NORTHUMBERLAND PARK

Community Placemaking Plan

INTRODUCING YOUR COMMUNITY PLACEMAKING PLAN

Working together to create a healthier, happier, safer and more connected community



Homes for Haringey

Haringey LONDON

FOREWORD



Northumberland Park residents have told us they want more and better housing and good quality jobs to help tackle poverty and inequality.
You want children and young people to feel safe on their local streets. We have heard loud and clear that change is needed to create a healthier, happier, safer, and more connected community.
You deserve neighbourhoods that meet your needs now and in the future.

We want to make sure that any change in Northumberland Park builds on what already makes your local neighbourhoods great. The key to this will be working with you to shape places that people want to live, work, play, and learn in, and neighbourhoods that are inclusive and benefit all local residents. Together we can create great places in the Northumberland Park neighbourhood

This is our plan to work with you – listening, collaborating and co-designing – to deliver that change. The Residents' Priorities for Improvement document, which was written by Northumberland Park residents, told us you wanted:

- Better housing management
- More affordable housing.
- Better open space to enjoy.
- For crime and ASB not to impact on your lives.
- Community spaces and better access to jobs and training, particularly for young people.

DEVELOPING A COMMUNITY PLACEMAKING PLAN

This document sets out how we will work with you to deliver the improvements that you want to see. Working in partnership we can make a real difference to Northumberland Park.

We will always adopt a people-first approach that ensures you, who know the area best, are at the heart of decision-making and shaping the development of your community.
We want to work with you to improve Northumberland Park to meet your needs and aspirations, building on the impressive community projects that you are already delivering.

The Community Placemaking Plan aims to deliver the support and environment you need to live the best possible life, whilst celebrating the rich culture of the community.

We want to work together to create a healthier, happier, safer and more connected community. Responding directly to your feedback, including that gathered through the Residents' Priorities for Improvement and Fairness Commission, we will work alongside you across the following key areas:

- **Safe and Sound** – We will improve local housing services and work with you to develop and deliver a Crime and Safety Action Plan to make the area a safer and more welcoming place to live.
- **Homes and Places** – We will work with you to deliver new, better and healthier homes and spaces, celebrating and enhancing the places and sense of community that make you proud to call Northumberland Park home.
- **Community space and services** – We will work with you to develop a new community hub to provide access to the services and facilities you need.
- **Jobs, skills and training** – We will help you reach your aspirations through opportunities, job support and training and a range of community activities, with a specific focus on young people.

Great places are created by the community and make people's lives better. They are places where people belong, have fun and are healthy, happy and fulfilled.

We are committed to engaging you in decisions related to the design and management of the places and spaces where you live. You are the local experts and know more about Northumberland Park and its needs, and assets, than anyone else.

Your involvement is critical to the success of this Community Placemaking Plan and building a fairer borough. It is only by collaborating with residents and partners that we can ensure we deliver on your priorities and aspirations. **Full details of how you can get involved are included at the back of this booklet**.



Councillor Ruth Gordon
Cabinet member for House Building,
Placemaking and Development

