Centre).
- Create an Excellence Award scheme for Tottenham businesses.
- Creation of an apprenticeship or work experience scheme within SMEs, particularly family owned businesses.
- Use Tottenham Concerned Residents Committee (TCRC), which already serves local community to manage enterprise space.
- Create social spaces in Tottenham that feel good and look good.
- Create a 'buy local' scheme.
- Encourage better use of existing spaces (e.g. Old School & Holy Trinity space for market traders).



Workshop 5: Encouraging new investment

What is happening now?

- Tottenham has both commercial and industrial businesses, with industry occupying the eastern edge of the community and commercial properties lining the high street and some side streets.
- With the exception of CHENEL, businesses on the high street are predominately independent, with low turnover and little variety.
- Businesses were also characterized as having low turnover, so they were immediately impacted by the riots but also quickly reestablished.
- Store fronts had a remarkably low vacancy rate, which surprised several in the room.
- Observation: there are two parts to the community: residents and more transient population; each of these needs different services.



Workshop 6: Delivering Higher Quality Housing

What is happening now in Tottenham (1)?

- ARUP is converting 639 High Road into an enterprise centre which will support small businesses, start-ups, and be a hub for existing activities for young people.
- Some residents believe that the Council appears to be focusing on the High Road and what people can see. Attention also needs to be given to the areas of Tottenham where people live and small businesses exist. The 'I love Tottenham' campaign has not gone far enough.
- With regards to Spurs previous regeneration plans, there was a belief that promises were made and not followed through and that this may be the pattern of things to come.
- It is important that the Council is transparent so as not to lose the good faith of local residents. For example Spur's plans for a 'Wembley Way walkway' local people would like to know how it will affect them and how they can engage with these plans.
- Tottenham needs new, well-managed high quality housing. The Council should insist that social housing sold on should only be to owner/occupiers. Someone needs to take responsibility for the transient population living in HMOs and private housing.



Workshop 6: Delivering Higher Quality Housing

What is happening now in Tottenham (2)?

- Quality of social housing is a concern. Residents can understand there are constraints on council budgets but social housing residents live in substandard housing.
- Some of the key challenges as a result of the welfare benefit reforms include inability to pay rent; increased homes of multiple occupation (HMO), poor conditions in existing housing and more people vulnerable to unscrupulous private landlords.
- NHS highlighted the relationship between mental health and housing. There is a high level of mental health needs in East Haringey. The increased demand in housing needed for vulnerable residents needs to be on the agenda as there is an argument that these residents should not be concentrated in one area.
- Apart from mental health issues, the main health concern in Haringey housing is long term chronic illnesses such as breathing difficulties. Poor housing means these people are being re-admitted into hospital numerous times.
- Residents queried why the Council funded other providers to build social housing but did not do it themselves. Council explained that legislation meant Haringey couldn't build own houses in the past, but changes in the law mean they can now. Haringey Council has not done this yet, but it is something they need to consider.

Workshop 6: Delivering Higher Quality Housing

What more needs to be done and where are the gaps?

- Ensuring that perceptions of local people are aligned with the reality of regeneration plans – better, more honest communication is needed.
- Evaluation and documentation of the design flaws in existing social housing stock should be undertaken so mistakes are not repeated. Buildings and flats should be designed well and built to last. Also, existing properties more should be made more energy efficient.
- The Council should follow up on work carried out by contractors on social housing to monitor progress and quality.
- More needs to be done for vulnerable groups like those with a disability or the elderly.
- There is an emerging sense that there should not be a grand vision for Tottenham to stand out, but rather it should simply be a place where people want to live and stay living.
- What lessons can be learnt from the successes of west of the borough and Brixton?
- The private rented sector needs to be a priority. Private renters are being exploited yet they do not have a voice or means for adequate enforcement of their rights. This is not just about social housing and home ownership.

Workshop 6: Delivering Higher Quality Housing

How can we work together to deliver and achieve change (1)?

