



# Tottenham Voices Engagement Summary

March 2024



# Tottenham Voices engagement summary

## Introduction

### Purpose

Tottenham Voices is an engagement programme that took place between November '23 and February '24. It has brought together people and organisations from across Tottenham, focused on some major themes. The findings generated will help to inform Shaping Tottenham – a ten-year strategy that will underpin how the Council works with partners and the community to build on the area's strengths and deliver positive change. Shaping Tottenham sets out to be a one- Council approach to:

- identifying and building on Tottenham's strengths
- understanding and tackling known and longstanding challenges
- better harnessing opportunities for our residents over the next ten years

### Approach

*Citizen engagement*



The Tottenham Voices engagement was intended to fill the gaps in what we already know, building on other engagement undertaken by the Council by asking targeted questions that would help the Council better understand, interrogate the data or move the conversation on.

We wanted to avoid common engagement pitfalls, such as using engagement approaches that fail to reach large parts of our communities. With that in mind the engagement took many different forms, providing us with a combination of breadth and depth. We ran **discussion sessions** with groups of residents who tend to be less well represented in traditional consultation processes. We also hosted **pop-up engagement opportunities** at locations including Coombes Croft and Marcus Garvey Libraries, Seven Sisters and Tottenham Hale Stations, Tottenham Hale Retail Park, Northumberland Park Tesco and Holcombe Market. Both were based on the principle of going where people are rather than expecting them to

come to us.

In addition, we ran a more **traditional online survey** to enable members of the wider community to contribute their views and ideas as well. We knew from experience and wider research that this was unlikely to reach a representative sample of the local population, but it was important to provide this open engagement opportunity so that any resident could participate.

#### *Partner engagement around key themes*

A parallel strand of Tottenham Voices brought partners together through **three thematic workshops** held November '23 to February '24 on the topics of:

- Living Well
- Destination Tottenham
- Empowering Young People

A further workshop explored the cross-cutting issue of looking more holistically at crime and the causal factors to inform Shaping Tottenham.



## Tottenham today

### Positive views

*“Tottenham does best at the things that make London a wonderful place to live. Diversity, creativity and vivacity.”*

Asking local people what made them feel most positive about Tottenham today, **green spaces and community** stood out.

People love having access to parks like Bruce Castle Park and Lordship Rec and the wilder landscapes of Tottenham Marshes and the Lea Valley.

*“I enjoy the parks, particularly Bruce Castle, Hartington Park, Lordship Rec and Downhills. Access to the River Lea and the Marshes is great. The recent planting of new trees in the streets near me was nice to hear about. Also, the improvement of Hartington Park playground and paths has been great and I’ve heard that a new group is hoping to improve the playground at Bruce Castle Park. More of this please!”*

Positivity about the local community came through in different ways. Some emphasised its diversity and the richness this brought to Tottenham; others emphasised its cohesiveness, the way neighbours helped each other and the energy and dynamism evident in the community activism that makes good things happen. Some people saw community spirit and connectedness as something with a long history and enjoyed by more long-standing residents whilst others, conversely, saw this as a more recent development.

*“It’s my town, my people. As a resident of 35 years Tottenham is my home. Our community will always be close.”*

*“A strong sense of community is building in our area around Philip Lane, much improved from when we moved to the area 11 years ago.”*

For some, positivity was linked to specific places, businesses or organisations which they enjoyed visiting, which brought people together and which provided a focal point or something to be proud of. Positivity about restaurants and cafes, for instance, often overlapped with positivity about the area’s cultural diversity.

*“Sense of diversity and celebration of culture. I like the fact that I can get many different cuisines on my doorstep and all feel authentic.”*

Overall, reading through responses to the survey and in the engagement events, we can see people’s positivity knitting together affection for particular places and spaces with more intangible sentiments about Tottenham’s character, spirit and identity. The belief in others, the attachment people feel to that Tottenham identity and the ambition for making the most of Tottenham is at times powerful.

## Negative views

*“It feels rather unsafe walking around at night, especially around Bruce Grove. The streets are dirty. Not a lot of interesting independent shops like, housewares, clothes or record stores or food shops.”*

Across the engagement findings it is clear that a few big issues stand out for residents as holding Tottenham back and, for some, impacting the way they feel, where they go and what they do day to day. One of these issues is the quality of the local environment, impacted especially by litter and fly-tipping.

