Your Bruce Grove

Stage 1 Engagement Report:

October 2023

DRAFT



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1. Executive Summary

The following is a summary of the Stage 1 engagement work undertaken covering - activities carried out, profile and demographics of the respondents and participants, key findings, areas of agreement and where there may be divergence between groups. Stage 1 was themed around engaging and listening to stakeholders, gathering information, helping establish the design brief and establishing key community aspirations. This section of the report will also outline some challenges and recommendations for the future.

Activities carried out

Stakeholder and community engagement is at the heart of the Your Bruce Grove project. The project team developed a bespoke engagement strategy, tailored to meet the specific needs of the project from the outset with a series of carefully planned activities using a variety of tools and techniques.

Across a period of nine weeks, June to July 2023, 45 separate engagement activity sessions took place across the Your Bruce Grove area, comprising: street interviews, door knocking interviews, local business, stakeholder and market interviews, market pop-ups and a series of interactive themed workshops. Engagement activities were underlined by an accessible and personalised approach and publicised via letter and leaflet drops (9000 distributed across the area), the Commonplace online platform and on street advertising in community languages.

Over 1000 in-person engagements took place with a further 500 individual contributions being made to the online Commonplace engagement platform (e.g. survey & map interactions). In all there were over 3800 visits to the Commonplace site.

As part of the engagement programme, 6 workshops (4 thematic workshops plus 2 focus groups for young people and business users) took place which focused on key project themes.

The workshops were well attended (attended by 87 stakeholders) and successful in bringing together a diverse group of stakeholders with different skills and experience and in also collecting very detailed information around residents' needs and priorities as well as some specific ideas about the kinds of improvements that stakeholders would like to see and where they would like to see them.

Importantly, the market pop-ups helped establish an important 'community hub' for the project.

Profile and demographics

The Your Bruce Grove area is very diverse and can be characterised as a global community. With regards to profile and demographics there were good levels of representation across the very diverse cultural and ethnic groups which make up the local population, which aligned in most cases with the ethnic and cultural composition of the area when matched against local Census data. The various strands of in-person engagement attracted a more diverse mix of stakeholders when compared to engagement via the Commonplace site.

Generally, very good levels of engagement were achieved with some of the hard-to-reach groups, including BAME groups and vulnerable residents. However, South Asian groups tended to be under-represented across the various strands of engagement. Similarly, there was less engagement with the 0-19 age group.

Key findings and areas of agreement

Community concerns around safety and ASB, were a consistent thread across all the strands of engagement carried out – mainly drug, alcohol, mental health issues and street robbery. Stakeholders were clear that for the project to succeed it needed to prioritise the needs of the existing community and that design improvements should have a positive impact on community safety.

There was support for improving the local public realm (making the streets, spaces and alleyways safer), the expansion of Holcombe Market, making the area greener, improving cycle infrastructure with better active travel solutions, (including the pedestrianisation of Stoneleigh Road), introducing new play facilities for children and young people, providing more opportunities and spaces for the community to get together and a more vibrant local economy with opportunities for people to develop entrepreneurial and creative ideas. Participants who took part in the Voices workshops commonly advocated the creation of a new town square with the market or car parks sites as its focus.

There was a commonly held view that a more holistic approach was needed to achieve real change in the area and address challenging social and economic conditions. Stakeholders cited the need for public health, harm reduction and community safety initiatives to run in parallel with the Your Bruce Grove project.

It was a commonly held view that there were too many car parks and that these spaces could be better utilised to benefit the local community. There was general agreement that parking needed to be managed better, with more opportunities for short-stay visitor and customer parking. However, some divergence can be found in the views of business users, with a commonly held perception that any loss of parking would impact negatively on the local economy of the area.

Challenges and recommendations

This report will also highlight recommendations around addressing any issues of under-representation with specific hard to reach groups.

It is suggested that there is relationship building with and informal visits made to stakeholder groups with members from under-represented groups, for example, the South Asian community. It is also recommended that a "Bruce Grove Youth Voices" forum is set up to capture the views of a representative group of young people. The setting up of a Stakeholder Working group is also recommended to provide greater community ownership of the project and act as a sounding board for the emerging designs.

It is also recommended that during Stage 2 the possibility of introducing infill housing is explored in more depth, as although discussed, this tended not to be an area of focus during

Stage 1. More work will need to take place during the next stage to explain and justify the introduction of new housing and bring the community on board.

Conclusion

Taken together, the engagement activities carried out during June and July 2023 also helped start the process of developing a shared vision for the future, which will enable the project and the community to move forward to the next step – taking more ownership and getting more involved in the development of the emerging designs and decision making. Beyond the huge amount of data collected, everyone the team met were clear that they wanted to see the area improve.

Stage 2 engagement activities will incorporate lessons learned from Stage 1. There will be more focused engagement with local stakeholder and community organisations, the establishment of a Stakeholder Working Group, a Youth Voices group, drop-in public exhibitions, a Business Users Focus group and more targeted outreach with households adjacent to the site, focusing on vulnerable residents. Again, engagement will be weighted towards in-person engagement (to ensure demographic reach). Further online engagement will take place via the Commonplace platform.



2. Aims of the Bruce Grove Stage 1 Report

The aim of this Stage 1 Engagement Report is to provide an overview as well as detailed information and analysis of engagement work undertaken to date on the Your Bruce Grove project. The report paints a picture of what local stakeholders think about the area, the experiences of people who live, work in Bruce Grove and those who also visit the area. This report:

- Sets out the range of the Your Bruce Grove engagement activities which took place during June-July 2023
- Demonstrates the reach of these engagement activities, including profile and demographics of respondents
- Summarises feedback and data gathered through these activities, including where there is consensus and where there are divergent views
- Sets out the key areas of community impact in helping establish the design brief and the future direction of the project
- Establishes lessons learned and makes key findings and recommendations
- Identifies next steps and sets out a strategy for RIBA Stages 2-3



3. Introduction and Background to the Your Bruce Grove project:

"Your Bruce Grove is a new multi-million pound project to improve the streets and spaces in Bruce Grove town centre, to make the area safer, greener and more welcoming place to live, work, shop and enjoy". (Source: Commonplace website). The project also aspires to create social and economic opportunities by driving growth, enhance community cohesion and ensure the future sustainability of the area.

The project's vision is for the town centre to be extended behind the High Road to the east, providing opportunities for small and independent businesses and creating spaces where a diverse and continuously changing local community feel comfortable to meet, shop, work and socialise. The project's focus is the area to the east of Tottenham High Road. The project includes:

- Improvements to Stoneleigh Road, alleyways, and pedestrian paths in the area to make them safer, greener, and more pedestrian friendly
- Expanding Holcombe Market and creating space for community events and activities
- Improvements to St Loys Alley (to the West of Tottenham High Road)
- Delivering new affordable homes and workspace for local businesses

The project launched at the beginning of June 2023 and alongside other initiatives along Tottenham High Road presents a major opportunity for stakeholders to help shape and influence positive change in the area, while safeguarding the things that the local community values most.

Your Bruce Grove follows on and is a continuation of previous consultations with the community. During 2017-2018 members of Bruce Grove's communities were consulted to find out their views about the area and identify potential improvements. In 2019, feedback from this community consultation informed the 'Strategy for Tottenham High Road' and its vision for Bruce Grove town centre. The Your Bruce Grove project aligns with and contributes to broader Council plans and strategies, including the Climate Change Action plan and the Walking and Cycling Action Plan. The project will also contribute to and inform Haringey's new Local Plan which is currently in development.

NewmanFrancis were appointed to work with CLTH architects and Haringey Council's Placemaking Team to support community engagement, encourage stakeholders to get involved and help shape the future direction of the project and a set of initial design concepts and proposals.

During 2022, NewmanFrancis worked with the project partners team to set out the "Your Bruce Grove Engagement Strategy and Action Plan" for RIBA Stages 0-1 to deliver engagement on the Your Bruce Grove project and help develop the brief and key design principles for Holcombe Market expansion, infill sites redevelopment for housing and workspace and public realm improvements.

Aims and objectives of Placemaking Strategy RIBA Stages 0-1

- Gathering information which identifies priorities, community needs and any potential conflicts
- Agreeing the key contacts for consultation and the best ways to engage and communicate with them
- To inform the development of a set of design principles and preferred options around the Your Bruce Grove project
- To provide stakeholder and community feedback on stakeholders' key aspirations to inform the design principles and development brief
- Begin the process of appraising the various development options and agreeing a process for selecting "preferred options"
- To inform the development of the engagement strategy for RIBA Stages 2-6

Outcomes of engagement activities during Stages 0-1:

- Community is clear about what is possible and what they can influence, (understand site objectives, constraints, planning restrictions, etc), and what opportunities there will be to get involved
- Broad community buy-in to the project
- Productive working relationships being built with the community

During June and July 2023, a series of activities and events took place which provided opportunities for residents, community organisations and businesses to talk about the key issues and what matters most to them and the local community. The engagement programme provided meaningful opportunities for stakeholders to get involved in helping shape the future of Bruce Grove and talk about the changes they would like to see in and around the town centre. There were opportunities to get involved both in-person and online.

A number of engagement methods were used to gather the information which forms the basis of this report. The engagement was publicised via on-street advertisement (in community languages), leaflet drops and via Commonplace. The in-person engagement activities included:

- Street interview surveys – with local residents, shoppers and visitors, people who work in the area
- Community conversation surveys – with local residents, specifically those who live in and around the area
- Stakeholder interviews and surveys – with key community groups and organisations in the area
- A workshop with Young People from the local area
- Voices workshops – four thematic workshops providing opportunities to discuss topics important to the local community
- A Business Users Focus Group
- Pop-up stalls in Holcombe Market
- Visits to other community groups and organisations

There were also opportunities to get involved and share views via the online engagement platform powered by Commonplace which included a residents' survey, business survey and interactive map: [Have Your Say Today - Your Bruce Grove - Commonplace]

Through June and July 2023, the team spoke in person with over 1000 residents, businesses, community groups and visitors to Bruce Grove. The Commonplace website received 4,000 visitors. Over 300 community members shared their views and completed a survey in person and over 60 local people attended the four Voices workshops. There were also 500 online contributions providing views on the area as well as aspirations and priorities for the future.



4. Summary of Your Bruce Grove Engagement Statistics:

The key engagement activities carried out on the project, and engagement levels are listed below. This report also includes more in-depth information on the findings from each of the engagement activities.

1561 engagements were made throughout various engagement activities over the course of the 9-week engagement period between June-July 2023. 1051 of these engagements were through in person engagement, and 516 of these engagements were online via commonplace.

No.	Engagement Activity	Date:	No of sessions	Engaged
1.	Street Interviews	June-July 2023	11	585 approached 177 surveys completed
2.	Door Knocking	July 2023	8	221 doors knocked 80 engagements 41 surveys completed
3.	Local Business & Market Interviews	June 2023	13	125 approached 80 surveys completed
4.	Stakeholder Interviews	July-August 2023	N/A	13 surveys completed with 12 stakeholder organisations
5.	Market Pop Ups	Saturday 10 June 2023 Friday 16 June 2023 Friday 14 July 2023 Saturday 29 July 2023	4	162 engagements 65 street interview surveys completed
6.	Commonplace (Online Engagement)	June-July 2023	N/A	303 resident surveys 213 map interactions 6 business surveys 4,000 unique visitors to the website
7.	Bruce Grove Youth Space Workshop	Friday 7 July 2023	1	12 young people in attendance
8.	Improving the Environment Workshop	Tuesday 18 July 2023	1	34 signed up 11 in attendance
9.	Future of the Community Workshop	Saturday 22 July 2023	1	26 signed up 12 in attendance
10.	Spaces for Everyone Workshop	Tuesday 25 July 2023	1	30 signed up 20 in attendance
11.	Your Town Centre Workshop	Thursday 27 July 2023	1	40 signed up 22 in attendance
12.	Business Focus User Group	Monday 31 July 2023	1	10 attendees representing 11 local businesses
13.	Antwerp Arms Community Lunch	Tuesday 25 July 2023	1	9 street interview surveys
14.	Tottenham Traders Partnership (TTP)	Wednesday 21 June 2023	1	N/A
15.	*Primary Schools Workshop*	*Date tbc*		*This activity is still to take place*

5. Demographics Summary

Overall, the project achieved positive reach (including hard to reach groups).

As part of all engagement activities participants were asked to complete feedback forms which covered 8 of the 9 nine protected characteristics: age, gender, race, disability, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity. (Information about marriage and civil partnerships was not requested).

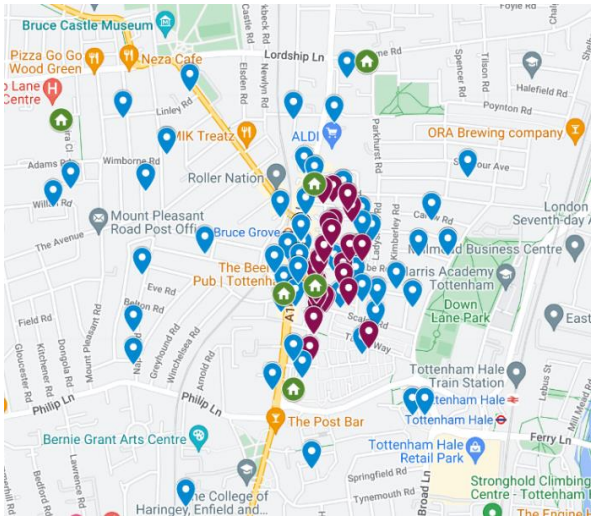
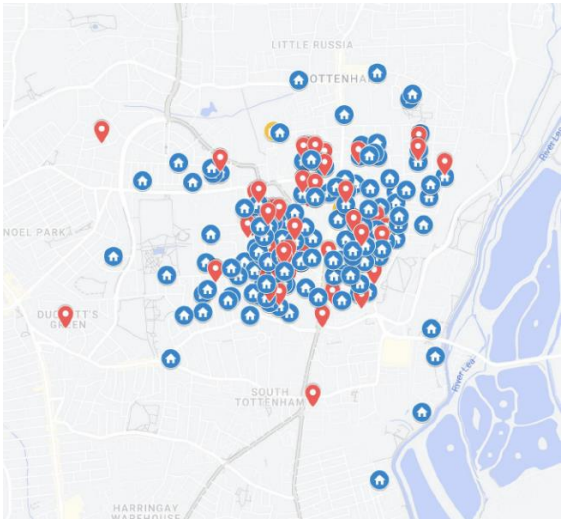
The project's overall demographic mix of those engaged aligns closely to the demographic profile of the local area (as evidenced in the 2021 Census).

In person engagement was more representative of the local population compared to online engagement in the majority of the demographic categories.

Some of the gaps identified include:

- Underrepresentation of engagement with young people (0-19 year olds)
- Underrepresentation of engagement with Black British/African/Caribbean Ethnic Groups (particularly through online engagement), this was more representative through in-person engagement
- Underrepresentation with Asian ethnic groups, and mixed and multiple ethnic groups compared to the local area census profile
- Although detailed language data is not available for the Bruce Grove area, anecdotal evidence suggests a gap in engagement amongst those not fluent in English
- Underrepresentation of overall engagement with Muslim and Christian religious groups (particularly through online engagement), this was more representative through in person engagement.

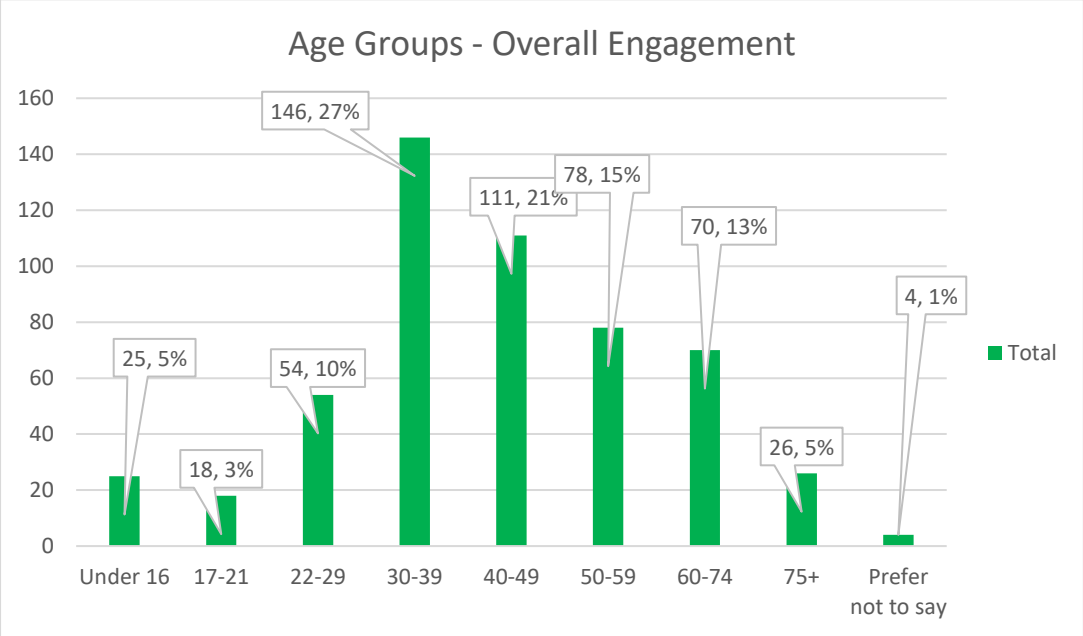
The majority of respondents were based in the local N17 area (see in-person & online engagement reach maps below)

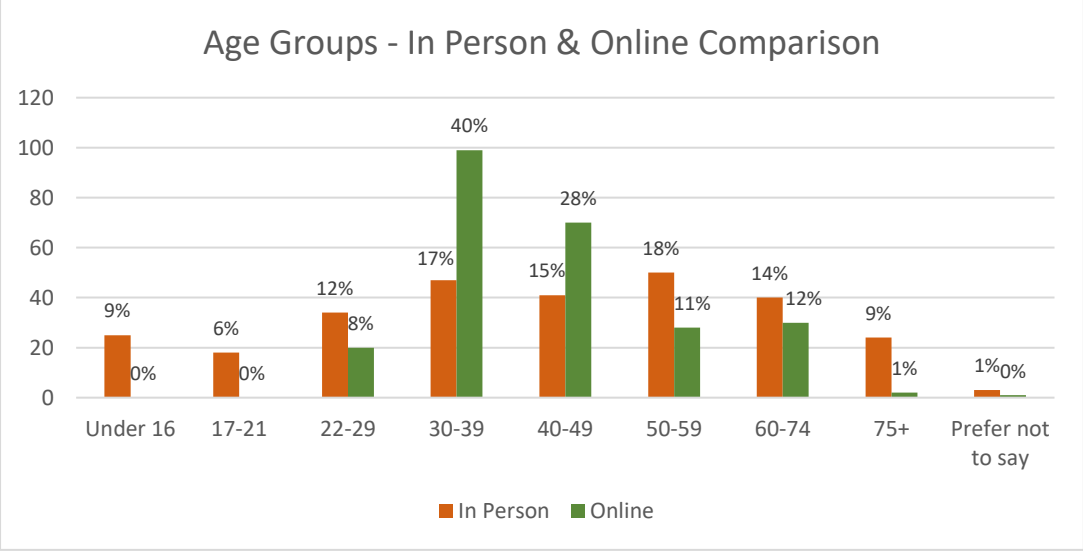
In person engagement map	Online Engagement Map
	

A detailed breakdown of demographics per engagement activity for the first stage of the project is included in the appendices section under 'YBG Monitoring Report'.

The below includes an overall summary of engagement by demographics throughout the first stage of the project, including comparisons between online and in-person engagement for each of the demographic categories.

Age Groups:

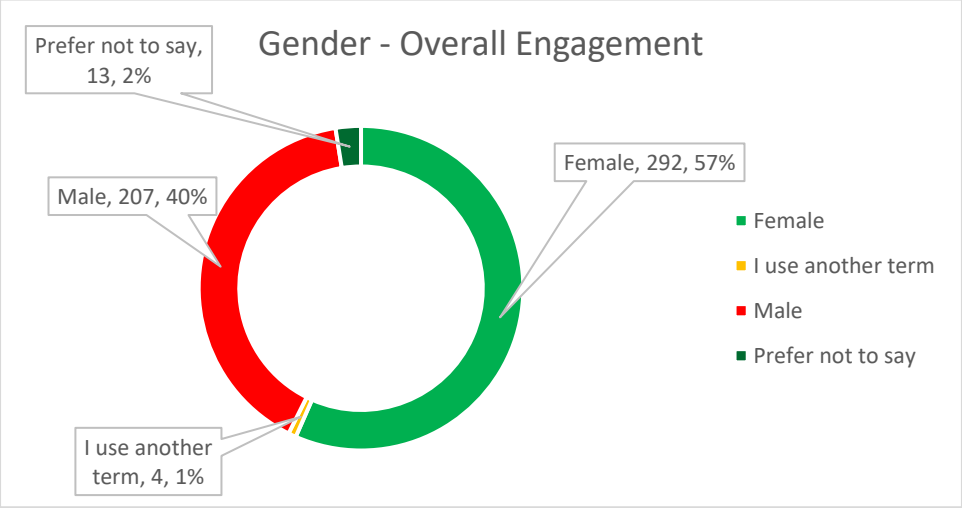


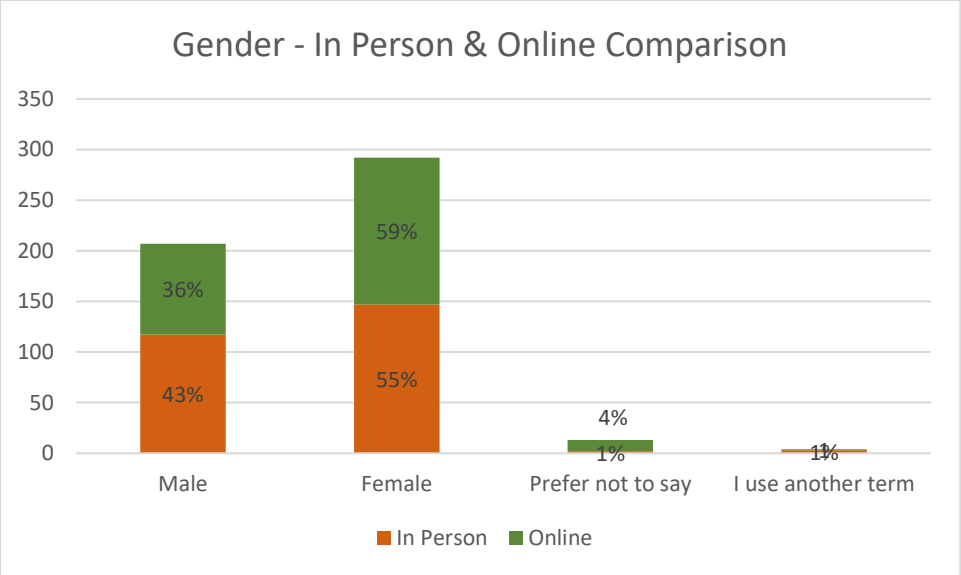


- There was a mixture of age groups who engaged in the project across the various engagement activities that were undertaken
- Largest age engagement group was 30-39 year olds (27%)
- Smallest engagement group was 17–21-year-olds (3%)

- There was an underrepresentation of engagement with Under 16s (5%), and 17–21-year-olds (3%) compared to the local area census profile for 0-19 years (24%)
- There was representative engagement with 22-29 year olds (10%) compared to the local area census profile for 20-29 year olds (12%)
- There were higher levels of representation from Under 16s and 17–21-year-olds through in person engagement (15%) compared to online (0%).
- There were higher levels of representation from 30-39 year olds (27%) compared to 14% from the local area census profile.
- There were higher levels of representation through online engagement from 30-39 (40%) year olds and 40–49-year-olds (28%).
- There were representative engagement levels with 50-59 year olds (15%) compared to 14% in the local area census profile.
- There were representative engagement levels with 60-74 year olds (13%) compared to 11% in the local area census profile
- There were higher levels of representation from 75+ (5%), in comparison to 2% of the local area census profile.
- The majority of 75+ year olds were engaged in person 9%, compared to 1% online.