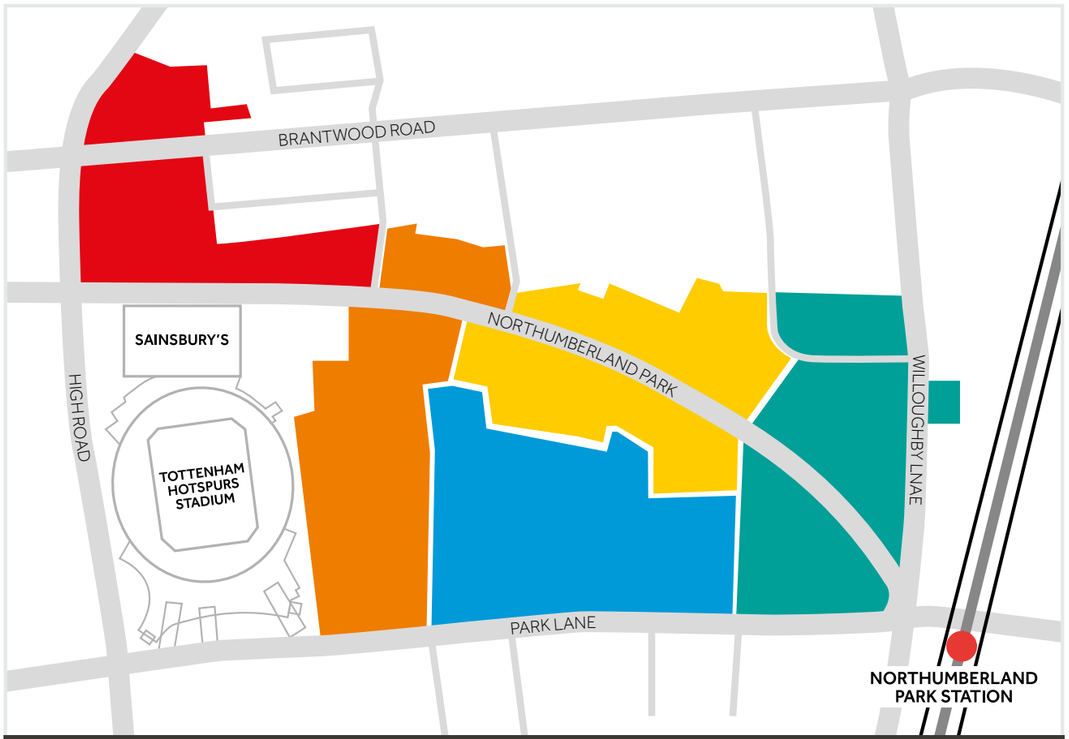
NORTHUMBERLAND PARK AREA

Northumberland Park is located in the northeast of the borough and is home to 2,500 households. Far more than bricks and mortar, the area is remarkable for the strength of its community. You have told us that you are proud of the diversity of your community, which shares many backgrounds, languages and cultures. Working alongside you we will create a future which continues to celebrate the Northumberland Park community, building upon stories of the area's history, identity and communities to shape a strong and lasting sense of place.

RESPONDING TO THE INDIVIDUAL NEIGHBOURHOODS OF NORTHUMBERLAND PARK

You have told us that you relate more to specific buildings, blocks or neighbourhoods, rather than the Northumberland Park area as a whole. We would like to work with you to develop a Neighbourhood Approach to respond to and represent the neighbourhoods you relate to. This will allow us to work together to understand and respond to the unique challenges and opportunities in your immediate neighbourhood.

NORTHUMBERLAND PARK PLACEMAKING PLAN AREA



The different colours indicate that the area is made up of a series of neighbourhoods

CONNECTING YOU TO OPPORTUNITIES ACROSS TOTTENHAM

We are committed to working with local residents, businesses and partners to ensure that the changing landscape of Tottenham delivers genuine transformative change for all of our residents. We know that communities are not constrained to specific geographic locations, and over the next few years you will be able to benefit from a number of exciting opportunities across the wider Tottenham Area:

- The High Road West Scheme will bring **£10 million of investment in programmes for the local community,** and provide opportunities for residents to benefit from education, employment, and training, as well as ensuring prospects for current and new businesses.
- Delivery of much needed **high-quality homes** including 500 new council homes as part of the High Road West development.
- **Improved community facilities** including a new Library and Learning Centre at High Road West and new community and leisure facilities at the Selby Centre.
- **New and enhanced open and green space** to improve your access to nature. This includes a new civic square and community park as part of the High Road West scheme, and to the south we are working with the community to deliver an improved nature reserve at the Paddock and improvements to Down Lane Park.
- **Projects and installations** which celebrate the communities of Tottenham and enliven public spaces through art and culture, including the mural and shutter artwork on Park Lane.



SAFE AND SOUND

PROVIDING THE BEST HOUSING SERVICE FOR YOU

WHAT YOU TOLD US



"Review and improve housing management services"

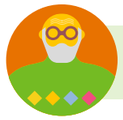
"Undertake an audit of community safety issues"

"Protect residents from rising housing costs"

"Know who housing management staff are"

"Explore rental opportunities for young people"

"Install CCTV to monitor entrances and communal spaces"



"Better lifts and accessibility to homes"

"Improve maintenance of trees and plants"

"Increase cleaning and prevent littering"

"Increase parking controls"

"Introduce large, shared bins in managed outdoor areas"

"Introduce street level bike and wheels storage for homes"



"Increase policing and community warden patrols"

"Reduce ASB – particularly in communal and private areas of residential buildings"

WE WILL

You have told us that **housing management** and **community safety** are two of your top priorities.