*“Fly-tipping and litter are never-ending. I could literally spend my entire day sending reports in through the Love Clean Streets app, just within our neighbourhood.”*

A second is crime and anti-social behaviour and, linked to this, feeling unsafe or uneasy in certain places – in the daytime as well as after dark. This appears keenly felt by young people in particular and we heard that it limits the way they move around the area and engage in different activities and services.

*“I walk certain ways in order to avoid gangs of people that hang out dealing and taking drugs as I am scared and do not want my children to witness it.”*

A third is the congestion, pollution, noise and general nuisance relating to traffic through and around the area. The different and often strongly-held views on low traffic neighbourhoods come through here: some blame increased congestion on LTNs, some welcome LTNs as part of the solution and others don’t refer to LTNs at all.

*“Cars everywhere. Traffic noise. Speeding. Horns. Streets full of parked cars.”*

Whilst the findings from the drop-ins and discussion groups largely echo those from the survey, they also bring housing more to the fore. Whether focusing on the provision of new affordable housing or maintenance of existing housing, there is a strong feeling about the need to meet people's basic housing needs in Tottenham and to not 'leave people behind.' This connects to points made about the poverty some people are experiencing in Tottenham and the fragility of their day to day lives.

*“Good quality, appropriate housing is the cornerstone to peoples’ problems.”*

Participants in the discussion groups highlighted specific cohorts of residents that need improved social housing relevant to their needs. For example, sheltered housing for older people, accessible housing for disabled people, housing that caters to families with children with specific SEND requirements, and secure (not temporary) housing for families and people with poor mental health.

Comments on negative aspects of local life also emphasised things that people felt Tottenham was lacking – certain kinds of shops, restaurants and other businesses; well-functioning leisure facilities; a vibrant night life and places which people could be proud of.

## What would you change and what needs most attention?

The survey asked respondents what one thing they would change about Tottenham and, in a subsequent question, what they thought needed most attention. People engaged through discussion groups were invited to think about this too – young people, for instance, were asked what they would do if they were mayor for the day.

People's responses to these questions reiterated the strength of feeling about the negative issues they had already identified, and in one way or another tended to be about improving people's experience of moving around Tottenham and creating a place that felt safer, cleaner, more welcoming and more pleasant.

They were, for instance, keen to tackle the lack of cleanliness they saw in the streets.

*“The situation with fly-tipping. Aside from being a public health hazard, it makes our communities feel like they're not looked after.”*

They wanted to reduce the crime and anti-social behaviour they experienced and make Tottenham a safer, more pleasant place to spend time.

*“Anti-social behaviour. People drinking on street corners, drug taking in public.”*

They also wanted to see less congestion and pollution.

*“I would want to see Tottenham at the forefront of tackling air quality issues.”*

Young people, when asked how they would make travel safer, focused on measures to make walking and cycling safer whilst disincentivising car use.

*“Tell people with cars to walk or take bus so there is less pollution.”*

Another issue that came through strongly was housing. The action people most often wanted to see here was usually about provision of quality, affordable housing to more people, with some reference to better regulation of HMOs and private landlords.

*“I'd make sure everybody had their basic needs met (safe warm housing, clothes & enough food) & would get rid of exploitative, slum landlords.”*

One theme that came through the drop-in sessions and engagement events with young people was provision of more support for young people and opportunities for them to shape that provision. A strong message from the youth engagement activity was that young people want to have agency and affect change for themselves by getting involved and staying involved with projects as they develop.

## Tottenham in the future

### Aspirations

The drop-in events and survey invited people to describe what they would want Tottenham to look and feel like **five years from now**. Above all, people said they wanted their area to be safer, cleaner and more pleasant to be in. A more interesting, diverse high street offer came through in some people's responses, along with more opportunities to enjoy leisure and culture. Housing and better support services were important themes in some of the discussion groups, as was the ambition to create an inclusive Tottenham where more people were able to participate fully and live richer, more secure lives.