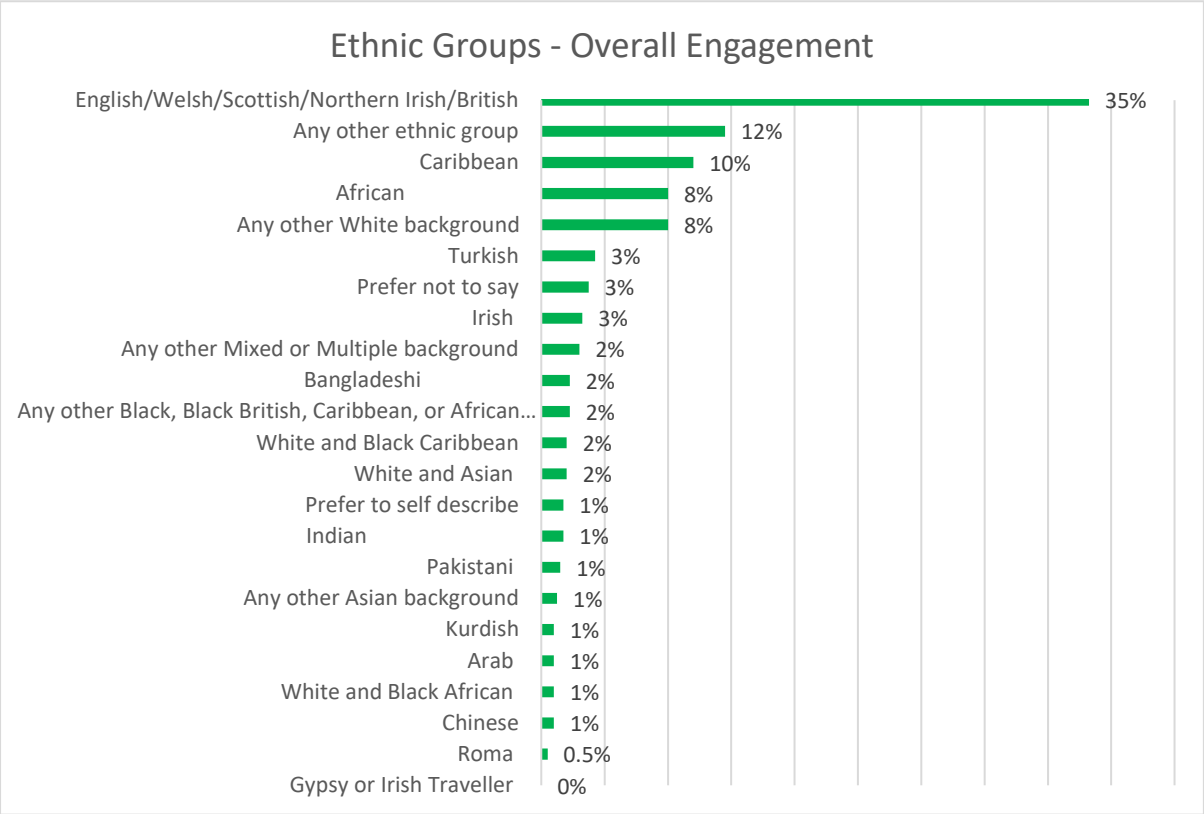
Gender:

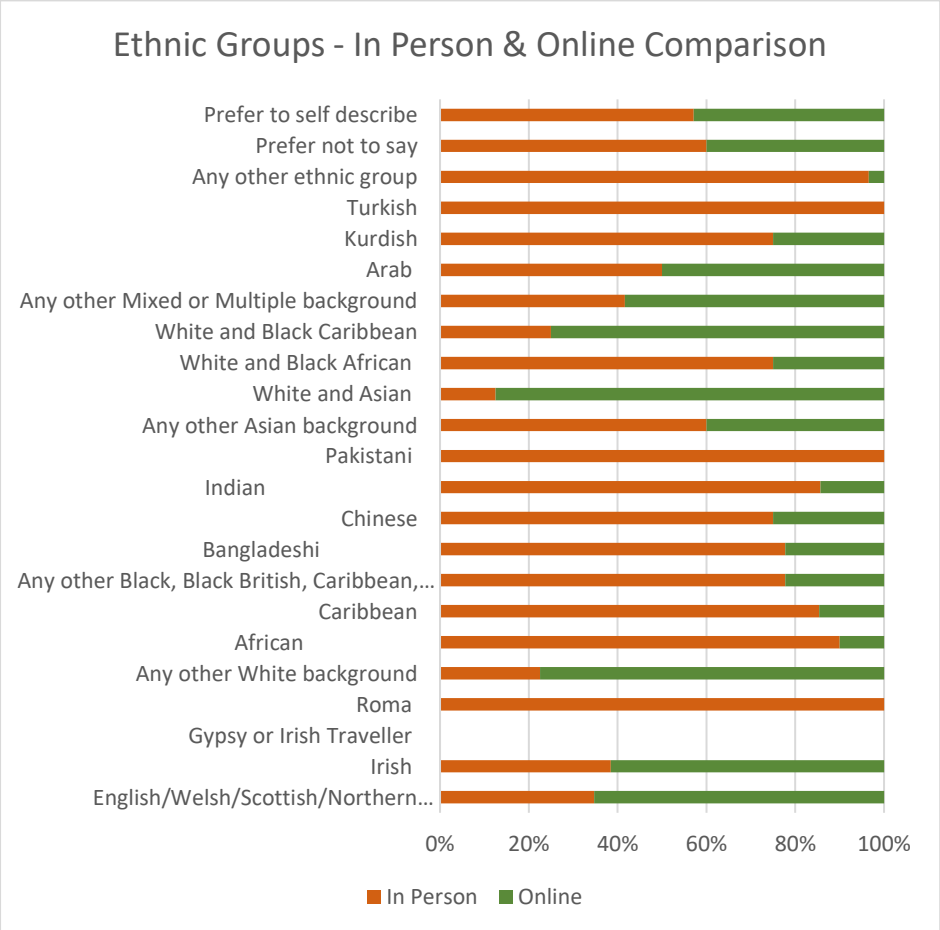




- Females were the largest gender group who engaged with the project (57%), in comparison to 54% of the local area census profile.
- There were more representative levels of engagement with males through in-person engagement (43%) compared to 36% online.
- 1 other term noted ‘Them’.

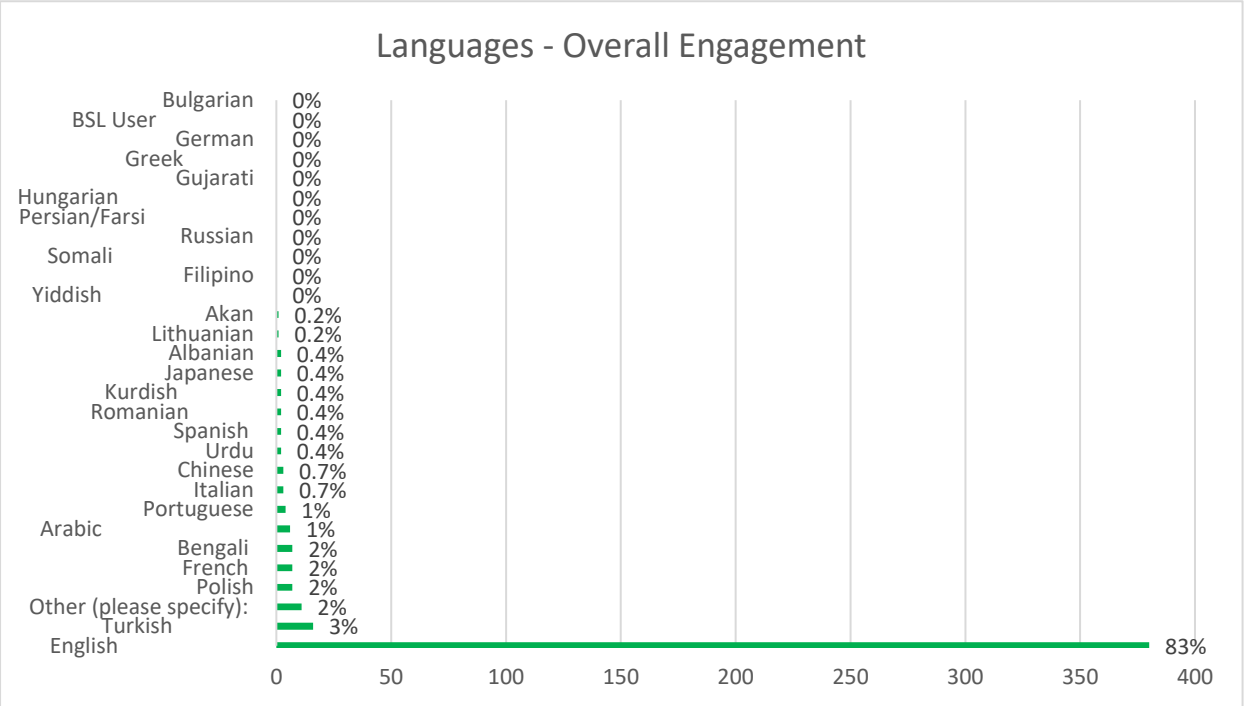
Ethnic Groups:

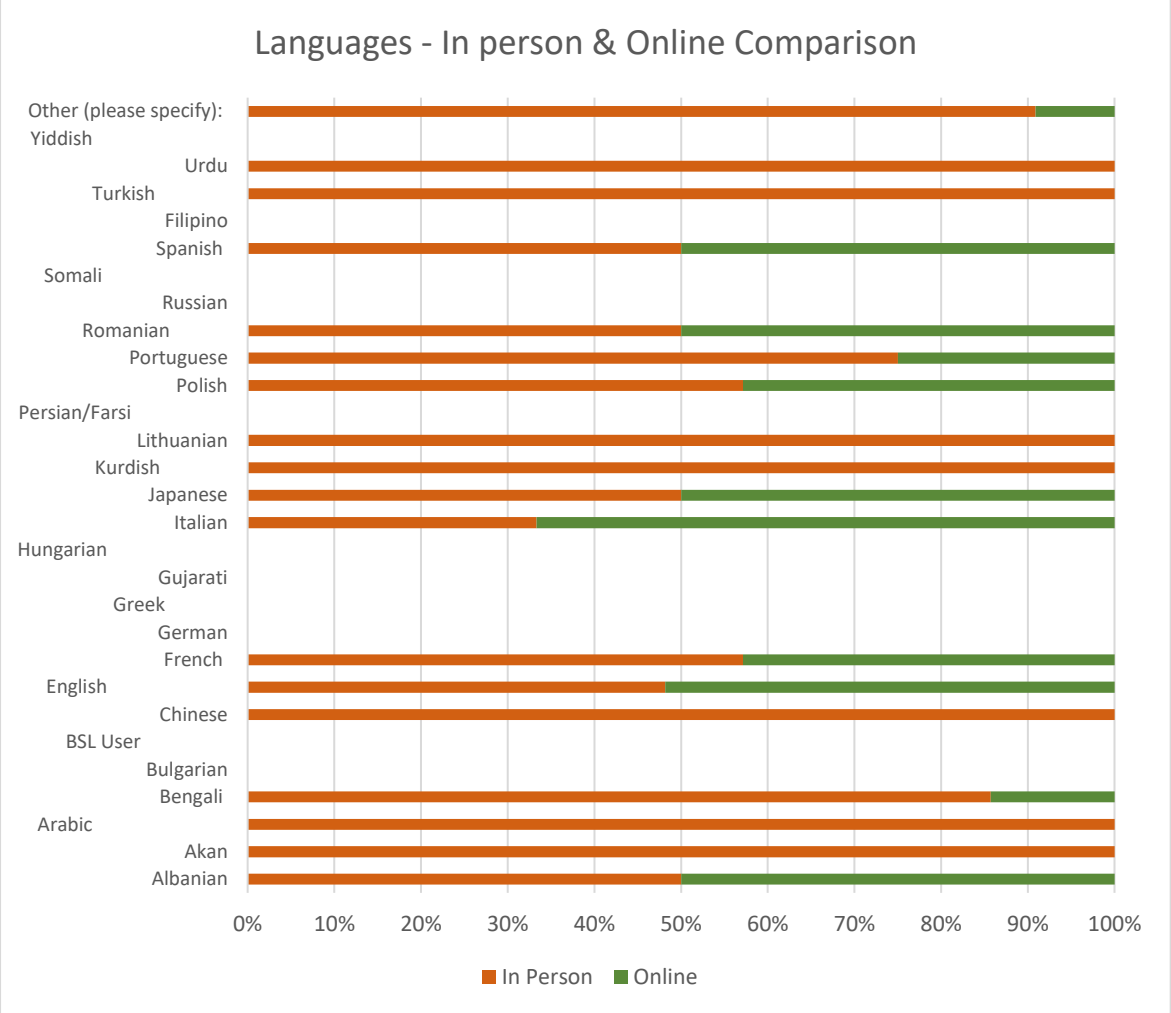




- There were representative levels of engagement with British/English/Welsh/Scottish/Nothern Ireland Ethnic Group (35%) compared to 29% White from the local area census profile.
- There was an underrepresentation of engagement with Asian Ethnic Groups (7%) compared to 15% in the local area census profile.
- There was an underrepresentation from Caribbean, African, Black British ethnic group (20%) compared to 30% in the local area census profile.
- There were higher levels of representation in line with the local area census profile from Caribbean, African, Black British ethnic groups (29%) through in person engagement compared to online (6%).
- There were higher levels of representation with the British/White, and Irish ethnic groups online (55%) compared to in person engagement (21%).
- There was underrepresentation from mixed or multiple ethnic groups (6%) compared to 12% in the local area census profile.
- There was representation from any other ethnic group (12%) compared to 13% in the local area census profile – with respondents noting a mixture of ethnic groups ranging from European backgrounds (e.g. Lithuanian, Portuguese, Spanish, Romanian), and other mixed backgrounds.

Language:

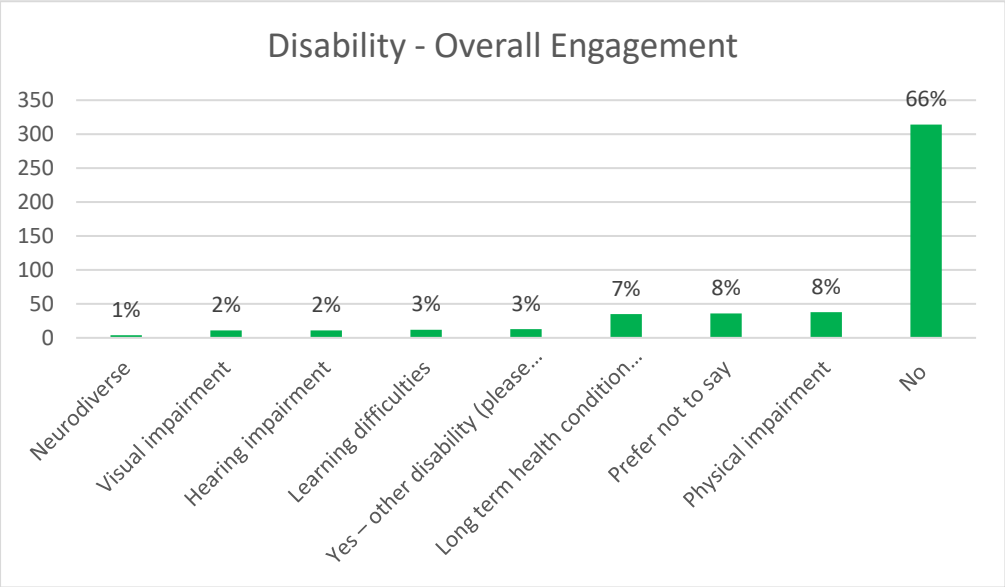

Languages - Overall Engagement
Bulgarian 0%
BSL User 0%
German 0%
Greek 0%
Gujarati 0%
Hungarian 0%
Persian/Farsi 0%
Russian 0%
Somali 0%
Filipino 0%
Yiddish 0%
Akan 0.2%
Lithuanian 0.2%
Albanian 0.4%
Japanese 0.4%
Kurdish 0.4%
Romanian 0.4%
Spanish 0.4%
Urdu 0.4%
Chinese 0.7%
Italian 0.7%
Portuguese 1%
Arabic 1%
Bengali 2%
French 2%
Polish 2%
Other (please specify): 2%
Turkish 3%
English 83%
0 50 100 150 200 250 300 350 400

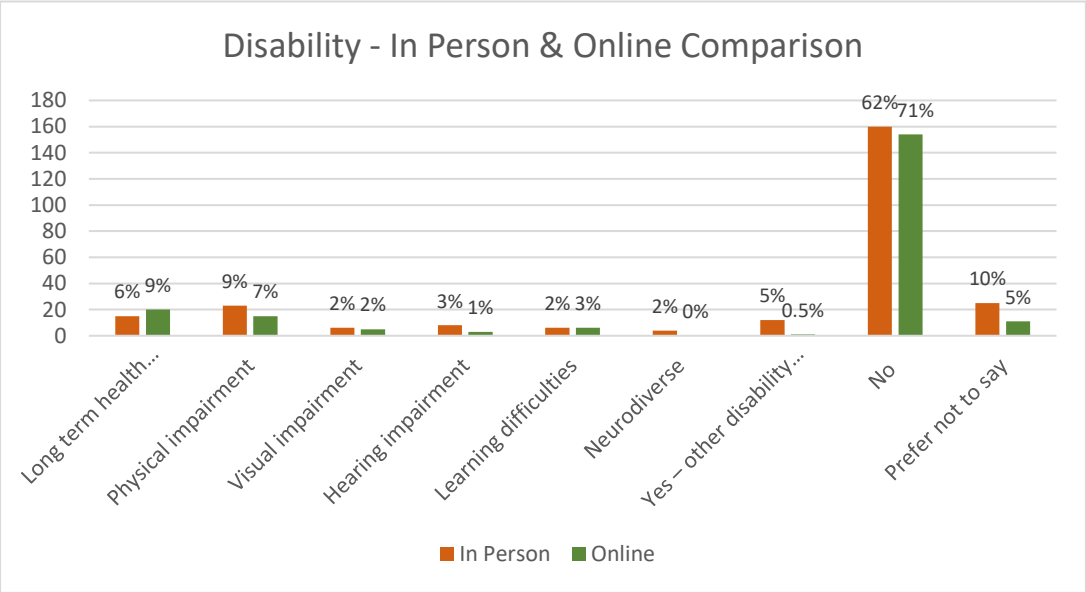

Languages - In person & Online Comparison
Other (please specify):
Yiddish
Urdu
Turkish
Filipino
Spanish
Somali
Russian
Romanian
Portuguese
Polish
Persian/Farsi
Lithuanian
Kurdish
Japanese
Italian
Hungarian
Gujarati
Greek
German
French
English
Chinese
BSL User
Bulgarian
Bengali
Arabic
Akan
Albanian
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
In Person
Online

The majority of respondents noted English as their preferred language (83%)

- Turkish was the 2nd largest spoken language (3.5%).
- Although detailed local data on languages spoken in Bruce Grove is not available, anecdotal evidence suggests that there is a larger proportion of the local population who do not speak English as a preferred language.
- All in-person engagements were undertaken in English, and only 1 online survey engagement was not in English, indicating a gap in engagement amongst those not fluent in English (the online commonplace survey was translated into 5 languages).