To address these issues, we want to work with you to improve how core housing and estate management will work in Northumberland Park.

We will:

1. Recruit a **dedicated Housing team** for Northumberland Park who will be your single point of contact for all repairs and community safety issues. They will work closely with other Council teams to ensure you receive a joined-up service, including regular walkabouts and drop-in surgeries.
2. Work with you to improve **local day to day housing services**, including repairs, management, waste collection and cleaning.
3. Collaborate with partners to respond to **community safety issues** affecting your neighbourhood, including regular Community Safety walkabouts with the Police and rolling out Estate Watch CCTV across the area.



THE STORY SO FAR...

- We are recruiting a dedicated team of officers who will work solely in Northumberland Park ward to work with you to develop **the Housing Management Plan and Crime and ASB Action Plan**. They will be your single point of contact for all repairs, anti-social behaviour and estate service cases raised in the area.
- We are rolling out Estate Watch across Northumberland Park to **reduce crime and anti-social behaviour in communal areas**.

WHAT WE ARE DOING NOW

- We have established **regular walkabouts with the Safer Neighbourhood Police** providing the local community an opportunity to speak to Police and Council teams.
- We are establishing **regular Tuesday surgeries** at the NRC for residents to drop in and speak to the team about repairs and housing management issues.
- We have commissioned **an independent review** of how we manage crime and anti-social behaviour.

WHAT HAPPENS NEXT?

- Develop a **Community Safety Action Plan**, and agree how we will monitor success.
- Develop the **Neighbourhood Housing Management Plan**, and oversee its delivery.

OUR GOAL

- To **improve your satisfaction with living in the area** by enhancing housing management and reducing crime and ASB, making the area a safer and more welcoming place to live.
- Learn from the work in Northumberland Park to **improve our services across the borough.**

How can I help?

We are looking for local residents to take part in the Community Voices Programme.

See page 16 for details of how you can get involved.

HOMES AND PUBLIC PLACES

CREATING NEW AND IMPROVED HOMES AND HIGH QUALITY PUBLIC PLACES FOR ALL

WHAT YOU TOLD US



"Ensure construction has minimal impact on residents"

"Increase rental opportunities"

"Ensure housing meets the needs of the community"

"Tackle homelessness in the area"

"Improve the Northumberland Park bus stand"

"Introduce cycle routes"



"Create accessible, maintained and safe play spaces"

"Target unused business space for affordable workspace to help start ups"

"Increase planting along Park Lane"

" Address road safety on Park Lane and introduce traffic calming measures"

" Explore expansion of Northumberland Park Sports Centre"



"Improve Somerford Grove open space"

"Reduce ASB – particularly in communal and private areas of residential buildings"

WE WILL

You have told us you would like to see more **affordable housing** in the area and **improved open space**, and communal areas.

Together, we will plan and deliver improvements to make Northumberland Park a better place to live, work and enjoy.

We will:

1. Work with you to deliver **neighbourhood improvements** which celebrate your local area and test better ways of using existing spaces, such as community gardens, public art, and lighting, play space and cycle parking.
2. Work together to develop plans for new planting, street improvements and clear signposts along Park Lane to the Lee Valley Regional Park to make it **easier and more pleasant to access nature** and lead an active lifestyle.
3. Collaborate with you to decide how to make best use of poorly used land to **deliver new homes, better green spaces, play areas and ground floor uses**. We will work with you to respond to the individual opportunities of the different buildings, blocks and neighbourhoods which make up Northumberland Park and improve existing homes and communal areas so that you feel safe and proud to call the area home.



THE STORY SO FAR...

- We have started a **Stock Condition Survey** to understand what work is needed on Homes for Haringey buildings.
- We have appointed architects to work with you to transform **Park Lane** and make it easier for you to access the Lee Valley Regional Park.
- We are delivering a number of **small improvement projects to celebrate the local area**, including a community garden at Stellar House, and working with local schools to celebrate the community through a **new mural on Park Lane.**

WHAT WE ARE DOING NOW

- Working with you to deliver **small scale neighbourhood improvement**s in and around Somerford Grove open space.
- Developing designs and delivering the first phase of improvements at Northumberland Park Station to give **better connection** to the Lee Valley Regional Park.
- Architects have been selected to start working with you to help plan how we deliver **new and better** homes and spaces.