Whilst some responses focus on the tangible aspects of that future – less litter and fly-tipping, less crime and anti-social behaviour, less congested and polluted roads, better shops – others elaborated on the impacts they envisaged for local people. They talked about happier, healthier people; people who felt more pride in their area, more invested and more willing to get involved. This emphasis on a more energised, connected community was prominent in some of the drop-in and discussion group conversations.

*“Green space, volunteering, genuine small projects that the community can build. It will have a ripple effect on safety.”*

People want to see a **safer** Tottenham, with more CCTV, notable police presence, and free of gang-related activity. Alongside this is a **cleaner** community, with less rubbish, less traffic, and more green space.

Many want to see an improvement in **housing and other support**, with some highlighting the need for better care for disabled people and older people. A few also suggested uplifting community assets and supporting more independent **businesses** and small organisations, for example through the development of more business units.

Some participants want to see **stronger, more involved communities**, referring to community events and projects or groups to improve the area. For example, improved parks and outside play areas where people can meet each other. Involvement in events or projects that benefit the community was of particular interest among young people and over-55s. A few participants noted a desire for more public engagement, with politicians, and senior officers being more engaged with community.

**Young people** would like to see more local safe spaces and activities so they can enjoy greater freedom to move around and make the most of the area. They would like positive mentors and role

models, alongside engaging programmes and meaningful development opportunities in support of seeking employment (like talks and apprenticeships).

*“Whatever the Council decide to do, I would help, I would get all of my friends, we would put on our boots and help. Whatever helps to get it done quicker – we are out here to help but you are not helping us.”*

Organisations working with disabled people want to see Tottenham focussing more on **inclusion**. They referenced employment opportunities, support for workplaces to make reasonable adjustments, and improved accessibility (of pavements, housing, and public transport).

Some participants explored the role of **Tottenham Hotspur and the stadium** in the community. Generally, they want to see the club working with and supporting the community more on an ongoing basis (not only seeing improvements when the team is succeeding). Suggestions included support for young people, and minimising traffic and disruption in the community on event days.

## Tackling the big questions for Tottenham

Alongside the engagement activity with residents we hosted thematic workshops that enabled us to do a ‘deep dive’ into specific topics with a targeted group of partners and stakeholders. We are mindful that our ultimate Shaping Tottenham Strategy will need to align with colleagues’ and partners’ thematic plans, so took this opportunity to focus on topics that could directly connect into those live discussions around, for instance, the Health and Wellbeing Strategy, the Culture Strategy and Inclusive Economy Strategy.

### Workshop 1: Living Well



The Living Well event brought around 40 participants together to discuss the main challenges and opportunities around helping people to enjoy good, healthy lives. Participants were invited to join discussion groups based around three of the themes underpinning Haringey’s emerging health and wellbeing strategy: all-age mental health and wellbeing; healthy place-making; and housing.

Each group managed their discussions differently, but conversations covered the situation as it is today; the future they would want to see; and ideas about how to move towards that future. Discussions focused on what they would want residents to be experiencing **five years from now**.

#### 1) All-age mental health and wellbeing

##### *Framing the ambition*

Participants talked about the need to:



- **Build trust between communities and service providers** so that more people are linked into support sooner.
- **Build better connections into communities** – on people’s doorsteps – to enable prevention and early help. This network of locality-based access to mental health support could include reaching people through community hubs and the new family hubs, for instance. A locality-based approach could also seek to build leadership within communities through the development of more peer-led activities.
- **Thinking about the wider context and factors that can exacerbate poor mental health**, participants also talked about the importance of tackling systemic challenges around housing conditions and safety. They also talked about current issues relating to how services can be experienced by residents such as lack of responsiveness and weak feedback loops; and a VCS funding model which creates competition rather than collaboration.