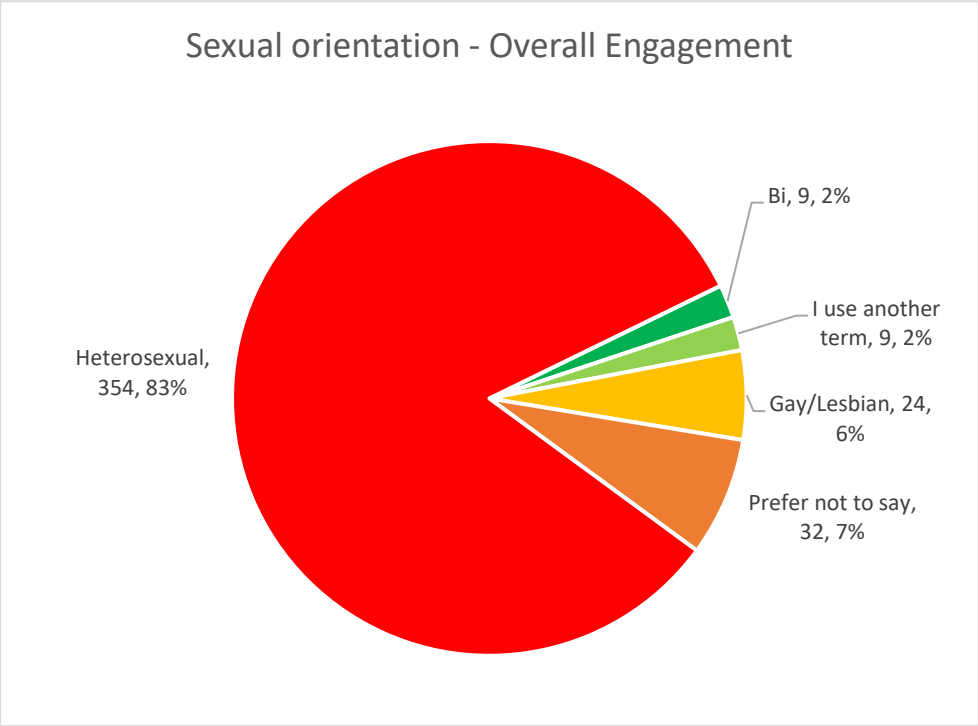
Disability:

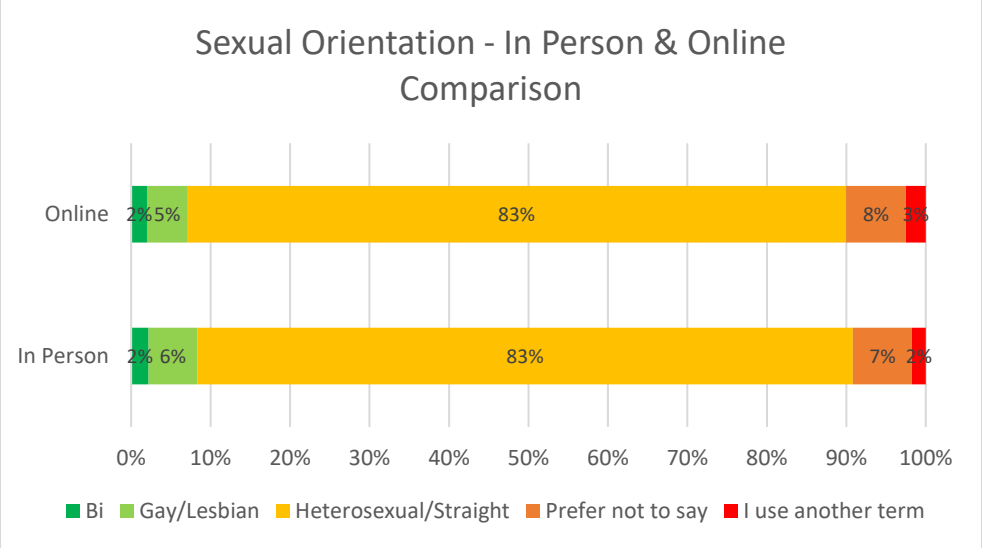




- Majority of respondents noted that they did not have any disability (66%), compared to 83% not disabled under the Equality Act from the local area census profile.
- Some respondents noted that they had a physical impairment (8%) and/or a long-term health condition (7%).
- There were similarities from the category responses between online and in person engagement.

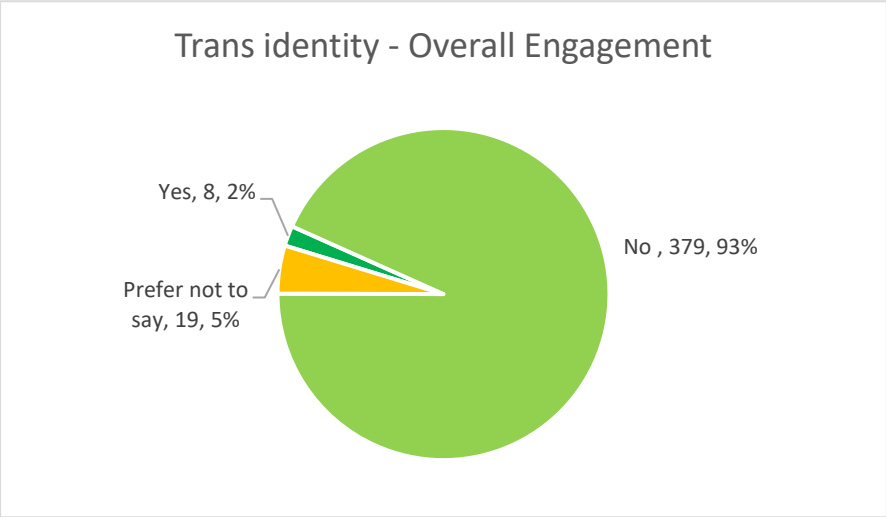
Sexual Orientation:

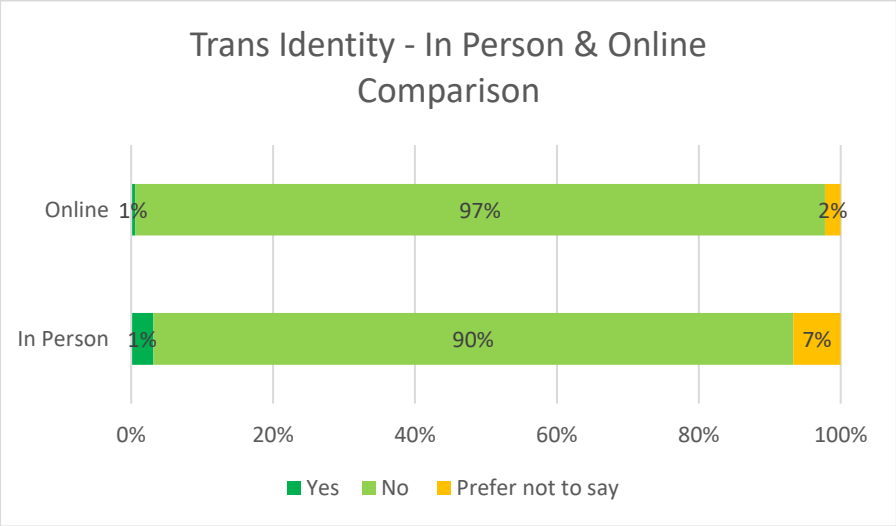




- There were representative levels of engagement with those who identified as Straight/Heterosexual (83%) compared with the sexual orientation estimates for the Haringey borough in the 2021 census (83%).
- There were higher representative levels of engagement with those who identified as Gay/Lesbian (6%) compared with the sexual orientation estimates for the Haringey borough in the 2021 census (3%).
- There were representative levels of engagement with those who identified as Bisexual (2%) compared to the estimates for the Haringey borough in the 2021 census (2%).
- 2 respondents who use another term noted that they were Pansexual.
- There were similarities in responses between in person and online engagement.

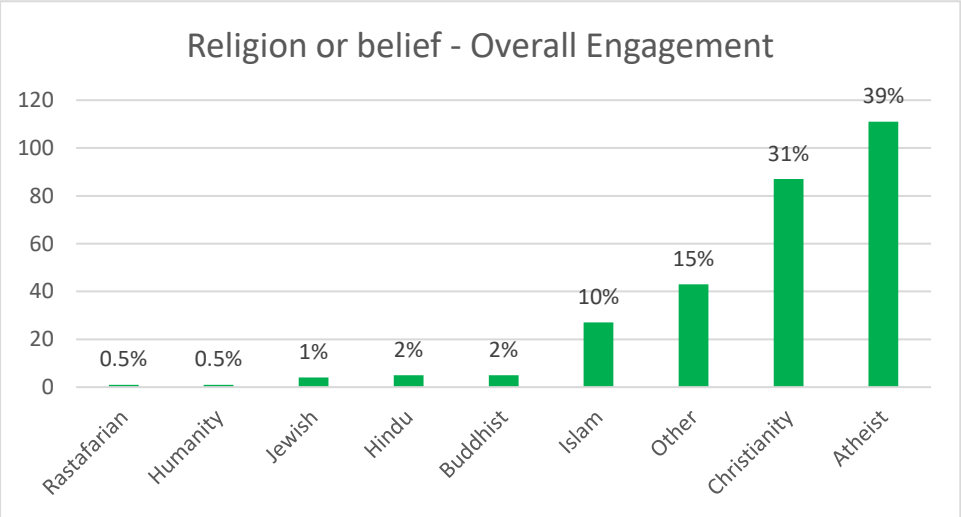
Trans:

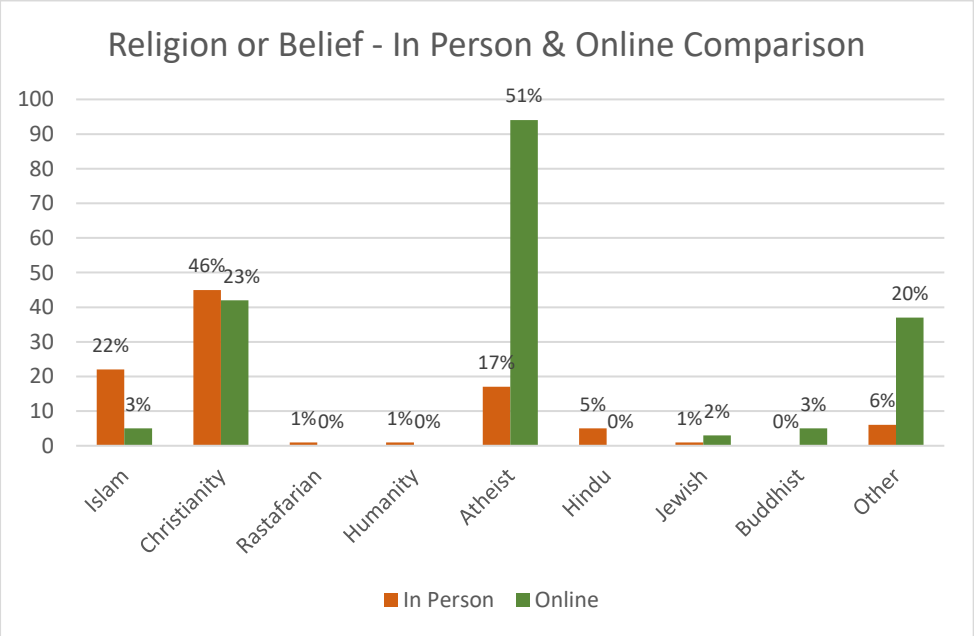




- There were similarities between respondents who noted they were not trans (93%) compared to the national statistics in the 2021 census data for Haringey of 89% gender identity same as sex registered at birth.
- There were representative levels of engagement with respondents who identified as Trans (2%) compared to 0.4% in the 2021 census data for Haringey for those who identified as a Trans woman or Trans man.

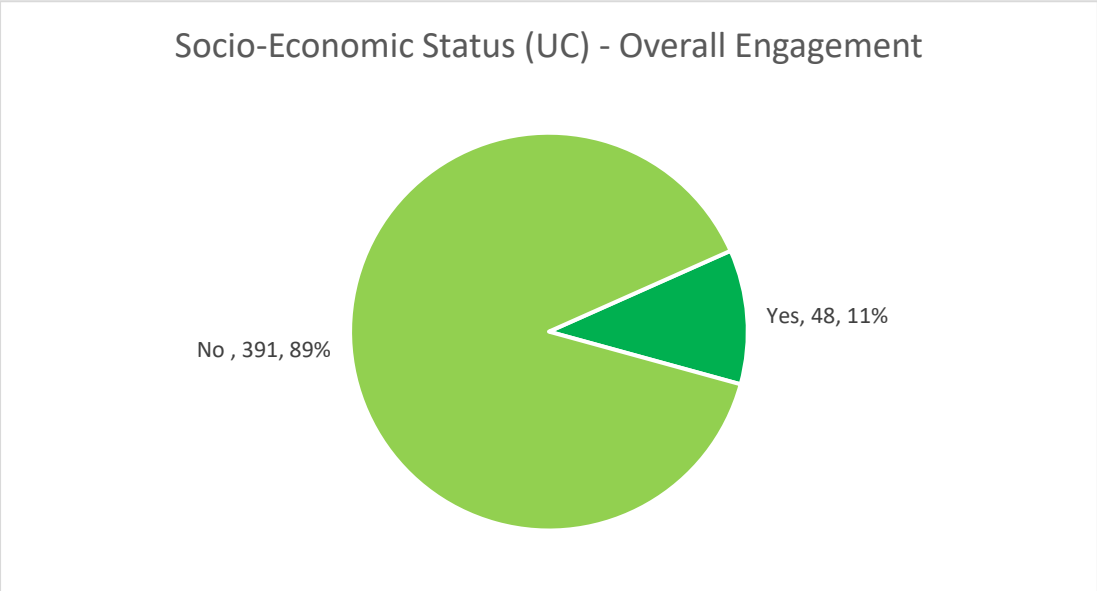
Religion or Belief:

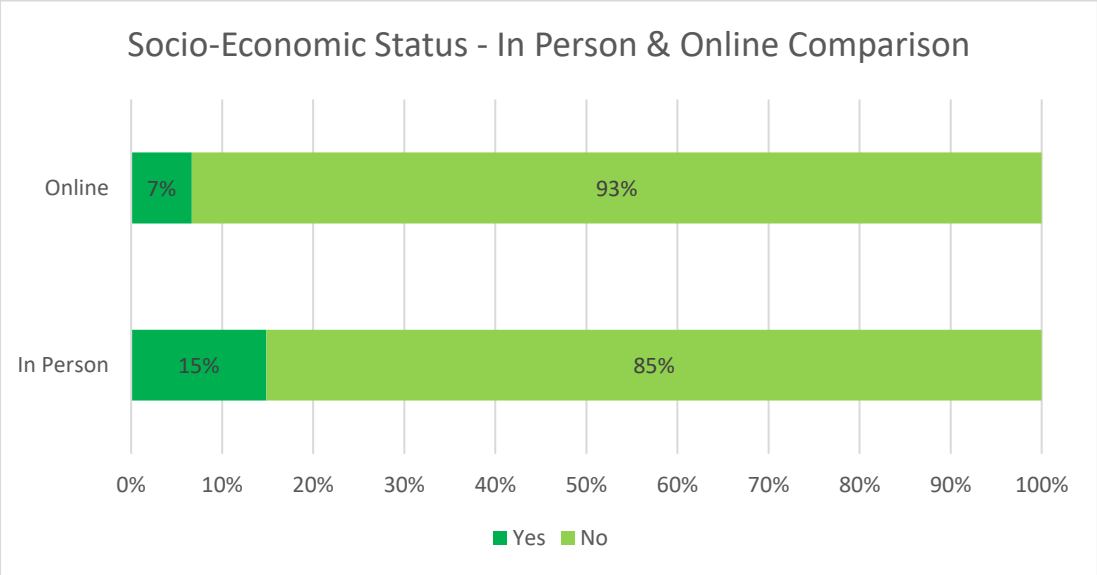




- Most respondents noted they were Atheist (39%)
- Overall, there was underrepresentation from respondents who were Christian (31%) compared to 43% in the local area census profile (particularly online engagement)
- Overall, there was underrepresentation from respondents who were Muslim (10%) compared to 23% in the local area census profile (particularly online engagement)
- There were representative levels from in person engagement with respondents whose religion or belief was Muslim (22%) and Christian (46%) in comparison to the local area census profile.
- There were representative levels of engagement with respondents whose religion or belief was Hindu (1%) or Buddhist (2%) in line with the local area census profile (Hindu 1% and Buddhist 2%).
- Other responses included Spiritual but not affiliated.

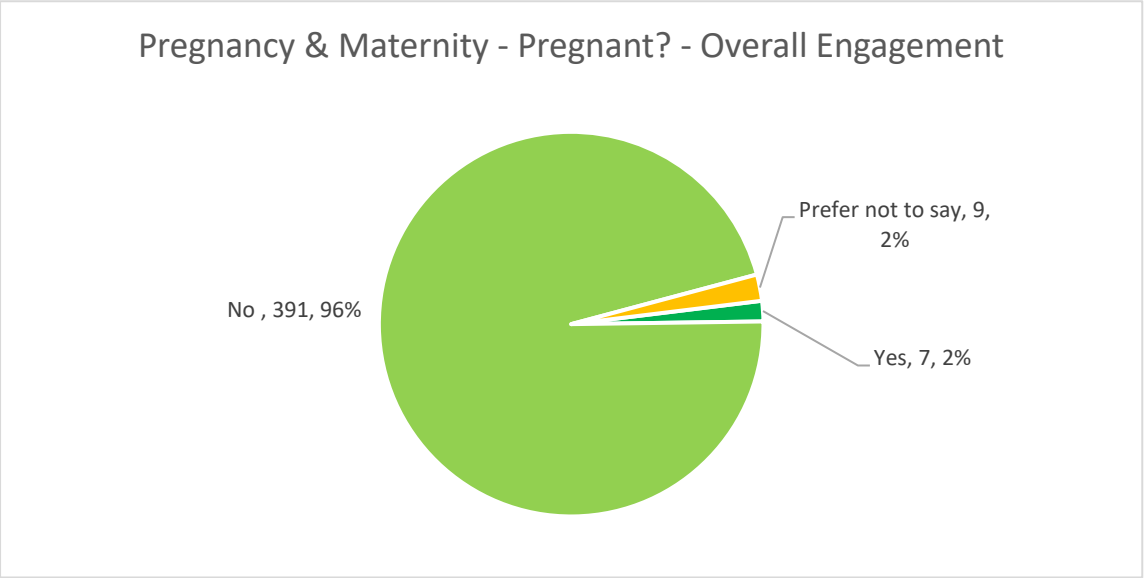
Socio-Economic Status:

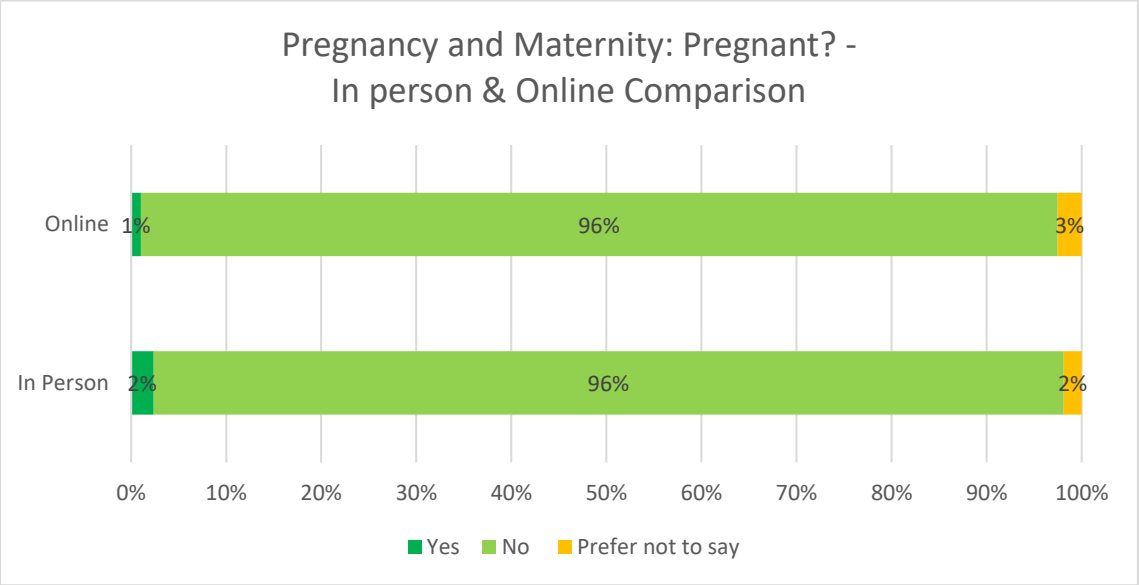




- The majority of respondents noted that they do not receive Universal Credit, or any other means tested benefits (89%), compared to 55% of those who are economically active (in employment) from the local area census profile.
- 11% of respondents noted that they receive Universal Credit or other means tested benefits, compared to the local area census profile (38% who are economically inactive & 17% who have never worked and long-term employed).