- The Council is currently looking at extra care housing for the elderly with a proposal going to the Cabinet in July. Homes for Haringey (HfH) has carried out a lot of door knocking and listening exercises but needs to re-think things as a result of the welfare reforms, particularly how to keep people in their homes after the reforms take effect. Need to consider how they can proactively manage existing housing.
- Some RSL standards for managing council estates are appalling. It was suggested that perhaps HfH could take back responsibility for managing these properties.
- HfH could proactively work with the Council to take enforcement action against unscrupulous landlords.
- Housing & Health: the intersection between housing and health should be better understood and acted upon (e.g. health providers finding out more about the living conditions of vulnerable people).



Workshop 6: Delivering Higher Quality Housing

How can we work together to deliver and achieve change (2)?

- Individual council department's powers tend to fall short, so Council needs to re-think enforcement by joining up existing services to make them more effective. Residents are likely to back this decision, as long as they are kept informed. Residents could act as the Council's eyes and ears to maximize enforcement capability, but they need to be provided with a clear route by which they can report. Council received a lot of support from local residents when HMO licensing scheme was introduced. However, Council can improve on this by providing residents with feedback on how well the scheme is working.
- Council's public health team would like to integrate health issues into housing. For example, build up evidence of the poor health outcomes of the current status of food outlets on the High Road.
- North London Business commented that it would be nice if Haringey could be a cutting edge borough in by supporting a decentralized energy network. There is already one in Tottenham Hale.



Workshop 7: Excellent public spaces and transportation

What is happening now in Tottenham?

- Local residents fear using some of the parks as they are unsafe, especially after dark when groups of youths congregate and tell people not to enter the area. Also, there is concern over the gathering of groups of youths in front of Wickes near Seven Sisters.
- However, there are examples such as the Holy Trinity Church which is providing an area of accessible, safe green space designed for families. This space needs to be more widely promoted .
- There is serious concern over the proliferation of betting shops, pound and ‘chicken shops’, and takeaways coupled with a lack of positive social spaces such as cafes and restaurants where older people can go out for a meal (i.e. a survey of 48 older people identified that they felt there was nowhere to go for a meal out in the area, identifying a need or desire for a café or something similar).
- There was a feeling that dog owners are ruining the parks by being irresponsible with the control of their dogs, dogs fouling the ground and being off lead.
- The physical geography of the area, specifically the Lea Valley, acts as a barrier to East-West transport links. Other transport issues include poor train service from Northumberland Park and heavy congestion on smaller roads.

Workshop 7: Excellent public spaces & transportation

What more needs to be done and where are the gaps?

- Transport facilities are not well-maintained and clean in Tottenham.
- A concern that Tottenham is a place that people pass through as opposed to visiting or a destination for people.
- Belief that the amenities in the area must be improved in line with efforts to improve local transport links. What will draw people to Tottenham?
- Should the community should be more responsible for maintaining safety within the local parks and area, as the council is unable to fund this?
- Concern that poor street lighting has a negative impact on crime and safety. In addition, poor quality pavements discourage walking (especially for elderly and disabled people).
- There is a need for social spaces in the area that enable people to enjoy the area (e.g. cinemas and restaurants) and to encourage people to visit the area as well as encouraging local investment.



Workshop 7: Excellent public spaces & transportation

How can we work together to deliver and achieve change?

- New controls and orders being brought in to prevent the dog owners from allowing their pets to run out of control.
- Tottenham Green to be a future regeneration project with Tottenham Green Group.
- Aims to maximise existing facilities such as the leisure and community centres
- It was suggested that Tottenham Hale should be better linked up to the rest of Tottenham.
- Engage more robustly with TFL in order to ensure that they are held to account for their responsibilities; this should be done with input from the local community to ensure that their input is considered. Engage with TFL to see if 'Boris Bikes' can be placed in the area near Seven Sisters.
- The Council should progress with plans to replace the one-way system to ease congestion in Tottenham.
- Change public toilet at Bruce Grove into a high quality Café.
- Audit available space and consider investment.



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The Young Foundation brings together insights, innovation and entrepreneurship to meet social needs. We have a track record of over 50 years' success with ventures such as the Open University, Which?, the School for Social Entrepreneurs and Healthline (the precursor of NHS Direct).

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