### *Ideas for how*

For the right change to happen, participants said that:

- We need to undo the culture of multiple referrals; and need to show leadership of the local system so that it is SMART, accessible and effective in signposting.
- People working in mental health need to feel more supported by the wider system.
- Health service and agencies need to divert resources into proactive and positive engagement rather than crisis; need to use the MARAC (multi-agency-risk assessment conferences) approach; and need to identify and articulate the pathways for residents to get support.
- Residents need to be getting a better experience from first contact – whether that’s via a food bank, parent and child group, a sports centre or somewhere else – and a better system to support signposting, along with mutual understanding of different organisations’ roles around mental health – would need to be part of this.
- Actions need to be rooted in communities and the idea of (re)building communities – fostering connections in neighbourhoods, valuing community spaces, recognising that we need to fund communities rather than isolated and time-limited projects, and engaging with parents around mental health support. We should be asking of every community building and space – is this supporting people’s mental health? Could it help us achieve more?
- Being people-centred starts with using the right language – being engaging, inclusive, respectful and kind.

**As a result, participants said the experience that people get in Tottenham should be:**

1. Feeling heard, feeling connected and feeling that they belong to a wider community.
2. Feeling they have opportunity, choice, control, autonomy and that there is leadership being shown within their community.
3. Feeling they live in a place that is inclusive and fair, which meets their basic needs and where there are fewer daily challenges to cause them anxiety.

## 2) Healthy place-making

### *Framing the ambition*

Participants said that realising an ambition for healthier places would mean tackling these major challenges:

- Poverty: including fuel poverty which means people can't afford to keep warm at home and recognising the continued importance of food banks.
- 'Lowest common denominator' design and maintenance of public space, which can result in the removal of benches to discourage rough sleeping and lack of planting in places where it might be used to stash knives, for instance.
- The impacts of transient populations whereby fewer people are putting down roots and thus missing out on the benefits that come with people being more settled – building bonds with neighbours, developing support networks, and feeling invested in a community and thus contributing to it.
- Inequality and inequity which we know has negative impacts for people and communities.
- The tensions that can exist in diverse communities linked to cultural differences and the rise of anti-immigrant sentiment that people see in the media and politics.

#### *Ideas for how*

For the right change to happen, participants said we should:

- Review how we are **using all our community assets** – buildings (including schools), green spaces and other spaces – and ask ourselves if we are maximising these for people's mental health.
- Support people to **settle in the area and navigate the system** with a 'Welcome to Haringey' information pack about local services, activities, community groups and places to go.
- Trial ways to **share power** such as directly involving communities in decisions about how to spend money in their area.
- Look for **links into Inequality Fund projects** to support good health with projects embedded in community spaces.
- Generate more opportunities for people to have **cultural experiences locally** to foster inclusion and belonging.
- Invest in the voluntary sector to **build 'civic strength' at the neighbourhood level** where it is easier to reach the most marginalised, connect people and build trust.

### 3) Housing

#### *Framing the ambition*

Ambitions emerging from this group's discussion were that:

- Everybody has **access to a safe and decent home**.
- Residents feel **more confidence** that issues will be dealt with.
- More people have **good work** that gives security and a sense of purpose.

#### *Ideas for how*

- **Addressing repairs backlogs** in the Council's existing homes and establishing a more effective reporting loop on housing issues.
- More quickly actioning repairs – to people's own homes and to communal areas and green spaces – will help people to feel more **pride in place** and more positivity about their communities. This was highlighted as especially important in Northumberland Park and Broadwater Farm.
- Creating family rooms or spaces for play and socialising to **mitigate the impacts of overcrowding**.

## Workshop 2: Destination Tottenham



The Destination Tottenham event brought around 50 participants together to discuss several interconnected topics relating to Tottenham as a place for people to visit and enjoy. The topics explored were:

- Communities, culture and heritage
- Creative economy
- Place brand and identity
- Town centres

Each group managed their discussions differently, but conversations covered the situation as it is today; the future they would want to see; and ideas about how to move towards that future.

### Communities, culture and heritage

#### *Framing the ambition*

- **Hyper-local verses further afield:** participants talked about the potential to package and promote culture within localities through community hubs as well as the potential for ‘thinking big’ with an offer that draws interest from much further afield. The messaging to local audiences may be different to those we want to attract from across London or beyond, so work to strengthen our identity needs to be mindful of that.
- **Strengthening pride in place:** participants talked about the role that heritage and culture can play in helping people to feel more proud of and engaged in their area.
- **Telling Tottenham’s stories:** participants wanted to see Tottenham people able to tell their own stories – its own narrative about its communities, its culture and the things that make it unique. That could include facing up to difficult parts of its past and talking about how it has turned that around.