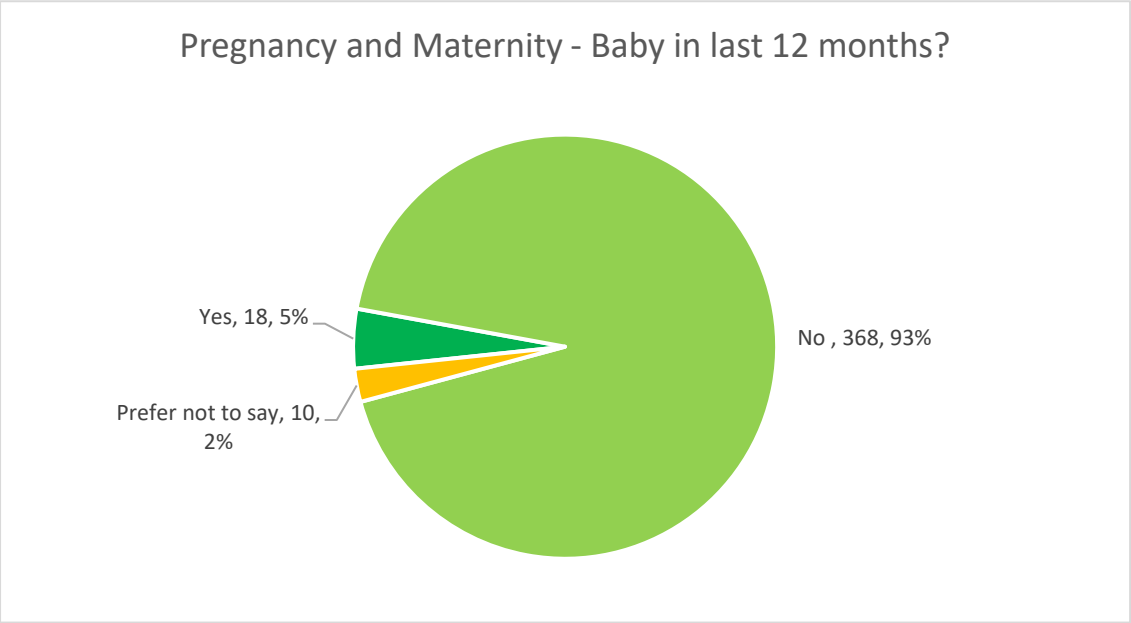
Pregnancy and Maternity: Are you pregnant?:

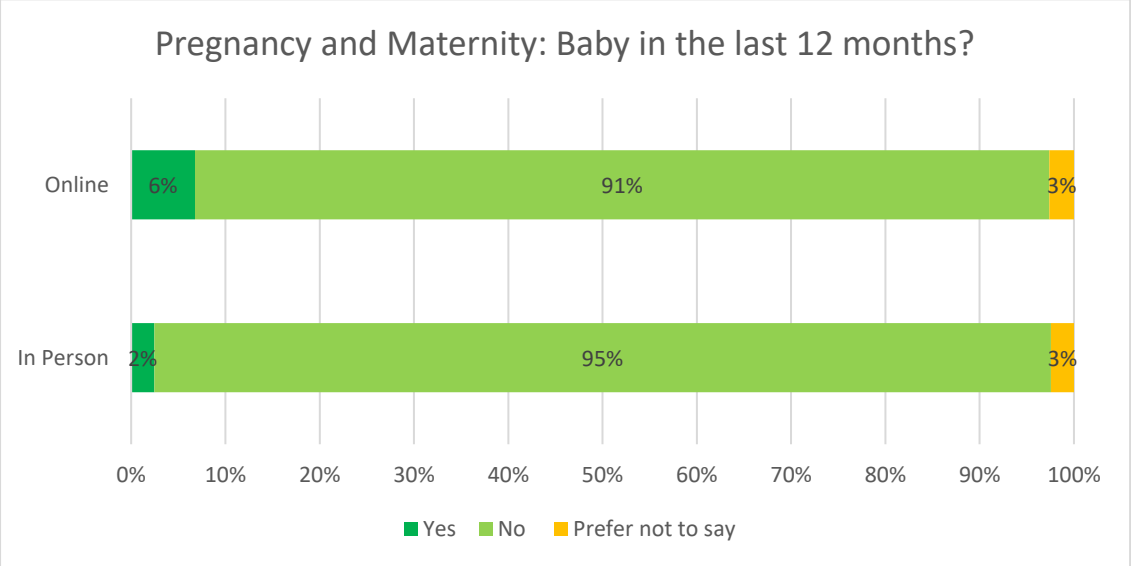




- Majority of respondents were not pregnant (96%)
- There were representative levels of engagement with respondents who noted they were pregnant (2%) compared to the data from the Office for National Statistics (ONS) for Conceptions in England and Wales (1.3%)
- There was a similar comparison between respondents engaged online and in-person.

Pregnancy and Maternity: Have you had a baby in the past 12 months?:





- Majority of respondents did not have a baby in the last 12 months (93%).
- There were representative levels of engagement with respondents had a baby in the last 12 months (5%), comparing to 1% from the data from the Office for National Statistics (ONS).
- 6% respondents online noted that they had a baby in the last 12 months, compared to 2% respondents engaged in person.

6. Summary of Engagement Activities:

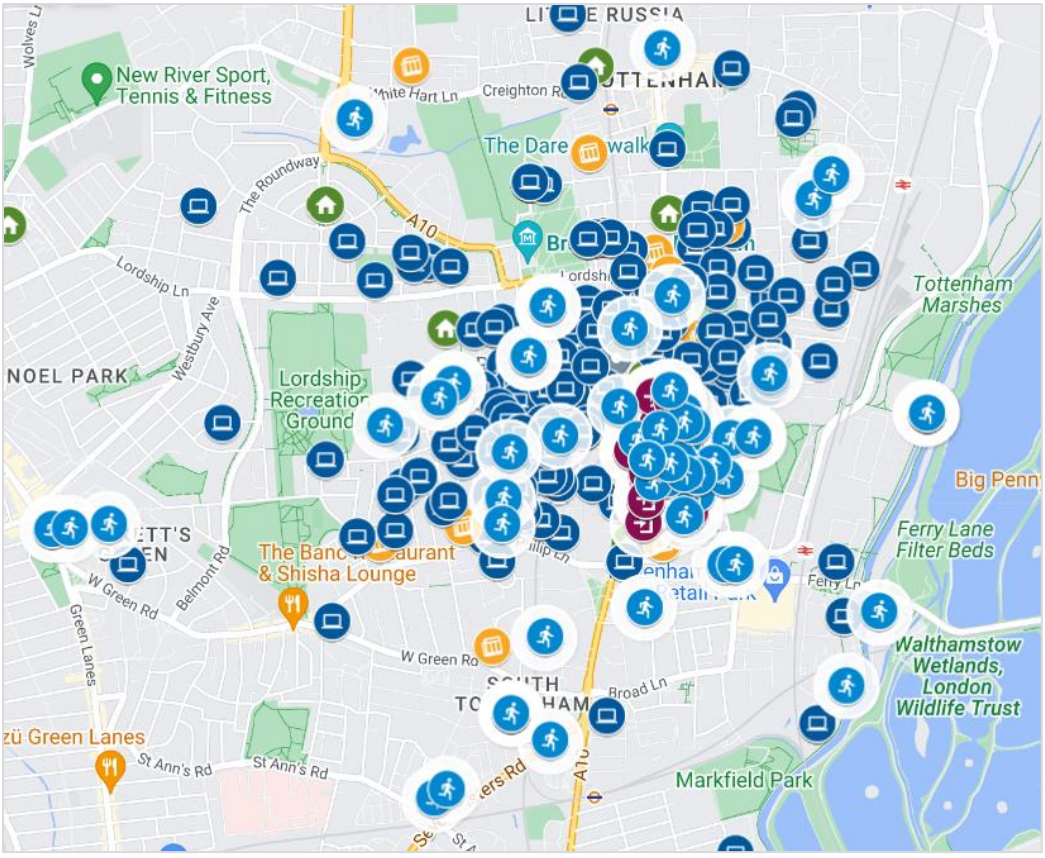
This section contains a summary of the individual engagement events and activities which took place during Stage 1 and includes, workshops, street interviews, door knocking, business and market interviews, stakeholder interviews and market pop-ups.

There will also be information on methodology as well as the materials and resources used as well as key findings.

Further analysis of the different surveys undertaken, namely, street interview surveys, door knocking surveys, business and market surveys can be found above as well as in the appendices section of this report.

This section will also look at the involvement of the 'Community Researchers', the events they attended as well as some key findings from their involvement including skills and knowledge acquired.

An overall map of engagement from all engagement activities carried out is below:



Engagement Map - Legend Key				
Street	**Doorstep**	**Stakeholder**	**Workshop**	**Online**

Workshops: Bruce Grove Voices, Business User Focus Group & Youth Workshop:

The Voices workshops, Youth workshop and Business User Focus Group provided an opportunity to discuss project related topics important to the local community.

The purpose and outcomes of the workshops were set out as part of the project's engagement strategy.

Purpose of the workshops and focus group:

To creatively involve the local community through "engaged learning" in shaping the design principles for how the project is taken forward and, in particular utilise the experience and expertise of stakeholders to inform the design process for the Your Bruce Grove project:

- To provide an overview of the project, process and indicative timeframe
- To develop a shared vision amongst members of the community for the future of Bruce Grove
- To listen to community views about the area
- To understand the different experiences of the YBG area
- To identify what improvements the community would like to see

The outcomes for the workshops RIBA Stage 0-1:

- Ensure that stakeholders are involved in the early stages of the process
- Allow stakeholders to have a strategic influence on the design brief
- Ensure that the level of influence is relevant and appropriate to the needs of the community
- Demonstrate to stakeholders how they have had and will continue to have a meaningful impact on what is being proposed
- Enable participants to set out their aspirations for the future of Bruce Grove and imagine how the area could look in future

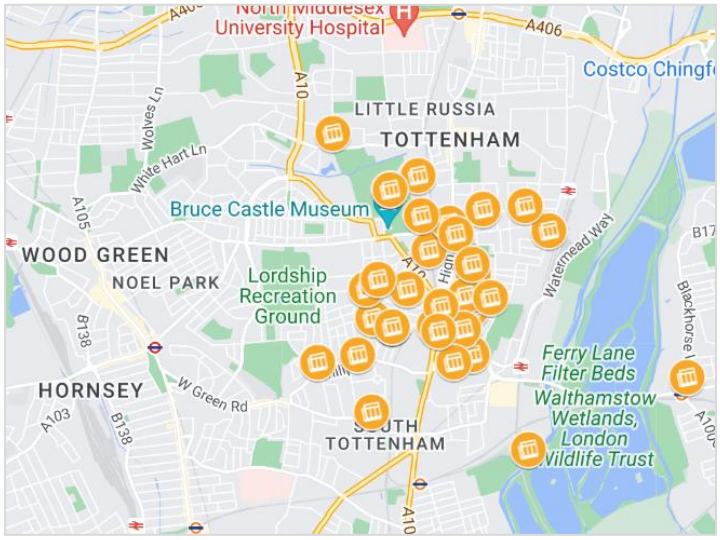
The Voices Workshops were aligned around key project themes:

1. **Improving the environment** – greening, walking and cycling and sustainable design.
2. **Spaces for everyone** – safer, inclusive and accessible public spaces; art, culture and leisure.
3. **Future of the community** – leisure, play art, culture and housing; focus on children and young people.
4. **Your Town Centre** – businesses, market and town centre offer; building local skills and opportunities.

The following Voices Workshop programme took place as part of the Stage 1 engagement:

Name of Workshop	Workshop Theme	Date & Time	Location	Registered for workshop	Attendance
Improving the environment	• Greenery • Walking and cycling • Sustainable design	Tuesday 18 July 6pm-8pm	St Mark's Methodist Church 455-457 High Road, N17, 6QB	34	11
Future of the community	• Leisure and play • Art and culture • Housing • Children and young people	Saturday 22 July 12pm-2pm	Bruce Grove Youth Space 10 Bruce Grove, N17 6RA	26	12
Spaces for everyone	• Making public spaces safer, more inclusive and more accessible • Art, culture and leisure in the town centre	Tuesday 25 July 6pm-8pm	Protheroe House 6 Chesnut Road, N17 9EQ	30	20
Your town centre	• Retail and commercial offer in Bruce Grove • Local economy • Building skills and creating opportunities for local people	Thursday 27 July 6pm – 8pm	St Mark's Methodist Church 455-457 High Road, N17, 6QB	40	22

The engagement map for workshop attendees is below, and demonstrates a good reach across the Bruce Grove area:



Your Bruce Grove Voices Workshops - Methodology:

The Voices Workshops were publicised via the Council's Commonplace engagement platform as well as during street interviews, market pop-ups and local door knocking sessions. A booking system and sign-up form (also indicating any access, language or dietary requirements) was set up using Eventbrite. This process was managed by the Placemaking team. Following low attendance (compared with sign-ups) at the first Voices Workshop, the Placemaking team made phone calls to all attendees prior to the upcoming workshops to confirm their attendance. This proved successful in boosting attendance.

A range of venues across the Bruce Grove area were used for the workshops. All were fully wheelchair accessible. Refreshments were provided at all the workshops. There was also a prize draw with the chance to win a hamper of products from a local business.

The workshops were attended and facilitated by NewmanFrancis, LBH officers and CLTH and adopted an interactive format - small group discussions (with 1-2 facilitators per table) to get stakeholder views and to help the project team understand why participants held certain views about certain spaces and to help assess priorities and levels of support.

The workshops began with participants asked to "Describe the Bruce Grove area in one word". The workshops concluded with a visioning exercise with participants asked to "Imagine an ideal future Bruce Grove".

Session plans were developed for the four workshops (see appendices) and followed a similar pattern and format. There was some overlap across the different workshop themes and issues around anti-social behaviour and community safety were voiced at all the workshops.

The project team produced individual reports following each workshop, collating stakeholder feedback from the various sessions.

Session	Materials used	How the materials were used
Session 1: **What are your priorities?**	**Deck of cards** comprised elements of precedent public spaces and activities, aligned to the theme, to prompt discussion about what participants liked and didn't like. Post-it notes on the tables for: 'love', 'like', 'neutral', 'dislike', 'not sure'.	Participants were able to provide levels of support and prioritisation for the images and gave their views about what was important to them and where they would like to see improvements.
Session 2: **Virtual trail**	**Virtual trail/walkabout** The **virtual walkabout** set the scene and mapped a journey from one side of the town centre and then moving through the town centre and alleyways with a focus on the project's key aspects focusing on accessibility and inclusivity, community safety in public spaces and art culture and leisure in the town centre. The projection/photos featured key sites in Bruce Grove, the local landmarks and points of interest related to the project – the market, shops, alleyways, graffiti art, car parks, trees and green spaces, places to leave bikes, graffiti alley, neglected spaces, areas which may benefit from improvement etc.	Participants gained an understanding of the project area and began to gain an understanding of the project environment, its constraints, challenges and opportunities.
Session 3: **Finding solutions.** How things can be improved. What are the priority issues and what are the solutions?	**Solution trees** and leaf shaped post-its **Urban trail photos**/card deck images with good design precedents aligned to the key themes	Participants, individually and collectively were clear about the improvements they would like to see in the YBG area and were able to begin the process of identifying solutions. Looking at solutions helped to achieve stakeholder buy in to the process.

Business User Focus Group & Bruce Grove Youth Space Workshop

As well as the public workshops two stakeholder specific focus group workshops took place:

Name of Workshop	Workshop Theme	Date & Time	Location	Attendance
Bruce Grove Youth Space Workshop	Understanding the needs and priorities of local young people	Friday 7 July 2023 5pm-6.30pm	Bruce Grove Youth Space 10 Bruce Grove, N17 6RA	12 participants aged 12-16
Business Focus Group	Understanding the needs and priorities of local businesses	Monday 31 July 2023 6pm-8pm	Victoria Pub, 34 Scotland Green, N17 9TT	10

The above workshops followed a similar format to the Voices workshops, although there were some differences in the activities and the materials used. For example, the Youth Space workshop began with a discussion on "what is urban design" to help the young people gain an understanding of the concept of urban planning and to make a connection to the built environment as a career.

The Business User Group workshop was focused around understanding the current experience of Bruce Grove from a business perspective and how the spatial and physical aspects of Bruce Grove impact on the business community. Participants were asked to complete a form detailing their operational requirements around loading and unloading, waste management, how they and their employees travelled to work etc.

Workshop	Materials used	How the materials were used
Bruce Grove Youth Space Workshop	**Virtual trail – see Voices workshops** **Deck of cards** colour coded to have an associated monetary value. The cards comprised elements of precedent public spaces and activities, aligned to the theme, to prompt discussion about what participants liked and didn't like. **A3 photos of specific sites** (e.g. car park site or market site) with a clear blank area for the young people to sketch what they would like to see in its place to make it high quality.	Participatory budgeting activity to provide levels of support and prioritisation for the images. Participants gave their views about what was important to them and where they would like to see improvements. Participants, individually and collectively were able to create a vision for Bruce Grove and were clear about the improvements they would like to see and where improvements should be sited.
Business Focus Group	**Virtual trail – see Voices workshops** **Business Operations Form**	

	Deck of cards used to help identify issues and discuss solutions.	Project team were able to gain an understanding of business operational and logistical requirements. Project team gained information about possible solutions and how they could work for the business community as well as the barriers to solutions.

The project team worked closely with both the Youth Space and local businesses respectively to encourage participation in the workshop and focus group.

Assessment – success and limitations of the Voices Workshops

The Your Bruce Grove Voices workshops were successful and were well received by attendees. They engaged a wide cross-section of the community who commonly felt passionately about improving quality of life in the area, were able to share their experiences and helped identify key community champions and stakeholders for involvement in the future stages. The resources used, the deck of cards, virtual trail and solution trees also proved effective and popular. Discussion was always moved along by the workshop facilitators to focus on finding solutions to issues and achieving consensus rather than just focusing on the area's current problems.

The detailed session plans were tweaked as the workshop programme moved forward to help improve how the workshops flowed. For example, after the first session the virtual trail was used to establish greater understanding of the site rather than an opportunity to discuss the area's 'issues'.

Stakeholder feedback collected at the end of each session was very positive with most stakeholders confirming they found the specific session very helpful and an aspiration to stay involved as the project progresses. The interactive and collaborative nature of the workshops also proved popular as did the choice of local community venues.

Stakeholders understood the narrative arc of the sessions, beginning with lived experience, their priorities (what mattered most to them), an understanding of the site context (via the virtual trail) and moving on to working together to identify solutions and capture aspirations for the future. The project team aimed to avoid prompting attendees for their views and ideas, so that the workshops enabled participants to work together to generate their own views and opinions.

Small details were also important, and the refreshments provided also proved very popular and were effective in helping bring people together.

The workshops also supported relationship building and trust between stakeholders and the project team. There was open discussion about the area's problems, honesty that there may be no quick fixes, and that achieving change takes time.

There were some limitations. The sign-up process and waiting list (via Eventbrite) was perceived as a barrier for some stakeholders. NewmanFrancis were able to partly address

this by helping stakeholders with the sign-up process during their various outreach and engagement sessions.

We noted that the themed approach meant that attendees were self-selecting and perhaps not exposed to differing views as much as they could have been. A broader range of times and dates and less time commitment would have been beneficial to enable more people to attend as it is accepted that residents lead busy lives and would not have the time to attend a two-hour workshop.



Street Interviews:

The street interview sessions provided an opportunity to survey members of the public about their priorities on key topics/areas/themes in the Bruce Grove area, such as safety, access, economy, Holcombe Market, Stoneleigh Road etc.

The sessions were also used to capture expressions of interest in the Voices workshop.

There was a total of 11 street interview sessions that took place between June & July 2023 during a range of days/timeslots including weekend, evenings, and daytime to engage with a wide cross section of the community.

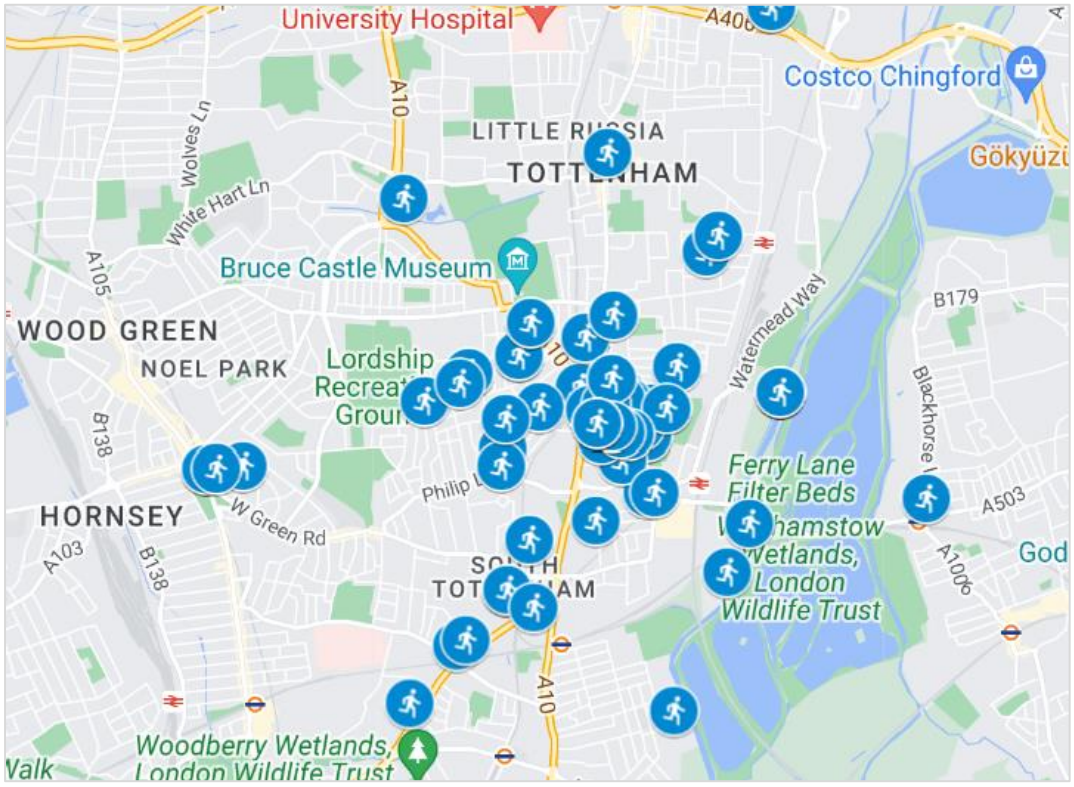
The sessions were staffed with a minimum of 2 outreach officers allocated towards each dedicated session, with increased resources on specific days. Support was also provided by Community Researchers on specific dates.

Street interviews were also delivered in conjunction with the market pop up sessions to increase project engagement and awareness levels. LBH produced pull up banners were used to help attract attention whilst conducting street interviews, with A5 project information flyers containing a QR code link to the Commonplace website also distributed.

A total of **177 street interviews** were obtained from 585 community members approached (30% response rate).