WHAT HAPPENS NEXT?

- We will work with you to explore how we can **improve future neighbourhood investment** in your area.
- We will continue to deliver **street improvements to connect you to nature** and the Lee Valley Regional Park, focusing on Park Lane and Marigold Road.
- We will work with you to agree how we will deliver **new and improved homes, better open spaces and ground floor uses,** including what we build when. We will use this to secure funding and start delivering the first phases.

OUR GOAL

- To **build more affordable homes** to meet the needs of your community and improve the quality of the existing ones.
- To **improve public space** so that your neighbourhood is a healthier and high quality place for everyone to live, work and enjoy with good access to open space, play and facilities.
- To create **well used streets and spaces which are overlooked and full of activity,** where you feel safe whatever time of day.

COMMUNITY SPACES AND SERVICES

IMPROVING ACCESS TO THE SERVICES AND COMMUNITY FACILITIES YOU NEED

WHAT YOU TOLD US



"Need for a community centre"

"Increase accessibility to the Neighbourhood Resource Centre with events and facilities outside"

"Improve local health provision"



"Improve support and activities for elderly vulnerable residents"

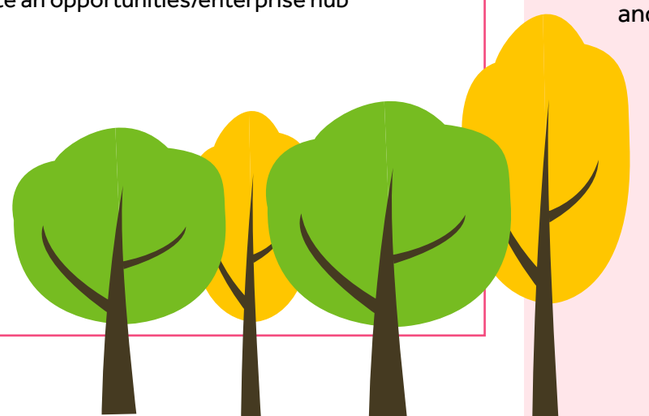
"Improve the Northumberland Park bus stand"

"Better housing support and information signposting for private tenants"



"Support businesses in the area to upgrade and diversify"

"Create an opportunities/enterprise hub"



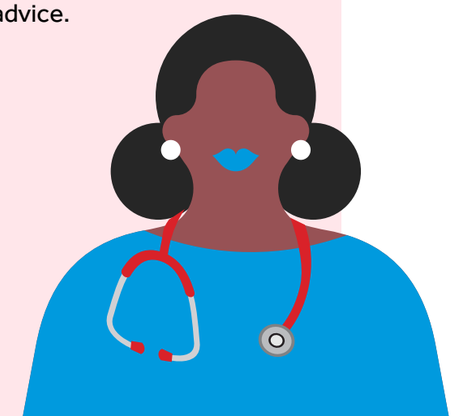
WE WILL

You have told us there is a need for a **community centre** in the area where people from different backgrounds can meet and mix.

We want to work alongside you to create a community hub where we can tackle issues early, through more integrated public services and more support.

We will:

1. Work with you to improve the Neighbourhood Resource Centre and create a **community hub where you can access community facilities and support services**.
2. Collaborate with you and partners to coordinate **community activities, networks and events** such as community coffee mornings to support you create a strong, resilient, and connected community.
3. Continue to provide drop-in **local access to support and services** at the Neighbourhood Resource Centre, including housing, mental health, and benefits advice.



THE STORY SO FAR...

Over the past 18 months we have worked with you and partners to deliver a Tuesday hub with services working together to provide you direct local access to services and support alongside a community coffee morning. Over the period of a year, your hard work helped us deliver £250,000 in social value.