*'There isn't one story for Tottenham – there are lots of different stories. Many of our communities don't have a platform to tell them.'*

#### *Ideas for how*

- **Festivals and events:** There was enthusiasm for creating festivals and events as a means of bringing local stories to life, making Tottenham more visible, generating and showing local pride and stimulating footfall that benefits local businesses and venues. A revived Tottenham Carnival could be a big part of this, along with smaller local events that celebrate and connect people into culture on their doorsteps. It was said that cultural activities and venues could play another role in the community, providing safe spaces for young people in their neighbourhoods.
- **Joining the dots:** participants said we need to map the heritage and cultural assets that Tottenham has and then more actively promote them both to people within the area through social media and more widely. We need to reveal the hidden gems around Tottenham and turn these into trails that start to open up our local stories to people. Tottenham Green can be at the heart of all this but is said that it currently lacks visibility and draw.

## Creative Economy

### *Framing the ambition*

- Participants talked about **making the most of Tottenham's assets** in this space – especially the authenticity, variety and innovation within the local creative community and which should underpin our collective work to promote and develop the area's creative economy. They highlighted the importance of film and TV, music and fashion, art and making – including for international clients; and CONEL with its role in the Mayoral Academy on creative media.
- They wanted to **overcome the relatively low visibility of the creative sector** in Tottenham which they saw as limiting its impact, so that in the future there are more locations that truly reflect the calibre of creative talent in Tottenham.
- Participants wanted to see **more 'cultural infrastructure' to support young people** into creative experiences and careers, removing more of the practical barriers like the lack of safety some students felt travelling through the area around CONEL. They also talked about the need to create the right conditions by, for instance, improving the quality of the local environment – in terms of waste management and greening – so that Tottenham is a more attractive place for creative businesses to set up and for people to visit. *Ideas for how*
- **Involving the community in framing a brand identity** that is positive and connected to local people.
- **Forging an identity which accommodates the hyper-local** so that pockets of creativity in neighbourhoods can plug into it as they develop. For instance, could the NRC in Northumberland Park to become known as a hub for the arts locally where people can meet, practice and perform. Hubs like this can also help to signpost residents to opportunities elsewhere.
- **Reviving the Tottenham Carnival** as an opportunity to connect communities into creativity and celebrate the whole place and its offer.
- **Hosting a Tottenham Design Week** and other creative festival programmes to showcase artists and designers and attract others to the area.
- Collaborating with Lea Valley Regional Park Authority and Canals and Rivers Trust Waltham Forest next door and **explore hosting events in the Marshes** that take our creative economy outdoors.

## Place brand and identity

### *Framing the ambition*

Participants described what they want to see five years from now. They envisaged:

- **A vibrant, positive place** with a more developed retail and hospitality offer that gives more people reasons to dwell, including in the evenings.
- **Distinct neighbourhoods connected by a confident, Tottenham identity** where we as local people and organisations have taken control of the narrative.
- **Somewhere that is easy and pleasant to navigate**, connected by public spaces that encourage you to linger and where at every turn you get a flavour of Tottenham.
- An offer built around **a few key themes that people locally and further afield recognise** – that could include our diversity, our music, our food and our fashion, as well as the wild and natural aspects of the place along the Marshes and Lee Valley. Big showpiece events like a Tottenham Festival and Tottenham Carnival bring those different elements together whilst trails around the area – art, food, green space – weave in our different neighbourhoods into that overarching brand and offer, supported by neighbourhood partnerships.

### *Ideas for how*

Participants began to develop a set of route maps that articulated both the status quo and a vision of what the ambition should be. These focused on the following ideas:

- **More effective business forums** that form the basis of stronger Council and business collaboration (including mechanisms for assigning responsibility for turning ideas into action).
- Using all the tools we have – such as the local plan – to **create and retain creative and cultural uses** (e.g. studio space) in local buildings.
- **Activating Tottenham Hale** – both public realm and commercial units – so that it can develop as a creative hub. This could include attracting more social and cultural uses to the industrial estate, identifying Broad Lane as an opportunity area, and hosting market and open-air cinema events to activate spaces.
- **Organising a cultural programme that runs in parallel with Euro '28**, including making the most of existing key assets such as the Bernie Grant Arts Centre and Bruce Castle, signage that connects these assets more effectively with stadium, and public realm improvements that 'set the scene' for enhanced cultural events and activities.
- **Organising a regular destination food market** to activate the public realm. Events could connect into and reflect the local community – not only through the food offer but music, for instance.