Dates	Type	Times	Surveys Obtained
Monday 5th June	Interviews (Street Outreach)	10:30am - 2pm	33
Friday 9th June	Interviews (Street Outreach)	2:30pm-6pm	33
	Interviews (Street Outreach)		
Saturday 10th June (Market Pop Up)	Interviews (Street Outreach)	11am-2:30pm	35
Monday 12th June	Interviews (Street Outreach)	3pm-6:30pm	31
	Interviews (Street Outreach)		
Friday 16th June (Market Pop Up)	Interviews (Street Outreach)	11am-2:30pm	5
Friday 14th July (Market Pop Up)	Interviews (Street Outreach)	11:00am-2:30pm	15
	Interviews (Street Outreach)		
Saturday 29th July (Market Pop Up)	Interviews (Street Outreach)	11am-2:30pm	16
	Interviews (Street Outreach)		

The engagement map for street interview respondents is below, and demonstrates a good reach across the Bruce Grove area:



Some of the main effective key hotspots in the Bruce Grove area where street interviews took place included:

- Holcombe Market (including during Market Pop Up events)
- Pride Mural (behind Holcombe Market)
- Chesnut Road (walkthrough to Tottenham Hale)
- Bruce Grove Station

These hotspots had higher footfall levels, and also higher levels of people willing to engage in the project.

Other hotspots below which were not as effective due to lack of footfall levels included:

- Beehive Pub (Stoneleigh Road)
- St Loy's Alley (by Bucky's newsagents)

Nine street interview surveys were also obtained at other engagement sessions, including the Antwerp Arms Lunch on Tuesday 25th July.

There were lower number of street surveys obtained during the Friday 16th June market pop up session, as outreach resources were prioritised towards business/market trader engagement.

Door Knocking:

The door knocking sessions provided an opportunity to engage with local residents adjacent to the project area on the east side of the High Road backing onto Stoneleigh Road.

These sessions were also an opportunity to engage directly with those residents who were harder to reach (e.g. vulnerable residents at Circular Road sheltered accommodation) and were unable to attend the market pop ups or engage via workshops or street interview sessions.

The door knocking survey mirrored similar questions to those asked in the street interview surveys about establishing priorities on key topics/themes/issues in the Bruce Grove area.

These sessions were also used to capture expressions of interest in the Voices workshop.

There was a total of 8 door knocking sessions that took place in July 2023.

Each session was staffed with a minimum of 2 outreach officers allocated towards each dedicated session, with increased resource on each of the dedicated 4 timeslots as staff were encouraged to knock in pairs in line with NFL's risk assessment.

Dropdown key access was provided by LBH, and support was provided by caretakers to enter specific blocks where there were access issues.

221 doors were knocked, with 80 local residents approached and **41 residents surveyed**.

Dates	Type	Times	Doors Knocked	Surveys Obtained
Thursday 6th July	Door Knocking Interviews	11:00am-2:30pm	65	9
	Door Knocking Interviews			
Saturday 8th July	Door Knocking Interviews	12pm - 3:30pm	51	12
	Door Knocking Interviews			
Monday 10th July	Door Knocking Interviews	2:30pm-6pm	90	12
	Door Knocking Interviews			
Tuesday 25th July	Door Knocking Interviews	2:30pm-6pm	15	8
	Door Knocking Interviews			

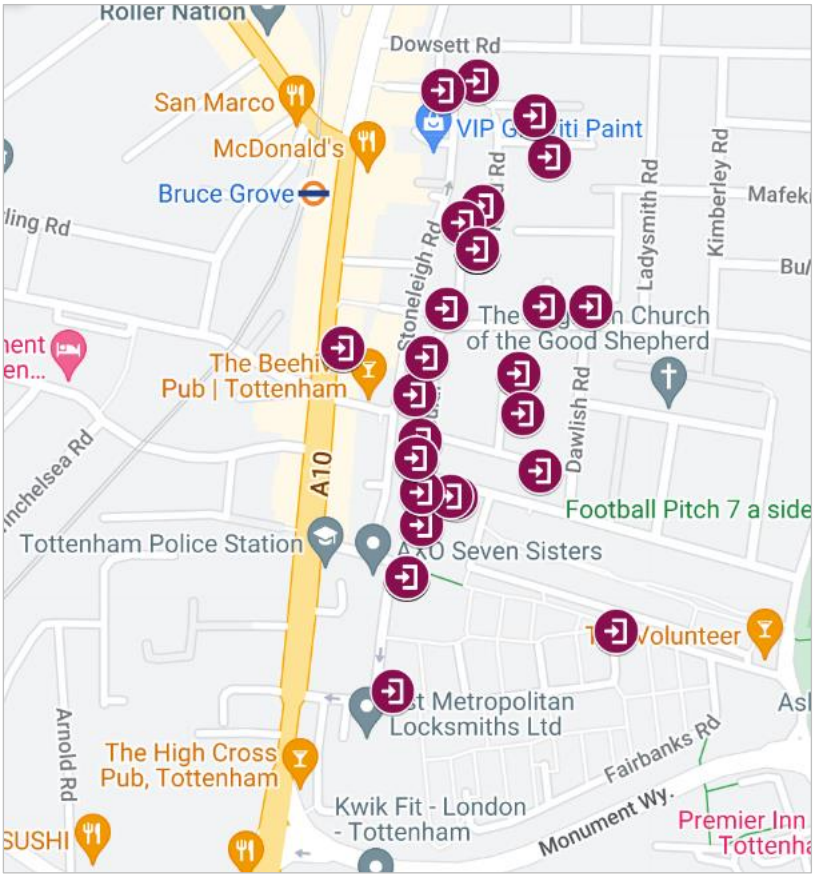
The following roads/streets adjacent to Stoneleigh Road and the east side of the High Road were prioritised for door knocking:

Streets/Roads Knocked	Doors Knocked
Holcombe Road	14
Devon Close	25
Circular Rd	36
Scales Road	19
Stoneleigh Road	5
Chesnut Road	19
Factory Ln	4
Reed Rd	68
Rycroft Way	11
Brook Street	1
High Road	4

3 surveys were also obtained before the market pop up session on Friday 14th July.

6 residents were interviewed at Protheroe House (supported living accommodation) on Tuesday 25th July which helped increase engagement levels with an older demographic of the local community.

The engagement map for resident doorstep interview respondents is below, and demonstrates a good reach with those residents on the east side of the High Road, directly adjacent to Stoneleigh Road between Monument Way and Dowsett Road:



Market Pop Ups

The market pop up sessions provided an opportunity for local residents, visitors and community stakeholders to drop in at a dedicated stall at Holcombe Market to find out more about the project, and engage with the CLTH, NFL and LBH project team in person.

The dates for the market pop up sessions were promoted by letter drop circulated to circa 9,000 addresses in the local area stretching from Park View Road (by Tottenham Hale) to the eastern end of the Broadwater Farm Estate and via the Council's web and social media channels.

The market pop up sessions were also advertised by the outreach team during the street interview/door knocking/business interview sessions. These market pop ups were also promoted at the Voices workshops (for those pop ups scheduled later in July).

Key community residents / businesses including Hall's Greengrocers, The Garden House Café, and a local resident also assisted with promotion of the pop-up sessions by distributing additional A5 flyers with the market pop up dates to their customers or other community members.

Four market pop ups took place over June & July 2023, with **162 local community members** engaging at these sessions.

Dates	Type	Times	Engagements
Saturday 10th June	Market Pop Up	12pm - 2:30pm	49
Friday 16th June	Market Pop Up	12pm - 2:30pm	43
Friday 14th July	Market Pop Up	12pm - 2:30pm	32
Saturday 29th July	Market Pop Up	12pm - 2:30pm	38

CLTH displayed a model of the project area, which included pinpoints to key hotspots/locations (e.g. Holcombe Market, Chesnut Road, Stoneleigh Road Car Parks)

FAQs, A5 project flyers and materials translated into different languages (including Turkish) were also on display and handed out as required.

The NFL outreach team, and local community researchers also assisted with street interviews during each of the market pop up sessions to collect the thoughts of the local community and increase engagement and awareness levels of the project.



Business Interviews:

The business interview sessions provided an opportunity to engage with the local businesses and market traders in the area to establish their priorities on key topics, improvements in the area, and servicing needs (e.g. waste management, loading & unloading, deliveries).

The sessions were also used to capture expressions of interest in the Voices workshop as well as establish interest in the Business User Focus Group session.

There was a total of 13 business interview sessions which took place over June 2023 during a range of days/timeslots including weekend, evenings, and daytime to engage with a wide cross section of businesses dependent on their trading hours.

A total of 125 business were approached over this period, with some businesses approached multiple times to undertake the survey at a time that was convenient to them.

86 businesses/market traders were interviewed in total. 80 of these were interviewed in person, and 6 of these business interviews were completed online (via commonplace).

Dates	Type	Times	Surveys Obtained
Monday 5th June	Business Interviews	10:30am-2pm	5
Saturday 10th June	Business Interviews	11am-2:30pm	0 - *aligned with market pop up session*
Tuesday 13th June	Business Interviews	10:30am-2pm	13
	Business Interviews	10:30am-2pm	
Friday 16th June	Business Interviews	11am-2:30pm	14
Tuesday 20th June	Business Interviews	12pm - 3:30pm	19
	Business Interviews	12pm - 3:30pm	
Saturday 24th June	Business Interviews	12pm - 3:30pm	14
	Business Interviews	12pm - 3:30pm	
Monday 26th June	Business Interviews	3pm-6:30pm	5
	Business Interviews	3pm-6:30pm	
Wednesday 28th June	Business Interviews	3pm-6:30pm	7
	Business Interviews	3pm-6:30pm	

Most businesses interviewed were situated on the east side of the High Road, backing onto Stoneleigh Road (stretch between Dowsett Road up to Monument Way). Other businesses interviewed resided along Stoneleigh Road/car park, St Loy's alley and the west side of the High Road.

There was a range of businesses interviewed including market traders at Holcombe Market, independent stores, food/takeaway stores, charity shops, and larger chains (e.g. Asda, Superdrug, KFC)

A full list of businesses interviewed is below:

Name of Business		
Halifax	Police Station	VIP Graffiti Paint
Pharmocare	Adana Sofrasi	Tottenham Halal Meats
The Garden House Café	Istanbul Barbers	Monday Home
First Tech Solutions	Electronics Centre	Noshi
German Doner Kebab	William Hill	Minimarket
SPs Car Repairs	Halls Green Grocers	Dermak Supermarket
Tottenham Car Wash & Carpet Cleaning Centre	Celtic Bakery	Mimis Chinese Food
North London College	Selekt Chicken	Home and Tools
Moblie Techzone	Gul Cosy Home	Amazing Grace
British Heart Foundation	La Moka Bakery	Zoya Hair & Beauty
Melisa Patisserie and Café	Tottenham Fresh Fish & Seafood	Network Minicabs
Caribbean supermarket	McDonalds	Ezra Events
Asda	Erbiller	Speedo Pizza
Paddy Power	Shoezone	R&E Tattoo
Sense Charity Shop	Savers	Laundrette
Iyeshas Collections	Specsavers	News N Booze
Kodak Express	H&T Pawnbrokers	Oz Erciyes Restaurant
Holland and Barrett	Victoria Mutual	Kings Group
Superdrug	Poundland	KFC
Game nation	Ekin Food Centre	Costa Coffee
Enfield Food Centre	Coffee House	Pharmocare
Pizza Gogo	Buckys Newsagent	May 10 Eatery
Chicken Bite	IPS Integrated Payment Solutions	Anil Supermarket
Cyprus Supermarket	Beehive Pub	Medina Butchers
Dersim Der	Haringey Law Centre (7 Holcombe Road)	Tilson & Spencer Estate Agents
Charlies Casual	1st Metropolitan Locksmiths Ltd	Cinnamon Leaf
RSPCA	Brook Street Chapel	Thompson Seafood

Additional Notes:

- RSPCA completed 2 interviews, with both an owner and employee.
- Some of the businesses interviewed are also members of the Tottenham Traders Partnership (TTP).
- Chris Lane (former member of the TTP) was also interviewed.
- Other businesses approached but did not complete an interview is included in the appendices under 'YBG Business/Market Traders List'
- There were also 6 unnamed businesses who completed the commonplace survey online.

Stakeholder Interviews:

The stakeholder interviews were an opportunity to engage with local service providers and community organisations in the area, about their views and priorities for the Bruce Grove area.

The interviews were conducted throughout late June & throughout July 2023, and were carried out through in person, phone, and online engagement. **13 stakeholder interviews** were obtained in total from a total of 12 organisations.

LBH first contacted the stakeholders directly via phone/email, and once consent was obtained to be interviewed about the project, NFL followed up contact with the organisations.

The list of stakeholders interviewed is below:

Stakeholder Name:	Type:	Date Interviewed:
HEN17	Resident Group	Friday 23rd June
Streetz Ahead	Street Dance/Performing Arts for Young People	Tuesday 27th June
Haringey Mencap	Day care / Learning Difficulty Support	Tuesday 11th July
Disability Action Haringey	Disability Support Organisation	Wednesday 12th July
Maat Centre	Community Centre/African Heritage	Monday 17th July
St Mark's Methodist Church	Church	Tuesday 18th July
Moaz (TTP and Hammonds Eye Practice)	Opticians	Tuesday 25th July
Chesnuts Residents Association	Residents' Association	Friday 28th July
Polish and Eastern European Christian Family Center (PEEC)	Family Centre	Friday 28th July
Goan Community Centre	Community Centre	Friday 28th July
Pembury House (x2 surveys completed with staff)	Nursery & Children's Centre	Friday 4th August
ActuallyHaringey Autism Hub	Specialist Autism Support Service	Thursday 17th August

Stakeholders approached who agreed to be interviewed but did not complete a survey as they were unable to respond in time during the engagement period as listed below:

- Billy Youth
- Bridge Renewal Trust
- Haringey Play Association (HarPA)
- North London Community House
- The OK Foundation

A full list of stakeholders approached by LBH can be viewed in the appendices of the report.

Stakeholder Interviews – LBH perspective (Provided by Shawn Semper, Community Engagement Officer)

LBH engagement aimed at understanding who the key groups were and prioritised contact with groups via a variety of methods with the aim to achieve feedback on the emerging proposals.

"There were some notable points of the engagement that worked well providing areas of focus for the second round of engagement. We had many valuable interactions and the opportunity to connect with some groups and individuals who we hadn't before, and this helped foster a sense of collective progress.

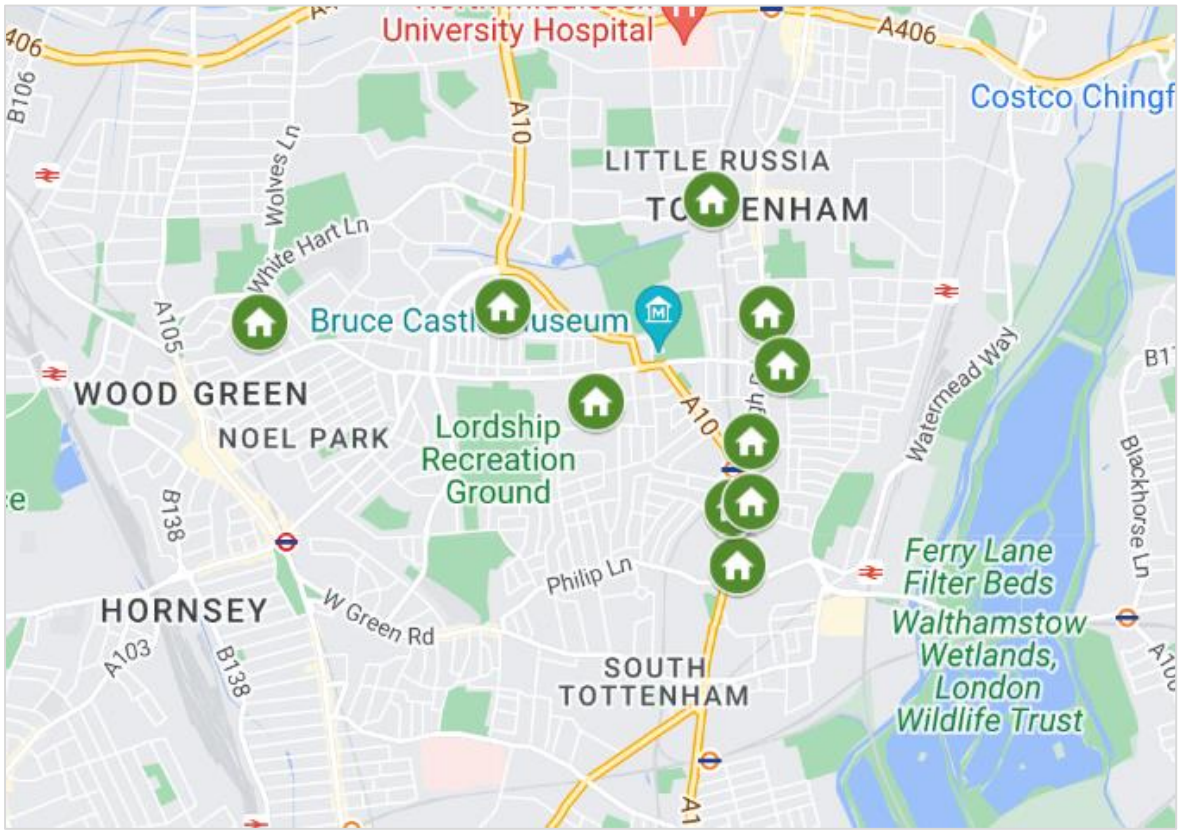
The engagement made us aware of residents' priorities that we may have missed in the workshops and were able to capture through one of the feedback options including informal communication. By actively listening we were able to identify gaps that required attention and trends that could affect the results of what we are trying to achieve as part of the YBG project.

These varied across different groups, but some common themes emerged. What was prevalent was the lack of education that promotes upskilling in the community and the need to create more sharing platforms and better communication across local community networks:

- *Low youth engagement in terms of representation at each event, workshops and overall to provide a counter conversation.*
- *Residents who understood the benefit of the proposals were able to identify how this was a positive move and looked at trying to develop methods of sustainability whereas others did not feel they would add benefit*
- *Beyond project specific/engagement residents felt they were not well informed, and some felt that YBG marketinging was overzealous in its approach and too much as it encroached on every road, comment was 'from the walking tour why have I got marketing here?'*
- *There is a need to educate residents and upskill them to benefit fully from changes in the area*

There was and still is a notable gap in our community engagement and responses amongst certain demographics such as youth, elderly and seldom heard groups. We began exploring innovative ways to better involve these groups, by having conversations with youth organisations and young people. We understand that we need to focus on promoting intergenerational activities and implement agile activities that target the required audience but fosters a sense of belonging and participation – attending the sites and varied engagement. Overall engagement has been positive, through implementation of creative solutions, we hope to continue strengthening community bonds and address identified gaps in the 2nd round of engagement and beyond."

The engagement map for stakeholder interview respondents is below, and highlights organisations situated in the Haringey area, close to the High Road and Bruce Grove area.



Commonplace (Online):

Commonplace provided an opportunity for remote and online engagement to capture residents' and businesses thoughts about the local area digitally.

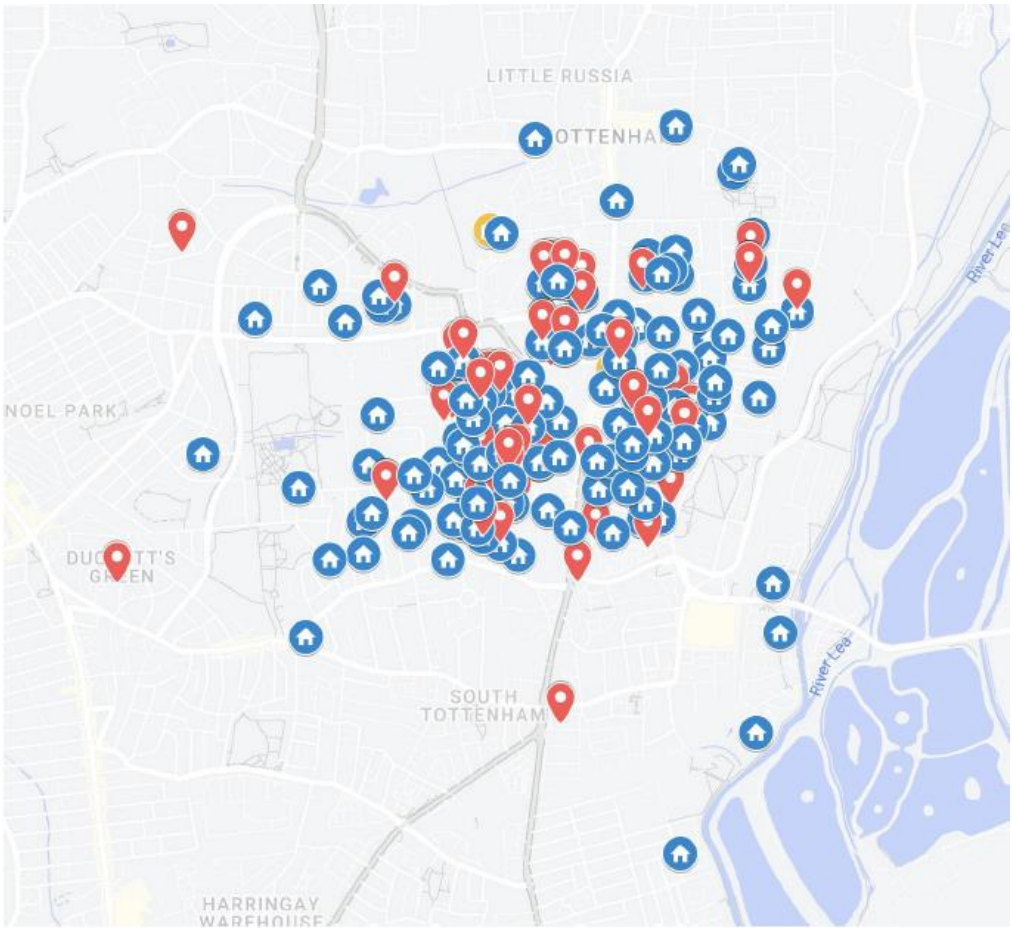
This includes survey responses, as well as interactive map comments where respondents could comment on specific locations within the Bruce Grove area.