WHAT WE ARE DOING NOW

- We will be **continuing the Tuesday hub at the Neighbourhood Resource Centre** to provide you with direct, local access to support and services including mental health, housing, employment, benefits and financial aid.
- We have received a lot of positive feedback at the Tuesday Hub sessions, and we would like to work with you to decide how we best use the building to meet the communities needs in the future.

WHAT HAPPENS NEXT?:

- **Work with you to develop plans to refurbish the Neighbourhood Resource Centre** to create a hub where you can access community facilities and support from the Council and partners like the NHS.
- **Test how we manage the building** in a way which best supports the community.

OUR GOAL:

- To create a new, local **community hub** serving the Northumberland Park community.
- To make it simple for you to access the support you need, on your doorstep.
- To ensure Council staff are on the ground in the area and easily accessible to the community.
- To support local businesses grow and flourish through business support and office space to rent.

How can I help?

Come along to our Tuesday drop ins to discuss how you can get involved, or contact us at **connectedcommunities@haringey.gov.uk**

JOBS, SKILLS & TRAINING

HELPING YOU REACH YOUR ASPIRATIONS THROUGH OPPORTUNITIES, JOB SUPPORT AND TRAINING

WHAT YOU TOLD US



"Expand youth training and apprenticeships "

" Recruit youth workers to provide after school/ college activities"

" Provide more facilities for young and youth"



"Assist parents with young children to get into work"

"Introduce initiatives to help older people into work"

" Introduce a range of programmes for age 12+"



"Increase local salaries"



WE WILL

You have told us you would like **improved access to jobs and training**, particularly for young people. We will work with you to deliver training, opportunities and support you to help you reach your aspirations.

We will:

1. Help you access **new work opportunities at London Living Wage** alongside **support and training to develop new skills**. This includes a dedicated Employment Navigator for Northumberland Park who will support you through your employment journey and link you to opportunities available in Haringey.
2. Deliver a **range of initiatives for young people**, engaging with them where they are comfortable, building their confidence and giving them the opportunity to understand their potential by providing them with options for their future.
3. Provide **targeted business support** to help the local economy recover, grow and prosper.

THE STORY SO FAR...

- We have recruited a **dedicated Employment Navigator** for Northumberland Park who will support you through your employment journey and link you to opportunities available in Haringey.
- We have launched **Haringey Community Gold** to open up opportunities and provide additional support to young people. This includes a network of detached youth work and community programmes to help young people at risk of exclusion fulfil their potential and avoid getting caught up in crime.
- We have commissioned **Your Bike Project**, which helps 11-18 year olds to build bikes and get cycling, **Thinking Space** which enables young residents and parents to meet regularly to share challenges and how to address them, and **Project Futures**, a youth led project that supports young people aged 10-25 who are impacted by youth violence, offending and social exclusion.

WHAT WE ARE DOING NOW

- We are continuing to **deliver existing programmes** including a Basketball Project. This will provide young adults in Northumberland Park the opportunity to become accredited basketball coaches and deliver weekly sessions for young people at Somerford Grove.
- We are delivering a **Community Safety Litter Picking programme** working with the community to transform hotspots through litter picking and help to restore community pride in your green spaces.
- We are delivering a **second round of the Get Online for Business programme** in partnership with Haringey Adult Learning Service (HALS).

WHAT HAPPENS NEXT?

We will be commissioning a range of new projects and programmes, including:

- **Wild About the Woods**, an adventurous Woodland Holiday Club for 5-11 year olds, delivered in partnership with Haringey Play Association.
- **Community safety initiatives** including a targeted campaign takes aim at loan sharks preying on vulnerable residents.
- Working with the community to **deliver sports and physical activity**, with small grants to get active.

OUR GOAL

- For residents to have **good employment opportunities**, with access to support and skills and to pursue a career of their choice.
- To **support young people** at risk to take hold of their futures.
- For the **community to be happy and healthy**, with good access to a range of activities to improve their physical and mental health.
- For the local economy to **grow and prosper**.

WORKING TOGETHER

You told us that you want clear, two-way communication and to work in partnership with the Council.

Your involvement to date has been essential and by telling us your priorities for improvements, we have been able to shape the key priorities of the Community Placemaking Plan. We need your ongoing involvement as we put this plan into action to ensure the projects we deliver together truly reflect the needs and aspirations of the Northumberland Park community.