## Town Centres

### *Framing the ambition*

- **A more welcoming place:** the high visibility of crime and anti-social behaviour create safety fears or at least make for an uneasy and unwelcoming atmosphere. The general street scene – in places cluttered and unclean – exacerbates that lack of a warm welcome. Disused phone boxes and e-bikes were given as examples of features that detract from people's experience of Tottenham's public realm, as well as the car-dominated High Road, especially around Tottenham Green, which makes this a less appealing place to linger and emphasises it as a thoroughfare rather than a centre.

- **Pride in place:** a positive local identity that is both felt by residents and familiar to those from outside the area. This will be evident in the commercial areas – each distinctive but bound together in a ‘whole Tottenham’ brand.
- **Offer:** A more developed offer built around sport and leisure, food, culture and connection to green spaces, and which caters for a range of people, including families with children. This offer will be supported by a more welcoming street scene and higher quality environment. One expression of this will be a lively evening economy where people feel safe and comfortable moving in, out of and around the area.
- **Focal point:** The major attraction of the stadium more effectively linking visitors into other parts of Tottenham’s offer and geography. Some suggest promoting the area around the stadium as a more definable ‘Tottenham Centre’ with a significant leisure and hospitality offer concentrated close by and visitors directed out into other parts of Tottenham from there.
- **Movement:** A more accessible and navigable transport infrastructure with step-free, clearly marked walking and cycling routes and rationalised bus stops at Seven Sisters.

#### *Ideas for how*

Participants discussed several practical steps that could help bridge the gap between then current picture and their future ambition. These included:

- Improving the **most visible parts of the public realm** at gateway points and other key locations
- Identifying **space for markets, festivals and events** which can help to animate Tottenham’s town centres, impacting on footfall and perceptions
- Focusing on what **current assets we can highlight** to help overcome negative perceptions about Tottenham, learning from elsewhere (e.g. Hackney).

### Workshop 3: Empowering young people



The Young People in Tottenham event brought together around 45 participants to discuss the challenges and opportunities relevant to supporting and empowering young people. Each group managed their discussions differently, but conversations covered the situation as it is today; the future they would want to see; and ideas about how to move towards that future.

## Youth VCS Directory & Promotion

A joint One Council / VCS approach to **how information on services for young people is held, shared and promoted** – both between service providers and with young people themselves.

Participants said that one element of this would be about **uncovering existing facilities** that may not be on everyone's radar across the system – or within the community – such as Stronghold, Tottenham Boxing Club and the DJ Academy at The Grange.

Participants saw one element of this as **the Council playing a stronger convening role** – actively looking for connections between its own teams and services and those provided by others in order to close gaps, create and fund provision that is more consistent, and see capacity building as a system-wide activity. This would be supported by better face-to-face connections between the Council and named individuals that VCS organisations can work with.

Another element of this was **connecting young people up with information** on the services and places they could access. This could comprise a centralised database created with young people and information shared through the main social media channels as well as Haringey People.

A few points made across these discussions emphasised the importance of **giving young people more agency** and a greater sense of ownership over the spaces and facilities they use.

One aspect of this could be involving young people directly in making decisions about their neighbourhood and resources.

## Safe Spaces

A lot of the discussion related to the spaces that young people are able to access and the significance of safety in making spaces more or less accessible. Some of the places and spaces young people meet are **commercial spaces** – such as shops and fast-food restaurants. Participants talked about the potential health downsides of a social life based so heavily around fast food, and opportunities that places like the temporary Latin Market could provide in offering spaces with healthier alternatives.

The discussion highlighted places that participants were aware of as important for young people and offering **low-cost space or activities**. These included libraries, the Black Arts Production Theatre in St Annes, the hireable scout building at Bruce Castle and the post office as a place for paying bills and collecting benefits.