A total of **303 resident surveys and 6 business surveys were obtained via commonplace. There were also 213 map interactions.**

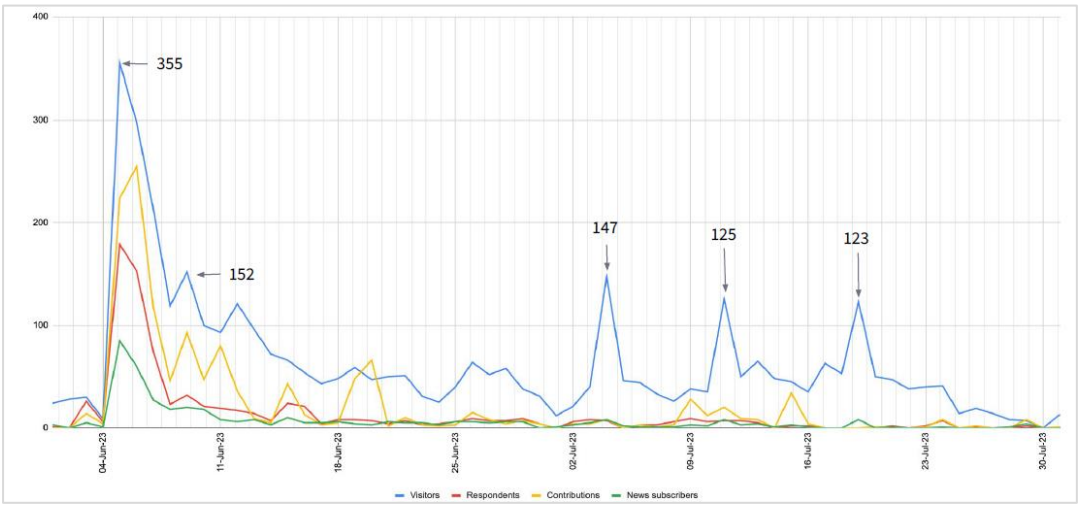
Other headlines figures are listed below.

Headline Figures:	Statistics
Website Visitors	3803
Respondents	790
Comments	522
Agreements	805
News subscribers	405

A postcode map of commonplace survey respondents is below:



The project reach on commonplace over the 2-month engagement period is outlined below:

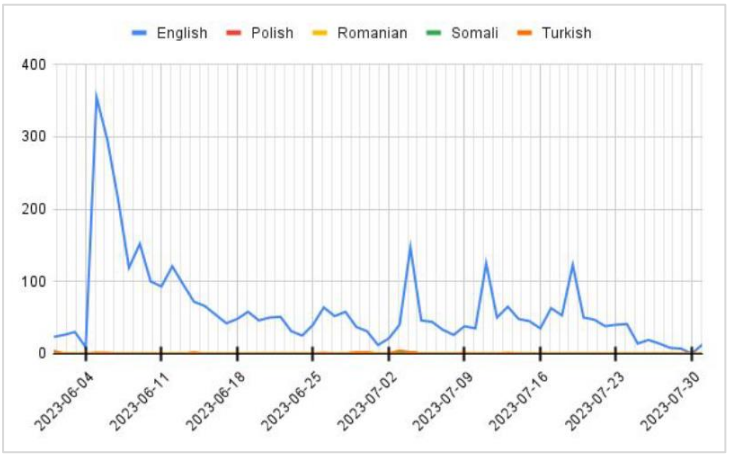


The commonplace website traffic over the 2-month engagement period is outlined below:

	Visitors	Bounced	Aware	Informed	Contributed
All traffic	**4409**	**2588** (58.7%)	**760** (17.24%)	**696** (15.79%)	**365** (8.28%)
Referral traffic	**1541**	**1134** (73.59%)	**206** (13.37%)	**109** (7.07%)	**92** (5.97%)
Direct traffic	**1427**	**746** (52.28%)	**235** (16.47%)	**300** (21.02%)	**146** (10.23%)
Email traffic	**1300**	**661** (50.85%)	**290** (22.31%)	**237** (18.23%)	**112** (8.62%)
Organic traffic	**137**	**43** (31.39%)	**29** (21.17%)	**50** (36.5%)	**15** (10.95%)
Paid social	**4**	**4** (100%)	**0** (0%)	**0** (0%)	**0** (0%)

The commonplace also provided opportunities for respondents to complete the survey in 5 different languages, English, Polish, Turkish, Romanian, Somali.

A breakdown of number of views in each language over the 2-month period is outlined below.



Other Engagement Activities:

The Project Team also took part in other engagement activities to explain the Your Bruce Grove project and publicise the engagement programme. These were important networking opportunities.

The team attended the Tottenham Traders Partnership meeting on Wednesday 21st June, 6:30pm-8:30pm at the Tottenham Hotspur Stadium. At this meeting, the team raised awareness of the Your Bruce Grove project with attendees and gathered intelligence on additional businesses to interview.

On Tuesday 25th June, 11:30am-2pm the outreach team attended a lunch at the Antwerp Arms. An additional 9 street interview surveys were obtained with local resident attendees at this lunch. Two members of the Antwerp Arms community also signed up for the Your Town Centre workshop.

Community Researchers:

Over the course of the project engagement period, the NFL outreach team were supported by a team of local young people, Community Researchers aged between 16-18.

The Community Researchers provided valuable local understanding and knowledge of the area, and assisted with street and business interviews, as well as at the market pop up events.

The NFL outreach team provided support to the Community Researchers, by briefing the researchers ahead of each session, as well as assisting the researchers with carrying out street/business interviews.

1 Community Researcher gained 1 weeks' work experience with CLTH, attended a voices workshop, and has noted interest in developing skills to work in Urban Planning.

Overall, the Community Researchers gained confidence skills, and experience in delivering engagement & outreach work.

The researchers were also paid by LBH for their time in supporting the outreach activities.

In total, 3 Community Researchers were involved throughout the course of the Stage 1 engagement period and attended across 8 sessions listed below.

Dates	Type	No. of Researchers
Friday 9th June	Street Interview	1
Saturday 10th June	Market Pop Up	2
Friday 16th June	Market Pop Up	1
Tuesday 20 June	Business Interview	1
Saturday 23 June	Business Interview	1
Friday 14th July	Market Pop Up	1
Tuesday 18th July	Workshop – Improving the Environment	1
Saturday 29th July	Market Pop Up	2

7. Voices Workshops & Focus Group Findings Analysis

Analysis of the individual Voices workshops

This section presents an analysis of the individual Voices workshops, highlighting key areas of discussion, where there was consensus within each workshop as well as where there was consensus across the workshop programme as a whole. Workshops tended to begin with participants keen to discuss current ASB issues. Generally, facilitators were successful in shifting the focus of discussions back to the workshop topics. Ideas and views were noted by workshop facilitators during the Deck of Cards activity and on the Solution Trees. The information in this section has been derived from these sources.

At the beginning of each session participants and facilitators were asked to "Describe the Bruce Grove area in one word". The following are some of the both positive and negative words that attendees came up with: *"identity, community, vibrant, colourful, changing, potential, opportunity, dynamic, multi-cultural, abandoned, dirty, polluted, loitering, dangerous."*

There was some crossover between the different workshop themes and some clear patterns emerge. Across the workshop programme there was support for:

- The pedestrianisation of Stoneleigh Road and/or a multi-use shared surface approach
- The introduction of a cycleway along Stoneleigh Road and better cycle infrastructure and overall, making the area more accessible for cyclists and pedestrians
- Improved soft landscaping, planting and greenery
- Improved lighting along Stoneleigh Road, Brook Street and specifically the East-West alley connections for safety
- Support for employment, training and volunteering opportunities
- Affordable opportunities for local people to develop entrepreneurial ideas – business incubation
- The idea of Bruce Grove as a "destination" with a vibrant night-time economy
- The expansion of Holcombe Market with the creation of a new family friendly 'town square' focused around the market/car park sites
- Support for improving the area to the rear of Holcombe Market due to poor waste management and issues with vehicle congestion
- Support for the fact that the car park sites are part of the scope and the view that this land should be re-assigned to create community benefits
- Support for the introduction of a parking management scheme to allow more short-stay visitor parking and to prevent long-stay commuter parking
- Dedicated loading and unloading areas to avoid vehicles moving through the area – businesses to then use trolleys to take stock to the rear of shops and businesses
- Cleaner streets with better waste management
- Spaces for the community to get together and socialise, including safe seating areas, performance, exhibition space and exercise spaces
- Local street art with support for introducing dedicated spaces where people could carry out graffiti art

- Better signage and wayfinding
- Public toilets and water fountains
- Ensuring that robust plans would be put in place to make sure that public realm improvements were properly maintained and looked after – Chesnut Way was cited as an example (due to proliferation of weeds) of where public realm improvements had been allowed to deteriorate

Improving the Environment – greening, walking and cycling and sustainable design

Participants at this workshop were passionate about environmental issues and were keen to get involved in helping develop an ambition sustainability approach for the project. Specific concerns were raised about ASB issues behind the Law Centre and Brook Street.

There was also a view that design improvements could help bring about behavioural change and help enhance community safety. The group felt a priority was to encourage more people to use Stoneleigh Road and suggested pedestrianisation or a shared surface approach, which would improve footfall making the area busier and safer. Participants advocated that Stoneleigh Road could be a safe pedestrian and cycle route "greenway" running parallel to the High Road, an alternative route for people who did not want to venture along the High Road. Participants also suggested that currently residents modified their behaviour after dark and avoided using the alley ways as they were poorly lit and considered dangerous.

Interestingly, there was an understanding that introducing more CCTV (as it was considered "reactive") may not provide the whole solution to current ASB issues, with participants favouring a passive surveillance approach. Participants also discussed "car centrism" and had specific views about the quality of the future designs (including uplighters to improve lighting) citing the importance of "Coherence and continuity of materials across public realm". There was general dislike of poorly managed 'Lime bikes' dumped around the area.

There was some discussion about the introduction of new housing with participants citing the importance of sustainable construction and imaginative human scale design with one participant referencing Hundertwasserhaus and Gaudi.

Participants advocated some innovative and interesting ideas related to the topic themes:

- Introducing a natural barrier between the High Cross pub and Tottenham High Road
- Creating a more active interface between the Beehive Pub and the Garden Café and Stoneleigh Road – opening up their outdoor areas to Stoneleigh Road as this would support the breaking down of barriers between spaces and these two popular spots
- The introduction of rain gardens, bat and bird boxes
- The idea of pocket parks and parklets with benches alongside parking spaces as places to socialise
- More and better designed bins including better recycling facilities – participants cited Hackney Council's example
- Well-designed street furniture
- The idea of a heritage trail with appropriate signage was also popular

Future of the Community – leisure, play art, culture and housing; focus on children and young people

Again, safety underpinned much of the discussion during this workshop. There was an emphasis on the project celebrating Tottenham's culture and history and develop new colourful, organic and inclusive spaces. Again, there was strong support for a town square where different generations could get together in a safe space and an aspiration that a successful project would make the area safer, create jobs, training, apprenticeship and volunteering opportunities.

One participant commented that there should be multiple proposals tested with the community before any final decisions are made about design solutions. There was general support for community led arts projects (although one participant disliked them), and wide support for community gardening projects. Participants wanted to see more free and affordable community activities, including an outdoor gym.

Participants advocated some innovative and interesting ideas related to the topic themes:

- Telephone booth libraries
- An affordable box park to help activate the area which and boost the night-time economy
- Free access for sport and fitness. An outdoor gym, a flexible and safe, multi-use space. Alongside this participants suggested an outside performance space, e.g. a dance floor
- There was some support for the introduction of genuinely affordable housing as it was felt that local people were being priced out of the area
- Permanent murals and graffiti which celebrate local history and culture
- The return of the Tottenham Carnival to restore a sense of pride in the area and bring different community organisations together
- Pop-up events to make the area busier. The Car Boot Sale in White Hart Lane was cited as an example that could be followed

Spaces for Everyone - safer, inclusive and accessible public spaces; art, culture and leisure

This workshop took place at Protheroe House and was attended by several of their residents. They were clear that they wanted the project to help make them feel safer – they requested more cycle routes, signage to warn cyclists about speeding and signage to help mitigate against pavement and scooter cycling.

From other residents there was some distrust of the Council due to the perceived failure of previous projects. However, there was consensus that if the community have some form of ownership over any proposed changes as well involvement in helping manage and maintain sites, such as a community food growing sites, (Incredible Edible were cited), then the project could improve quality of life and energise the town centre.

There was some agreement that the community had become more fragmented but that new immigrant families could drive change, especially as their children progress through the education system.

There was also agreement that the project could help bring the community together and address social isolation, through activities, projects and infrastructure, such as community food growing, pop-ups to provide employment opportunities and divert young people away from crime. Equally there was a strong feeling that there needed to be economic opportunities to divert young people away from crime but there needed to be training and education to help people take advantage of these opportunities. It was agreed that new migrants are entrepreneurial and that the project should provide opportunities for them.

Again, there was strong support for a public square with several participants stating that this could be sited in Stoneleigh Road Car Parks A and B with clear connections to Chesnut Road. The group agreed that car park sites could be used to create alternative spaces – market expansion, pop-ups, indoor and outdoor facilities for the community to get together as well as new affordable housing.

Participants advocated some innovative and interesting ideas related to the topic themes:

- A pop-up stall concept similar to the Blue House Yard (Wood Green) initiative
- Accessible English lessons for new immigrants
- The introduction of a new playground on the site of the former Brook Street playground
- The development of the graffiti alley as a landmark location with potential to be developed into a start-up business
- Street and cultural celebrations
- Upcycling opportunities and a pop-up repair shop
- Spaces for local creatives to develop and show their work
- Presence of street wardens – similar to Wood Green

"Develop what you've got". The graffiti alley could be developed as a landmark location. "The Albanian community use it as a backdrop for their wedding photos". The last cobbled street needed to be safeguarded.

Why are we removing the mature trees and green space at Reynardson Ct on Rycroft Way? This should be kept and improved as a public green space. Flats would be better on car park sites

Your Town Centre – businesses, market and town centre offer; building local skills and opportunities

At the beginning of the final Voices workshop some attendees felt that they had been misled as they were expecting the workshop to focus on Tottenham High Road itself. However, residents who lived closer to Stoneleigh Road, emphasised their support for the project, stating how heavily invested they felt in the project and that it was important to improve the area and address current ASB issues.

Again, participants stated that the community had become more fragmented and discussed what steps needed to be in place to address this and bring people together. They liked a box park concept but also wondered whether it would work in Bruce Grove. There was strong support for the pedestrianisation of Stoneleigh Road, the expansion of Holcombe Market, a covered food court, more cultural celebrations, parklets and dedicated spaces to bring the community together.

Participants advocated some innovative and interesting ideas related to the topic themes:

- Wrap around support services needed for people with mental health needs to address loitering and begging issues
- Extension of Chesnut Road up to Stoneleigh Road Car Park A/B
- Stoneleigh Road Car Park A as be a focal point for a square/market/event.
- Strong support for an expanded market and a covered food court attracting a diverse range of cultures
- The creation of an alternative to the High Road, but something that complements, rather than competes, with the High Road
- Creating opportunities to make it easier for small businesses to grow, such as repair shops, meanwhile spaces allowing people to test their ideas, business/workshop incubators. Somewhere for skills to be developed and shown and tested
- A community cinema
- An independent community coffee shop
- The development of a training zone for business start ups

Analysis of the Bruce Grove Youth Space Workshop and Business Users' Focus Group

Bruce Grove Youth Space Workshop

The Youth Space workshop preceded the Voices workshops but set the tone for the many conversations that were to follow. There was a lot of interest from the young participants in making the area greener (food growing was mentioned) and safer with an emphasis on introducing more play and exercise opportunities (for both children and young people) and agreement that art and graffiti helped enhance the area making it more vibrant. The Pride in Bruce Grove mural was popular – "*I would like my name on a wall". "Make a space for people who like skating and art".*

There was consensus that the local alleyways and cut-throughs were dangerous – *"St Loys alleyway is scary and shady, especially at night, and stinks".*

Overall, there was a strongly expressed feeling that there were too many car parks *("The car parks are boring")* and too many cars and participants had some clear ideas about what they would like to see on the car park sites, so that they became more interesting community spaces. Several participants commented about event days at the North London Stadium confirming that they found them to be inconvenient and of little benefit to local people – *"Match days are too much".*

Participants stated that they wanted Bruce Grove to keep its own identity and not look like areas which they considered to have suffered from overdevelopment. (Stratford was mentioned by some participants as an example). Participants were clear that they wanted future activities and initiatives to be free or affordable and referenced a lack of disposable income affecting both themselves and their families.

Lime bikes and e-scooters were popular but young people noted they need a license to use them and some disposable income.

Participants advocated some innovative and interesting ideas related to the topic themes:

- A pop-up food court on the ASDA car park site
- Electric charging points
- A seating and play are in the market – *"The kids are always waiting while the adults do the shopping".*
- Lots of interest in play spaces, performance space and sporting activities – small sports pitch and/or a skate park outside Holy Trinity Primary School – *"happens around Sainsburys but there isn't much space there…it's 'full' now"*
- Circular benches around trees and pop-up food stalls and food trucks in the Stonleigh Road car parks
- Community food growing



Bruce Grove Business Users Focus Group

The Business Users Focus group followed on from the Voices workshops. The main priorities for participants were focused around current ASB and crime issues and a perceived general decline of the area, poor parking management and a lack of footfall affecting the local economy. There was consensus for changes to be made to parking management to incentivise short-term customer and visitor parking and dissuade long-term commuter parking. In contrast to the views shared during the other engagement activities and workshops, business users expressed a high degree of concern about local parking issues and the potential impact of the removal of parking. (One participant proposed the building of a new multi-storey care park). Participants seemed generally satisfied with arrangements around deliveries and waste management.

There was also a strong sense of pride about the area's multi-cultural community and history and unanimous agreement that the market was the *"Heart of the community"* and consensus around what needed to happen to improve the area socially and economically. Business users were clear that they needed more support from the Council to revitalise the High Road, to bring back more families shopping together and that online shopping and ASB and crime were all having a negative impact on local trading conditions – *"Footfall has halved"*.

In terms of the physical infrastructure:

- Proposal of a shared surface approach to Stoneleigh Road was well received as was the idea for dedicated areas for loading and unloading (perhaps with set times)
- More CCTV, improved on-street enforcement and the introduction of Street Rangers (as in Wood Green)
- More recycling facilities and electric charging points
- More greening *("Add interest to the streets")*, better lighting on and around Stoneleigh Road
- Improved cleaning of the area generally and enforcement measures to prevent fly tipping – *"Better maintenance for the streetscape"*
- Better surfaces and paving – *"Car parks are disgusting", "Make the pavements nicer"*
- Improved signage and wayfinding
- Better cycle infrastructure as market traders especially feel they are losing business due to the lack of bike facilities - "We need more bike racks as customers who used to cycle have nowhere to leave bikes now as the racks which used to be on the High Road have been removed due to loitering. We would like to see bike racks designed that could prevent loitering"

There were several suggestions about improving the market:

- *"A roof over the market would help. The blinds don't work very well, they have to be retracted when the wind speed is above 20mph".*
- Sustainable energy solutions for the market – solar panels and grey water to clean the market floor

- The market generally needs to be a lot cleaner, and the market floor is dirty – *market traders stated that they often have to clean the market area up themselves when they arrive in the morning*
- Cultural celebrations tied in with food and healthy eating to help increase footfall. *"We used to have events, we had a beer festival which was very good and also BBQs etc. We'd like the market to be more of a destination, the hub of the High Road."*
- A more specific offer on event days - pop-up stalls, a beer stall, cooked food and snacks etc - like Wine and Rind previously.
- Cooking demonstrations around healthy eating and cooking on a budget – "Someone used to cook mackerel and squid, would be good to have this back".