We will offer you a range of different ways to get involved that fit around your everyday commitments. From regular pop-up events, to having a chat on your doorstep or online, we want to ensure there are many different ways for the community to work together as partners with the Council.



HOW CAN I GET INVOLVED?

To ensure that the projects we deliver meet the needs and aspirations of your community, we will be holding **a range of events and activities which will enable you to participate in the design and decision making process**. We know that different people like to get involved in different ways, and we are committed to offering you choice in how and when you can inform change:

COMMUNITY VOICES PROGRAMME

We will establish a forum of community representatives across Northumberland Park who will act as local experts. The Community Voices will provide regular local knowledge and feedback as we work with you to develop detailed proposals for improvements in your neighbourhood.

POP-UP EVENTS AND EXHIBITIONS

We will hold events and activities at different locations across the Northumberland Park area to get your views and feedback on the different areas of the Community Placemaking Plan. These will be held at different times throughout the week to give you options for when you drop in.

MEETINGS AND WORKSHOPS

We will come to you, holding workshops with local groups, and attending events and activities in the community so that you don't have to go out of your way to get involved.

WALKABOUTS

We will be holding regular walkabouts to give you the opportunity to tell us more about where you live and what improvements are most important to you.

TUESDAY DROP-INS

We will be holding weekly drop-ins every **Tuesday from 10am – 4pm at the Neighbourhood Resource Centre (177 Park Lane)** where you can come in and tell us your views and ideas about improvements to your neighbourhood, and discuss the latest updates on your Community Placemaking Plan.

Connected Communities will be on hand to support you with a range of issues including housing, employment, benefits and financial support, ESOL, and much more. You can book an appointment to meet with the Connected Communities team or drop into the NRC to book directly:

Phone: **020 8489 4431**
(Monday to Friday, 9am to 5pm) or
Email: **connectedcommunities@haringey.gov.uk**

WHAT HAPPENS NEXT?

- We will keep you **regularly updated on what is going on in your neighbourhood and how you can get involved.** From newsletters to online blogs, we will communicate using a range of channels so that you have a choice of how you would like to engage with the latest information. You can request any written communication from us in a different language.

KEEPING YOU UP TO DATE

- A local newsletter will provide you the latest **updates on how the four key areas of the Community Placemaking Plan are progressing** and how you can get involved in the next stages. This will also let you know about different events and activities on offer in your area.
- We will also be posting updates and newsletters online, so that you have more choice in how you receive information from us.

INVITING YOUR FEEDBACK

- We will **send letters to your home and use the HfH text messaging service** to invite you to events and activities and ask for your views.

CONTACT US

You can get in touch using the contact details on the **'Meet the Team'** pages of this brochure. For general enquiries please contact:

Sarah Carruthers on **07967 442513** or email: **NPcommunity@haringey.gov.uk**

COMMUNITY VOICES – CALL FOR ACTION

DO YOU WANT TO REPRESENT YOUR COMMUNITY AND INFLUENCE CHANGE IN YOUR NEIGHBOURHOOD?

We are looking for local representatives from across the Northumberland Park area to join the Community Voices programme as neighbourhood champions. As local experts with knowledge about where you live, neighbourhood champions will influence the direction of improvements to your area.

WHAT WILL JOINING THE COMMUNITY VOICES PROGRAMME INVOLVE?

- **Represent your neighbourhood at regular meetings** (monthly as required).
- **Providing expert local knowledge, views and ideas** on improvements, projects and policy documents guiding future change in your neighbourhood.
- **Gathering feedback from your neighbourhood** on improvements in the area.
- **Being a voice for your local community** to develop a neighbourhood plan to improve the quality of housing services.
- Helping **build better engagement and communication** across Northumberland Park.
- **Collaborating on projects and activities** that will improve the health and wellbeing of the local community.

WHAT WILL YOU GET FROM THE COMMUNITY VOICES PROGRAMME?

- Learn about the design process and **how your ideas can influence changes in your neighbourhood.**
- **Help shape community engagement** in your neighbourhood.
- Take part in **research, site visits and engagement events** to gather views from your community.
- **Support your community to influence decisions** on improvements to your neighbourhood and co-design community projects and activities.
- **Develop your skills and add to your CV** through dedicated training and personal development opportunities.