## Barriers to creating more safe spaces

Tightening funding for youth facilities and youth workers makes it more difficult for services – especially VCS services – to operate from appropriate venues. Looping back to discussions about the Council's convening and connecting role, it was suggested that the Council could help to link VCS organisations up with **empty or under-utilised spaces**.

## Barriers to accessing services and facilities – safety fears resulting in resistance to travel

Participants talked about the **barriers to young people accessing services in other areas**, especially between Wood Green and Tottenham or between Tottenham neighbourhoods. They reported many young people only move around within their locality or, if going elsewhere, with someone they trust.

This means young people from N17 not accessing Bruce Grove Youth Centre, for instance, or Haringey Works in Wood Green. Tottenham High Road, Northumberland Park, Broadwater Farm and Tottenham Hale were said to be higher risk areas for many 16–25-year-olds because of gang related issues. Seven Sisters Station was described as dangerous and the West Green Road/ Tottenham High Road junction as especially problematic. The seating at Broad Lane Square was given as an example of a public space designed for people to socialise but **where young people do not want to dwell** because it is known as a crime hotspot.

## Opportunities to focus on

Where specific places are felt to be isolated and unsafe, could they be **activated with positive uses** (such as live music) and physical improvements to generate footfall and ‘eyes on the street’? And where that isn’t feasible can places simply be **closed off or better covered by CCTV**, such as the alleys linking into the High Road?

**Building trust in the police** would help to create a safer environment yet it was said that many young people view the police negatively, so can we find opportunities to demonstrate the positive actions the police are taking locally?

Bearing in mind challenges posed by travelling across the area, safety more widely and cost, there was energy around the idea of **creating neighbourhood hubs** that include facilities for cooking, performance, café, free wifi and multi-use spaces for different groups and activities. Participants asked if **schools could be utilised more fully** in this way, the London Academy of Excellence being given as a good example. They saw schools as the best places for offering extra-curricular activities in safe, familiar settings.

It was suggested that **639 High Road** could be better utilised as a food and social space, and in Northumberland Park specifically there was an opportunity to **expand the delivery of Playzones** in estates and parks. Another suggestion was to provide gyms that felt safer and more welcoming to **women and girls**.

Another set of opportunities identified related to parks and events. **Better lighting in parks** would help improve safety, it was suggested, and combined with **covered areas of communal seating** and Wifi could provide places for young people to socialise and do homework. Lordship Rec was given as an example of how an open space can be positively transformed.

**Tottenham Marshes** was discussed as a big area of opportunity – more natural, open and borderless than a park and with connections to the Olympic Park via the Lee Valley. Participants wanted to see the Council exploring how to truly activate this as a space for Tottenham’s young people with activities like kayaking and mountain biking, working in partnership with Canals and Rivers Trust, the Lea Valley Park Authority and voluntary sector partners to improve access and wayfinding. Here and elsewhere, being able to offer young people **a mix of affordable sports and activities** was seen as a way to make it easier for them to be active, socialise and learn skills together in safe places.

Participants suggested that events could be used to help change perceptions of the area, generate local pride, bring people together, give young people in particular a chance to showcase their talent in a busy, safe public setting.

## Jobs, Opportunities and Inspiration

Participants raised the challenge of there being no service transition for young people post-18. They proposed linking up young people – especially those with ADHD or autism – with **trusted local role models and mentors** who can support them.



Participants wanted to see the Council working more closely with the private sector to **open-up work and learning opportunities for young people**, such as in food and beverage businesses. There was also an ambition to see Tottenham Hotspur broaden their jobs, training and outreach with more events and provision to directly benefit young people. One element of this, participants said, would be for the club to better communicate its existing provision to local voluntary sector organisations and the DWP.

Participants suggested supporting more young people in Tottenham to **access facilities across the borough** which, through reasons of cost or safety, they were otherwise unlikely to travel to. Subsidised cost or free Alexandra Palace events were given as an example.

### Next steps: Shaping Tottenham

We are grateful to everyone who contributed their time, energy and ideas to Tottenham Voices. A full engagement report on the findings is currently being produced and will be published in the next few months. The Shaping Tottenham strategy will take what we've heard and build on this to create a plan that underpins how the Council works with partners and residents in Tottenham over the next decade.