Improving the social and economic infrastructure:

- Support service intervention to address homelessness and rough sleeping, and street begging
- More effective ways for businesses and the community to report ASB and crime
- Market extension – *"To provide more opportunities for local businesses"*
- Cultural celebrations and community activities to help encourage more families to visit the area and local shops
- Development and promotion of the area as a *"destination"* with a vibrant nighttime economy – Dalston was cited
- The creation of an open air exhibition space in the market

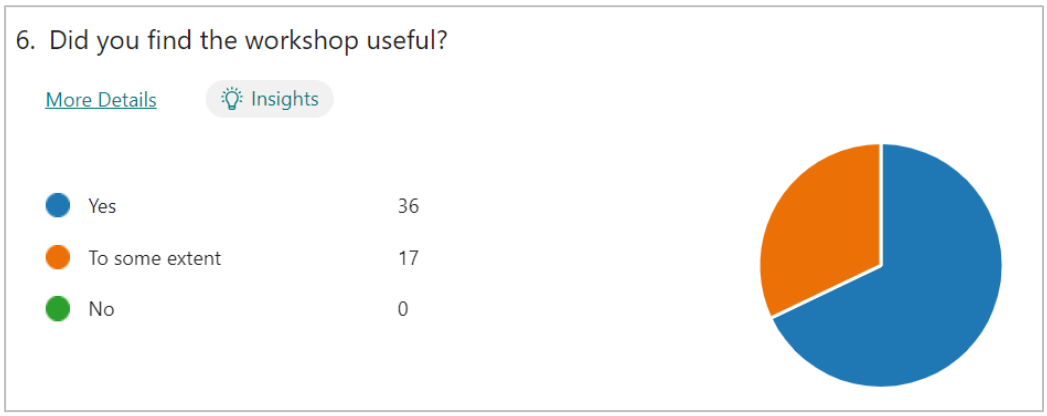
The Business Users survey highlighted several issues and ideas around parking and traffic management and these issues and ideas were repeated during the Focus Group workshop:

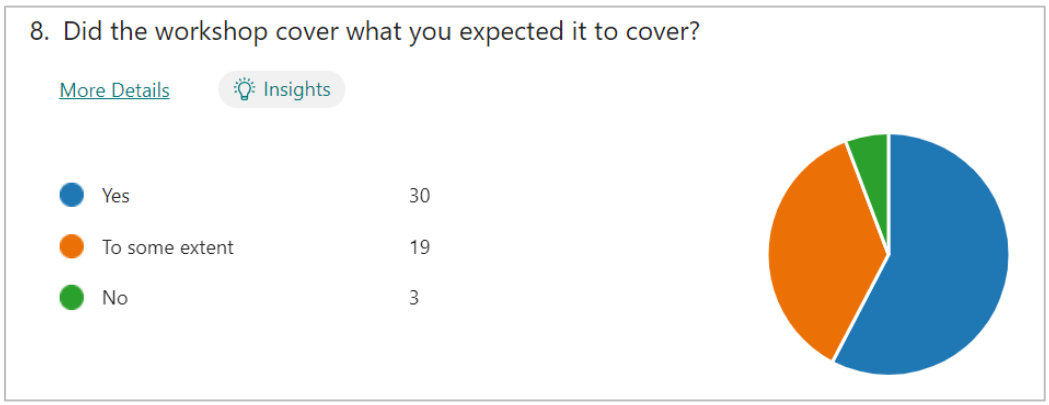
- Resentment of the Council from businesses and customers due to the existing parking regime and difficulties for the public in using and understanding the permit system and online payment for parking.
- The area's parking restrictions mean that people cannot stop at all on the High Road and this is having a negative impact on business
- Businesses also rely on non-local customers several of whom arrive by car and utilise the car parks. *Andy Hall and Jim Thompson stated that non-local customers are often people who used to live in the area and have maintained links with the area*
- The two e-charging points on Stoneleigh Road do not work - this is putting off customers
- The principle of high turnover parking was supported with free short-term parking with 30 mins to 1 hour agreed as sufficient.
- Event days at the North London Stadium – event day parking restrictions (no parking from 8am) cause additional complications and have a negative impact on local trading with restrictions all day even if events take place in the evening
- More disabled parking required and more efficient parking design layouts needed (especially around the market)
- Due to the LTNs, the market traders are missing out on delivering to local restaurants etc. (Especially Thompson's Sea Foods)

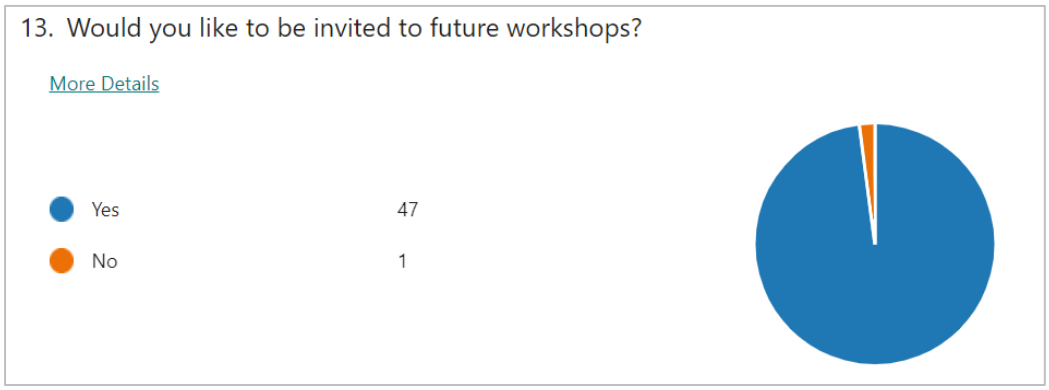
Voices Workshop and Business User Focus Group Participant Feedback:

Below is a summary of feedback from workshop participants:

- 68% stated the workshops were useful, 32% noted the workshops were useful to some extent.
- 58% felt the workshop covered what they expected it to cover, and 37% felt to some extent.
- 98% participants who completed the workshop feedback form noted they would like to attend future workshops related to the project.







8. Engagement Findings Analysis:

Across the nine-week period of engagement and the various activities which took place during June-July 2023, a great deal of data and information was gathered from stakeholders. Data was gathered from the different surveys undertaken as well as from feedback collected during workshops, focus group sessions and the Commonplace engagement platform. As can be expected stakeholders voiced a multiplicity of views covering key aspects of the project across the different strands of engagement.

There were areas of consensus, expressing both negative and positive perceptions of the Your Bruce Grove area. Across all the different kinds of engagement and for all the various stakeholder groups community safety emerged as a consistent theme and area of concern. Generally, the area (and this usually included Tottenham High Road itself), was perceived as neglected, unclean, polluted and unsafe (especially after dark). The area was perceived as a place experiencing multiple levels of deprivation where many people were struggling, (the cost-of-living crisis was cited on several occasions), and where people would not choose to socialise.

However, stakeholders often expressed positive views and a sense of pride about the area's heritage, diversity and multi-culturalism, and how generally the different communities get on quite well together. It should be noted that few stakeholders expressed a wish to move out of the area. In fact, the team engaged with several stakeholders who stated they could no longer afford to live in the area but wished to move back. At the same time stakeholders also expressed the wish that more is done to encourage social integration, (especially with groups who may not speak English as a first language, and/or may be more recent arrivals). There was a widely held aspiration that there needed to be an improved environment with more and better opportunities for the community to get together and meet. There was also consensus around the need to provide education and upskilling for the community to benefit fully from changes in the area and new social and economic opportunities.

Many stakeholders characterised the area as one with great potential, with more than one resident stating, "All Bruce Grove needs is a bit of tender loving care". The topics most of interest to the community were: issues around ASB, improvements to public realm and the local environment, the cleanliness of the area and the expansion of the market. Generally, there was consensus that Holcombe Market is a great community benefit – "the Hub of the High Road".

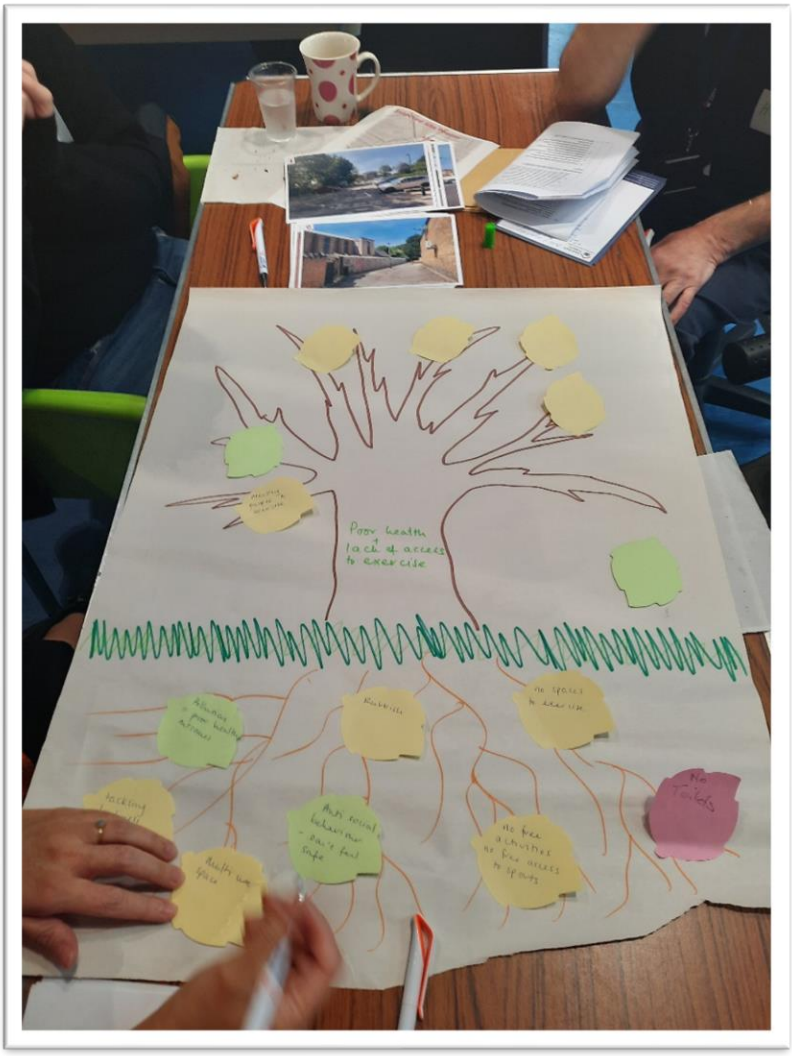
Many stakeholders welcomed the idea of change and greater levels of investment into the community, believing that positive change was possible and that existing assets (such as the market) could be further improved. Some stakeholders questioned whether change was possible often citing consultation fatigue and a lack of trust of the local authority. Some also felt a sense of unease around change believing that people were already being priced out of the area. However, it can be noted that almost everyone agreed that there was a need for change.

In this section we will look at and summarise the key themes and issues highlighted in the feedback received from stakeholders. We will also look at possible solutions to the issues,

again taken from feedback received from the various engagement activities that took place during June-July 2023.

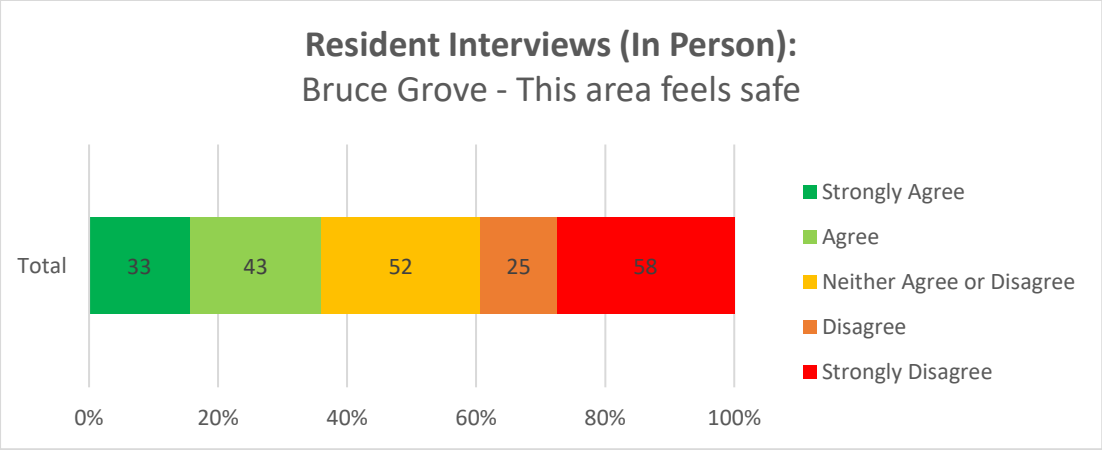
The key themes this report analyses includes:

- Community Safety
- Local, nighttime economy and commercial offer
- Housing
- Public Realm & Greening
- Parking
- Transport, Active Travel, Sustainable Transport
- Community, Identity and Culture
- Activities for Young People & Children
- Market Expansion
- Community Activities and Training & Employability Opportunities

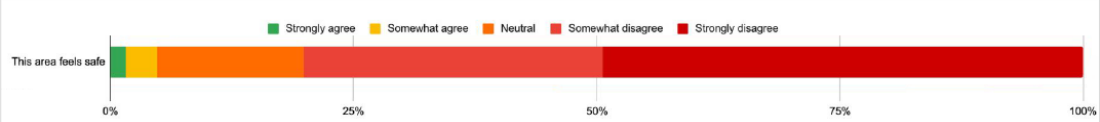


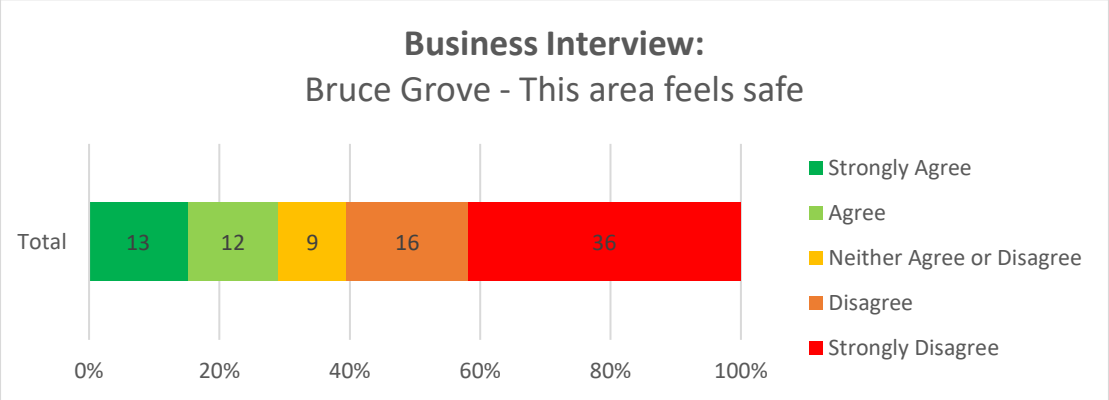
Community Safety

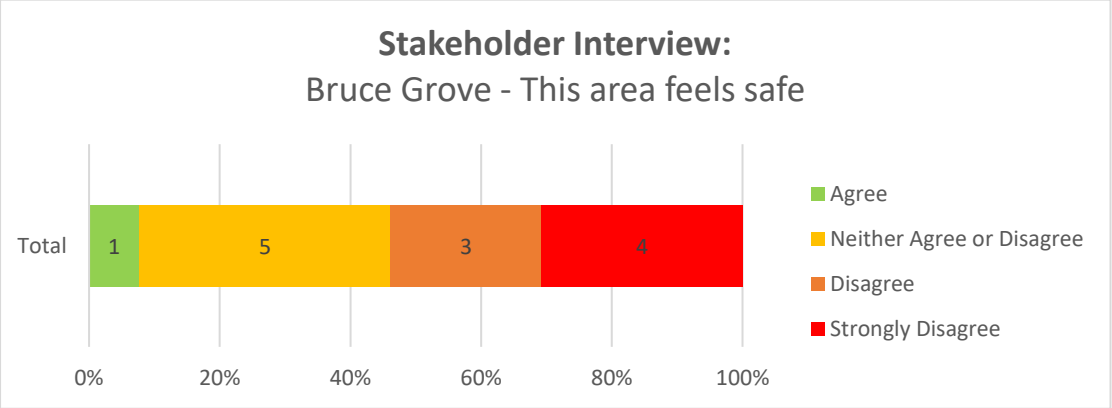
This section explores how respondents felt about safety in the Bruce Grove & Stoneleigh Road area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.

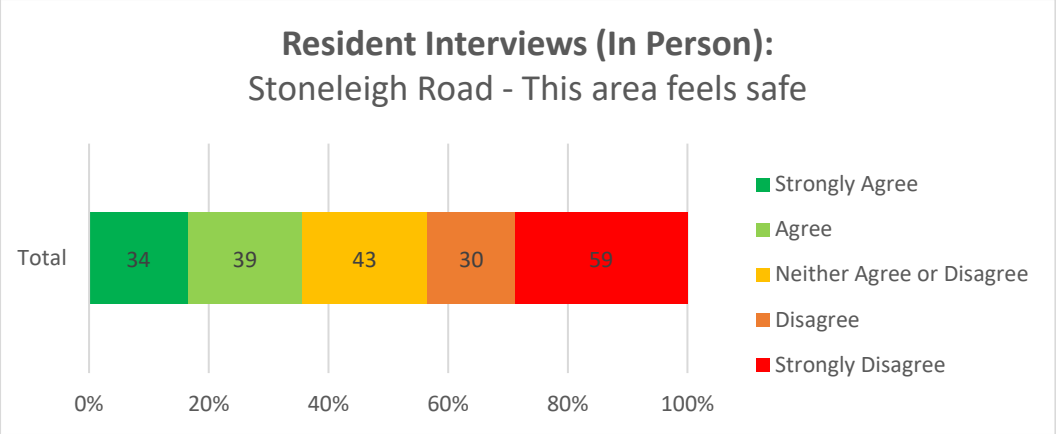


Commonplace Resident Survey (Online):

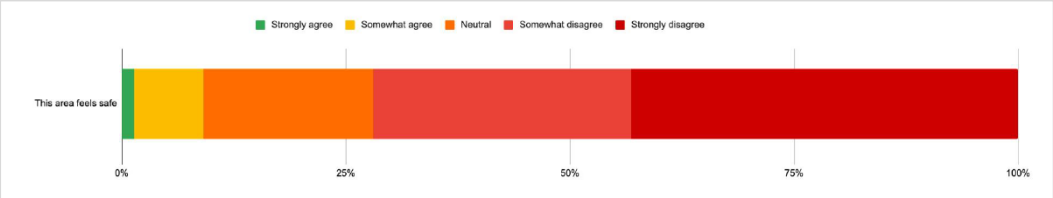


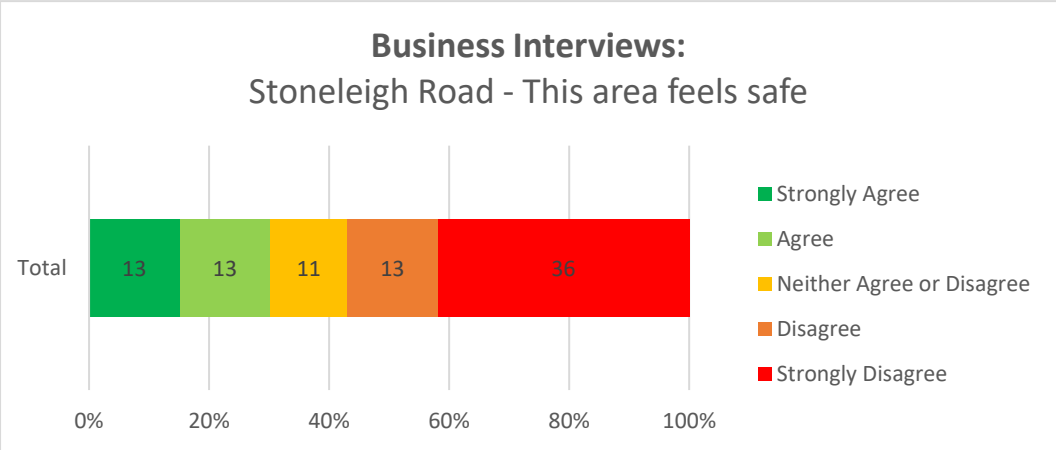


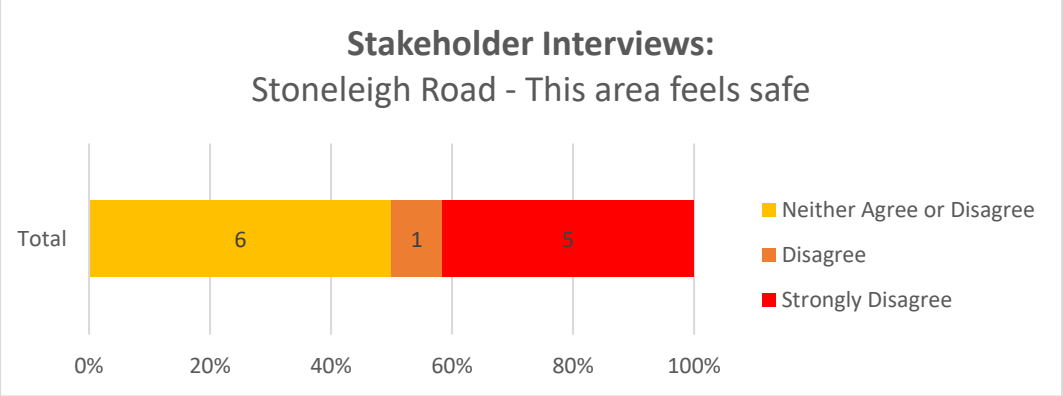




Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- A significant majority of respondents felt the area was unsafe.
- The feeling of unsafety in both the Bruce Grove and Stoneleigh Road area was similar across all stakeholder groups.

Stakeholder Perspectives & Demographic Characteristics:

- Businesses interviewed generally felt more unsafe in the Bruce Grove area, compared to local residents.

[LBH to provide demographic chart breakdown]

Key Recommendations & Suggestions from the Community:

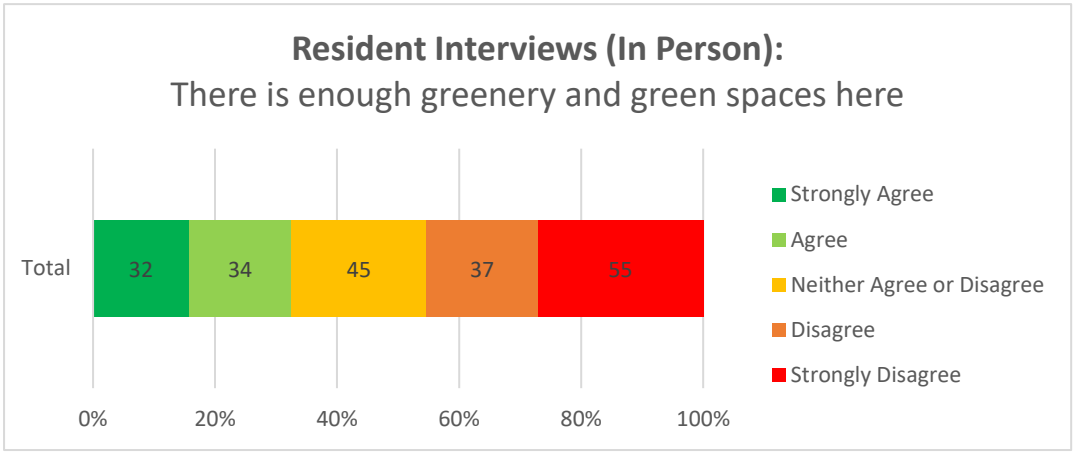
Below are key recommendations and suggestions from the community from the engagement carried out:

- Some residents suggested at the voices workshop for future of your community, to better monitor open/outdoor spaces with CCTV to reduce crime
- Increase in police presence / patrols in key hotspots and areas where there are reported ASB issues e.g. by the Post Office on the High Road, Brook St Alley, Stoneleigh Road etc.
- 'Regeneration of Alleys' was suggested at the Town Centre workshop
- Some residents cited the Wood Green approach and introduction of street wardens would be beneficial in Bruce Grove.'
- Some residents noted safety concerns at using the bus stop near the post office, and suggested improvements in this area to mitigate against ASB
- Residents suggested for improved lighting at Brook Street Alley and other narrow walkways/alleyways – 'Improved lighting in alleyways/narrow walkways'
- 'Stoneleigh Rd – needs better lighting – need to attract more footfall to activate the space.'
- 'St Loys is shady (unsafe/dangerous)' – noted by a participant at the youth workshop.