You are the local experts, and we want to develop the **Community Voices** programme to listen, understand and take direction from the people at the heart of the community.

WHO CAN TAKE PART?

We want to ensure that the programme is representative and inclusive of the local community so that we hear voices that are representative of the priorities that are most important to you and your immediate neighbourhood. We encourage a diverse mix of people to become neighbourhood champions and represent voices from across all corners of the Northumberland Park area.

The programme is open to residents of Homes for Haringey properties. We are aware that some improvement projects may impact people from outside of these neighbourhoods and recognise the importance of hearing from the wider community as part of the programme.

If you are interested in the programme but don't live in a Homes for Haringey property, get in touch and we will discuss how you might get involved.

KEEPING YOU UP TO DATE

We want to make sure you can engage with us in a safe way while following government guidelines. We will provide and support you with a range of methods for you to engage in the programme; from phone and virtual interactions to socially distanced meetings and walkabouts.

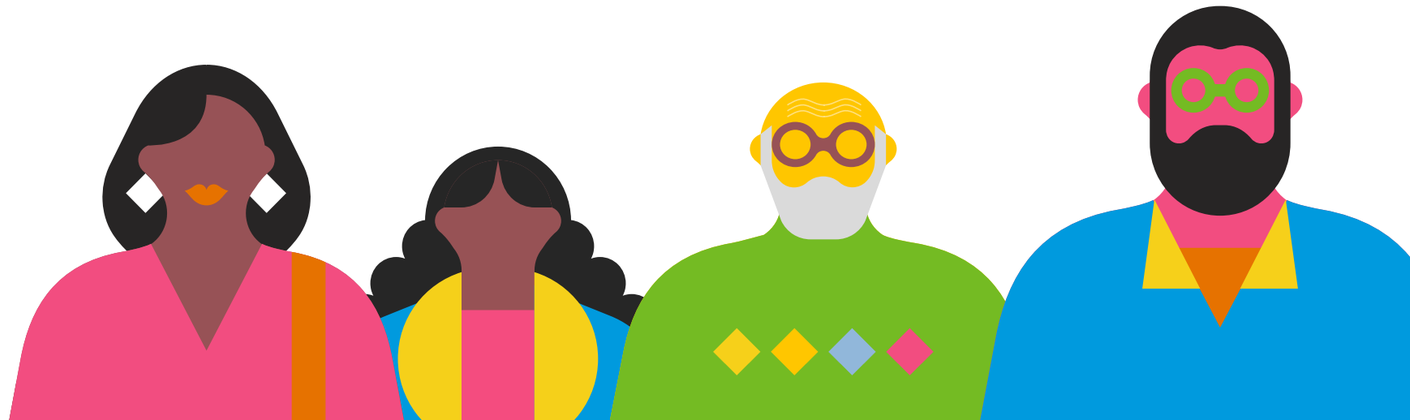
This includes training and access to a digital device and Wi-Fi to help you get online. If you would like to get involved and have concerns about the impact of COVID-19 on your ability to engage, please get in touch.

WHEN?

We are looking to start the Community Voices programme in early 2022 and we welcome interested residents to get in touch today!

If you would like to get involved or just want to find out more, please contact us and tell us a little bit about yourself and the opportunities you want to see for your community:

Email: **NPcommunity@haringey.gov.uk** or phone: **07967 442513**



Please contact Sarah Carruthers if you need help viewing this in another format or language.

Email: NPcommunity@haringey.gov.uk

or phone: 07967 442513



Skontaktuj się z Sarah Carruthers, jeśli potrzebujesz ten dokument w innym formacie lub języku polskim.

E-mail: NPcommunity@haringey.gov.uk

Telefon: 07967 442513

Fadlan la xiriir Sarah Carruthers haddii aad u baahan tahay caawimaad inaad ku daawato tan qaab kale ama luqad kale.

Email: NPcommunity@haringey.gov.uk

ama soo wac: 07967 442513

Bunu başka bir biçimde veya dilde görüntülemek için yardıma ihtiyacınız varsa lütfen Sarah Carruthers ile iletişime geçin.

E-posta: NPcommunity@haringey.gov.uk

veya telefon: 07967 442513