To keep up to date with Tottenham Voices and Shaping Tottenham, please visit:  
<https://www.haringey.gov.uk/tottenhamvoices>

# Appendix 1: Organisations Participation in Tottenham Voices

## Pop-up and drop-in events

- Coombes Croft Library
- Marcus Garvey Library
- Bruce Grove Holcombe market
- Tottenham Hale (retail park)
- Seven Sisters (station)
- Tottenham Hale (station)
- Haringey Community Expo (Tottenham Green Pool)
- Northumberland Park Tesco
- Tottenham Green Winter Festival

## Community Engagement Overview

The "Tottenham Voices" initiative worked closely with a wide range of community organisations and groups to ensure diverse perspectives were included in shaping the Shaping Tottenham strategy. Below is a directory of the key organisations we engaged with, categorised by focus area:

## Our Approach

To ensure we heard from a wider range of people, we used a variety of approaches:

- **Community Hubs:** We established local hubs in various neighbourhoods, making it easy and accessible for residents to share their thoughts and ideas close to home.
- **Focused Conversations:** We conducted in-depth discussions with groups that are often underrepresented to ensure their voices were included in the feedback.
- **Workshops:** We organised workshops centered around key themes such as health, culture, youth engagement, and safety. These workshops provided a platform for residents and local organisations to collaborate and discuss important topics.
- **Pop-Up Events:** We hosted pop-up events in busy public spaces and community locations, allowing for spontaneous participation without the need for formal meetings.
- **Online Surveys:** We conducted online surveys to reach a wider audience, providing an additional avenue for residents to share their views and contribute to the discussion.

## Organisations Engaged through Focused Conversations

### Young People

- Bruce Grove Youth Centre
- DJ Academy
- Conel
- Haringey Play Association
- Haringey Sixth Form

- Local Schools (Mulberry, St Francis De Salles, Crowlands)
- Project 2020
- Tottenham Community Sports Centre

### Older People

- Connected Communities
- Reach and Connect
- Sheltered Housing Schemes

### People with Disabilities

- Autism Hub
- Disability Action Haringey
- SEND Power
- The Bridge Renewal Trust

### Unemployed and Low-Income Families

- Connected Communities
- Community Cook Up
- Department for Work and Pensions (DWP)

### Gypsy and Traveller Communities

- Bulgarian Traveller Group

### Refugees and Asylum Seekers

- Haringey Resettlement Team

### Faith-Based and Cultural Groups

- Faith Forum
- Faith Leaders Group

### Homeless Community

- The Grove

### LGBTQ+ Community

- Haringey LGBTQ+ Network
- Lilywhites (LGBTQ+ Spurs Supporters Group)
- Police Liaison Group

## Broad Delegates List for Workshops

### 1) Living well:

- BUBIC
- Caris Haringey

- Community Cook Up
- Disability Action Haringey
- East Localities Primary Care
- Mulberry Junction
- Health And Housing Impact Network
- Haringey Advice Partnership
- Haringey Resettlement Team
- Haringey Advice Partnership
- Integrated Care Board
- Mind in Haringey
- National Health Service
- Phoenix Community Care
- Reach and Connect
- Selby Trust
- Tottenham Hotspurs Foundation

## 2) Destination Tottenham:

- Lee Valley Estates
- 4u2
- Ambition College
- Argent
- Bernie Grants Art Centre
- Bridge Renewal Trust
- Central London Forward
- Economic Development
- Friends of Parks
- Greater London Authority
- Groundwell Arts
- Jackson's Lane
- Reach and Connect
- Lendlease
- Living Under One Sun
- Metropolitan Police Transport for London
- North London Partnership Consortium
- PJR Creative Studios
- Phoenix Community Care
- Public Voice
- TEN87
- The Daughter United
- Veolia
- West Green Road Traders Group

## 3) Empowering Young People

- Bruce Grove Youth Space
- Early Help and Prevention
- Family Hubs
- Haringey Basketball for All
- Haringey Learning Partnership
- Haringey Play Association
- Haringey Sixth Form
- Project 2020
- Project Futures
- Rise
- Streetz Ahead
- The British DJ and MC Academy