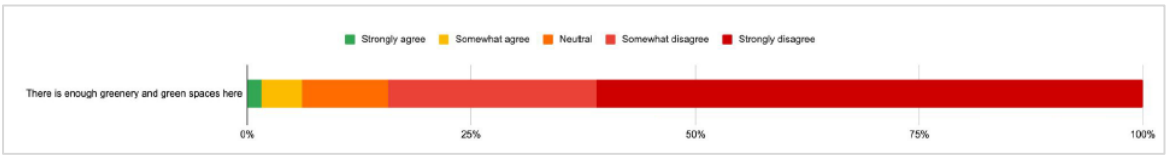
Public Realm, Environment and Greening

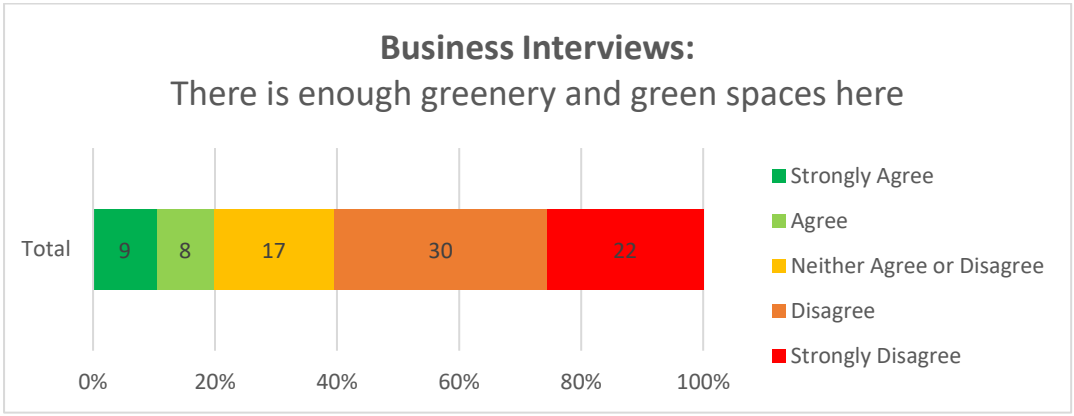
This section explores how respondents felt about public realm, environment and greenery in the Bruce Grove & Stoneleigh Road area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.

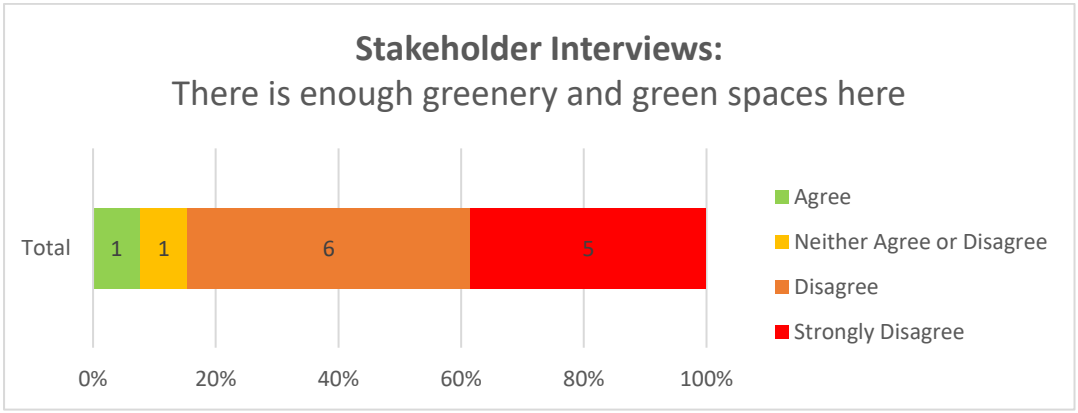
Green spaces



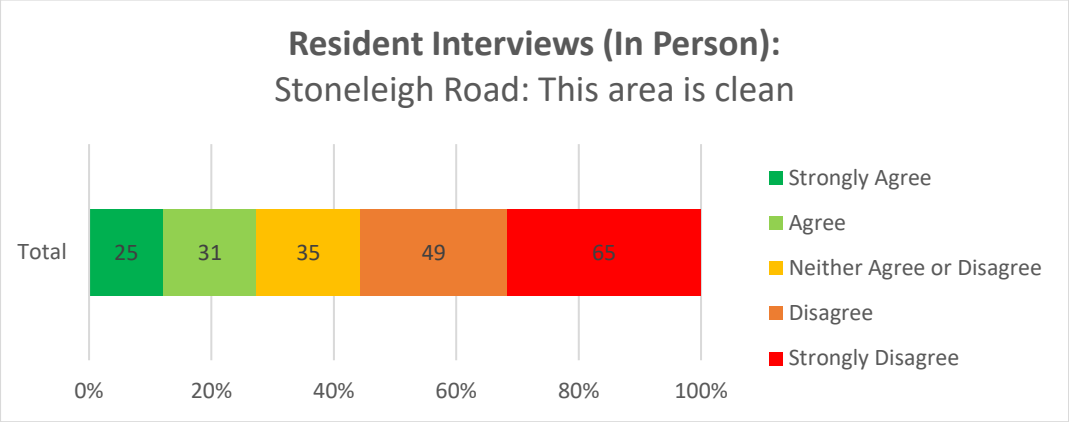
Commonplace Resident Survey (Online)



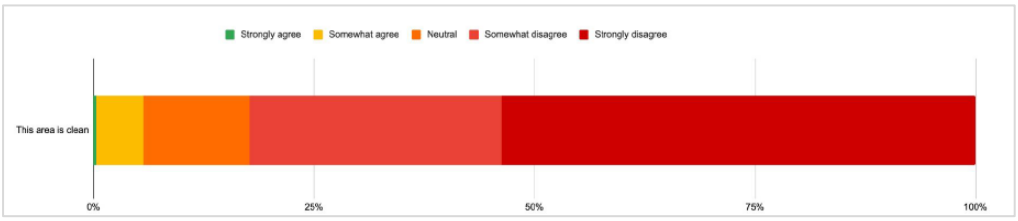


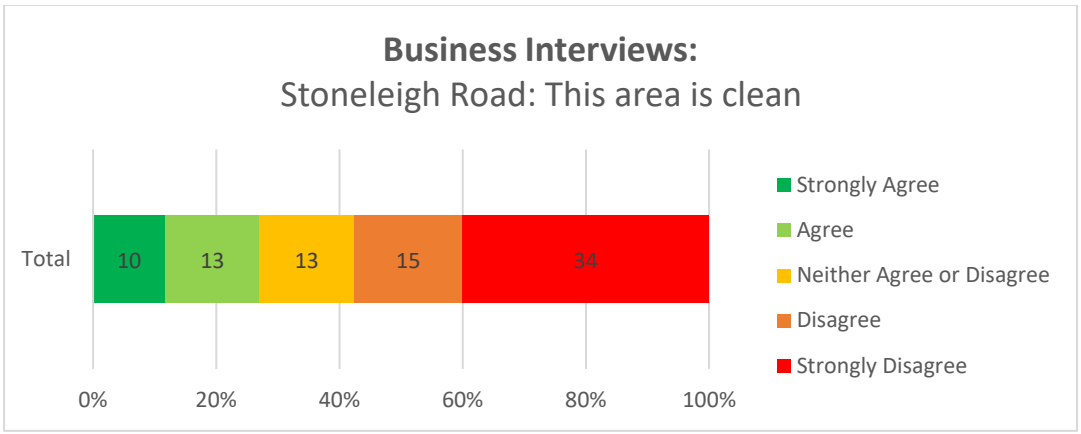


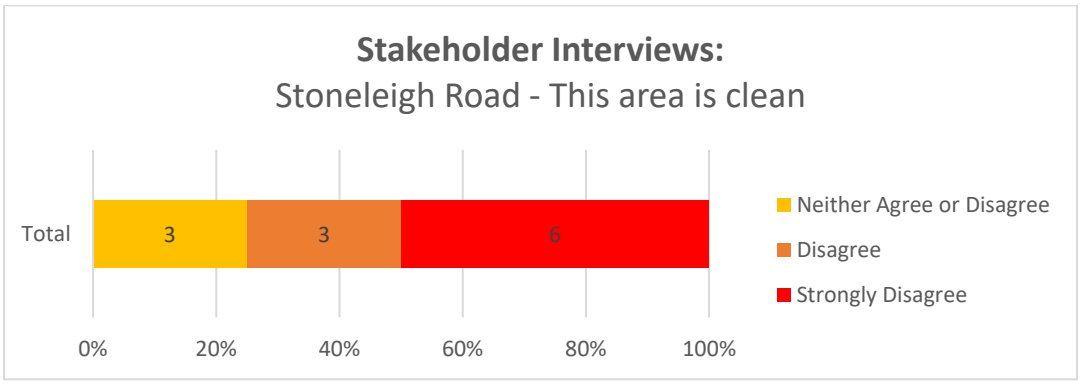
Cleanliness:



Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- Significant numbers of stakeholders stated that they would like the area to be greener and would like to see a healthier environment.
- Significant numbers of stakeholders stated that they would like the area to be cleaner.
- Some respondents cited lack of cleanliness having a negative impact on community safety.

Stakeholder Perspectives & Demographic Characteristics:

- Businesses interviewed felt there more lack of greenery and green spaces compared to local residents (some local residents noted in street interviews that they use local parks which were situated further away from the Bruce Grove area e.g. Down Lane Park)

[LBH to provide demographic chart breakdown]

Key Recommendations & Suggestions from the Community:

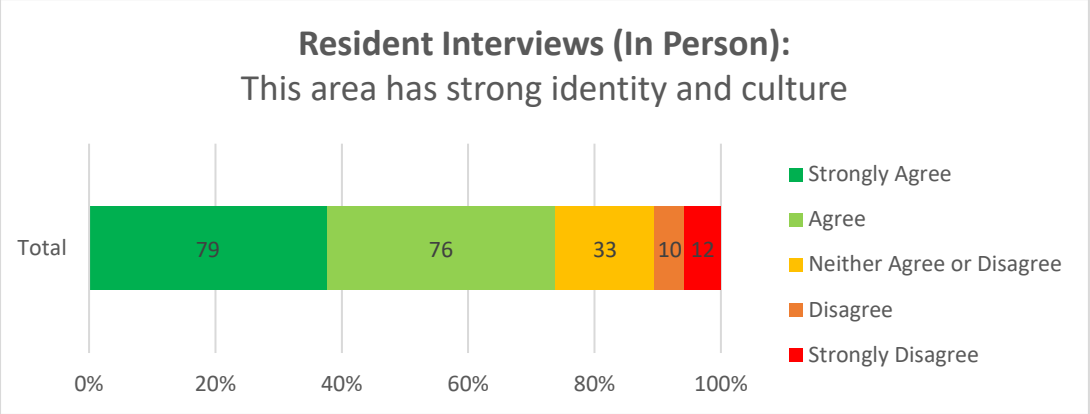
Below are key recommendations and suggestions from the community from the engagement carried out:

- Lack of open spaces was also cited as well as levels of air pollution. Poor lighting was also cited along Stoneleigh Road, Brook Street and the alleyways.
- Fly tipping was cited as well as the area behind Holcombe Market.
- The state of the paving along Stoneleigh Road was cited as well as uneven surfaces in the car parks.
- Some stakeholders cited the relative cleanliness of the Tottenham Hale developments.
- Benches – like the ones at the new Spurs stadium'.
- 'More trees, fruit trees, good painting, managed by the community'.
- 'Better maintenance of green spaces, planters'
- Residents suggested for widening the pavement on Stoneleigh Road to increase accessibility for pedestrians, with 1 resident noting in the street interview *'The pavements are narrow so hard to cycle around that area.'*
- Improved planting with suggestions for 'Wildflowers – daffodils and azaleas'
- 'Maintenance – upkeeping of planting (Chesnut Road)'
- Retention of mature trees – 'Why are we removing the mature trees and green space at Reynardson Ct on Rycroft Way? This should be kept and improved as a public green space'
- 'Pedestrianisation – connect Chesnut Rd/Protheroe House'
- Residents noted at the workshops that they would like to see less concrete integrated into the design proposals for the area.

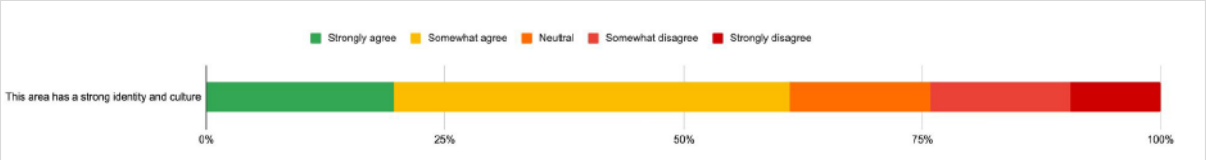
- General agreement that graffiti / street art creates a more pleasant and safer environment for everyone – some community members requested for there to be more permanent street art
- Cleaning the streets – all helps the area, needs love.' – by Stoneleigh Road, and to the rear of Holcombe Market.
- Cleanliness & better waste management at Holcombe Market – 'Market could be tidier'
- 'Greens issues – communal recycling – integrate the community'
- Increased bins in the area, with issues raised that 'takeaway shops should have to do more to stop littering/tidy up'.
- 'Better waste management and enforcement'

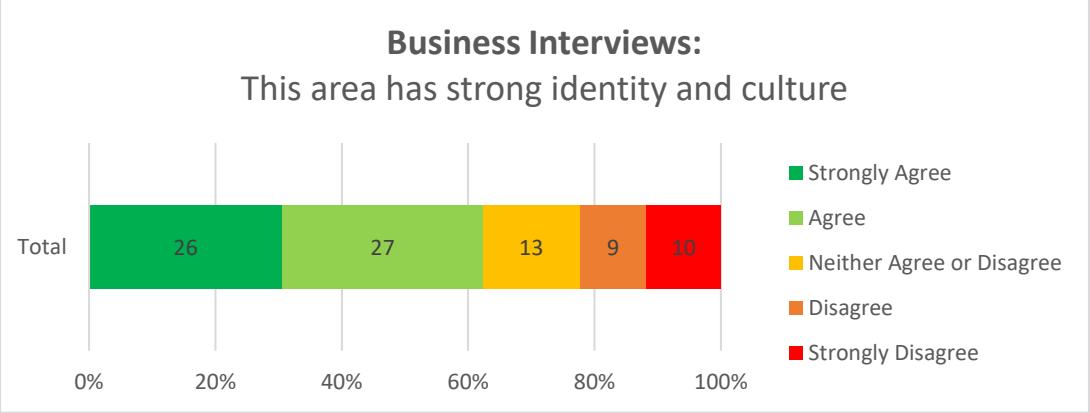
Community, Identity and Culture

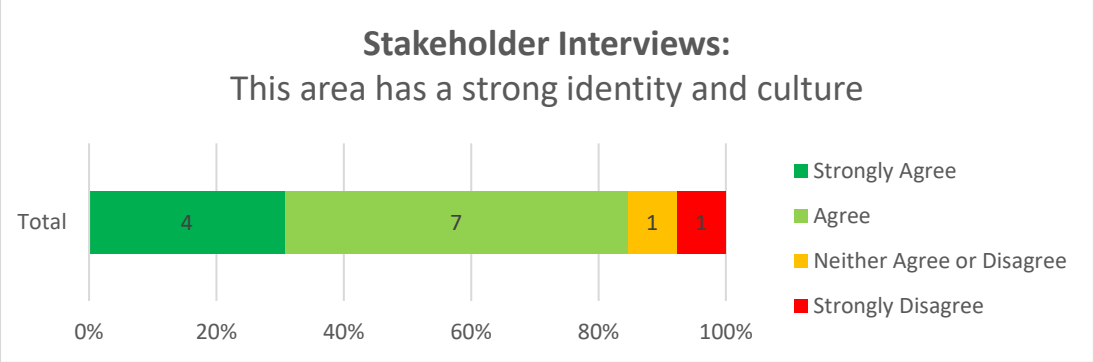
This section explores how respondents felt about identity and culture in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.



Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- Significant majority of respondents felt that the area had strong identity and culture.
- Respondents noted that the strong identity and culture was due to the diversity of different cultures, variety of shops, and ethnic make-up of the local population.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

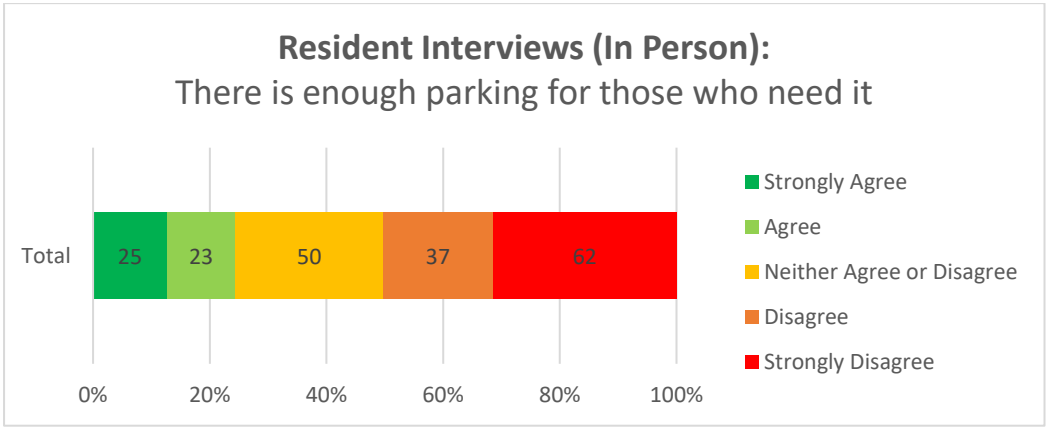
Key Recommendations & Suggestions from the Community:

Below are key recommendations and suggestions from the community from the engagement carried out:

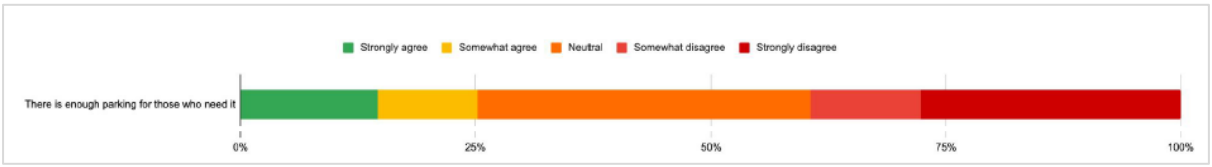
- 'Importance of preserving local history and heritage 'at all costs' – area is rich in history.'
- Local community would like to see more permanent Murals and Graffiti which highlights the areas heritage including the palace theatre.
- Wayfinding to also highlight the areas culture and heritage.
- Tottenham Hotspur murals were well received by the local community

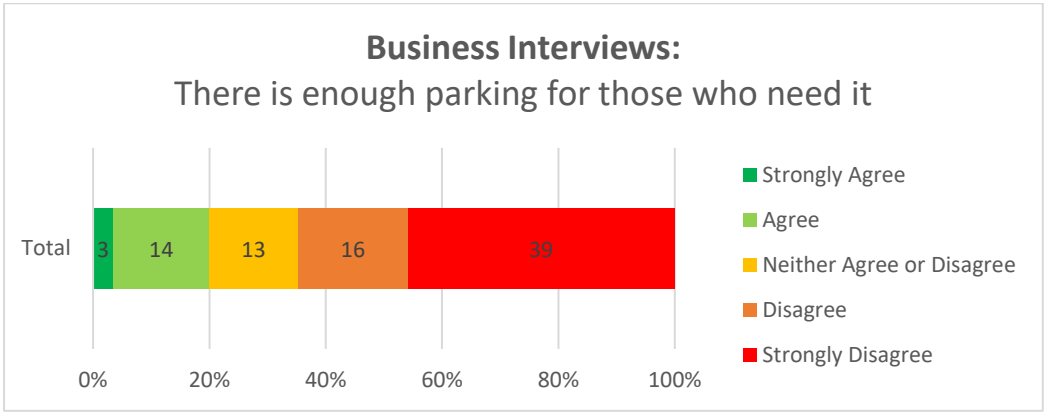
Parking

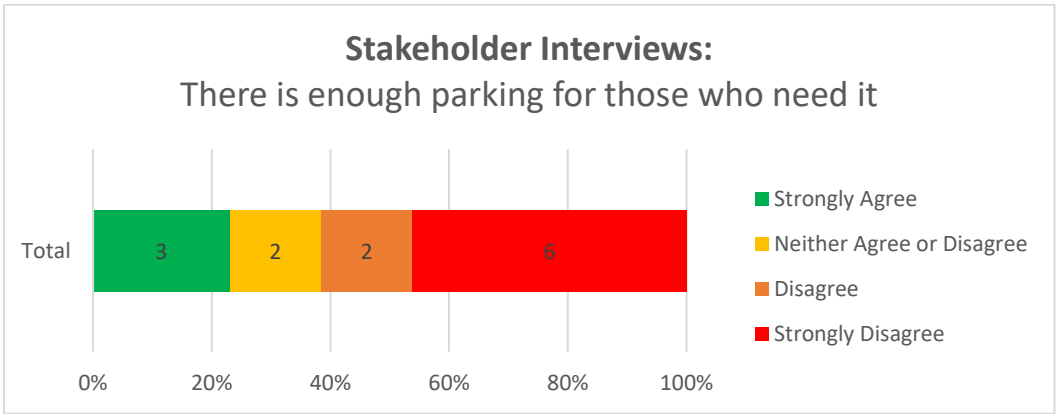
This section explores how respondents felt about parking facilities in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.



Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- Significant number of respondents interviewed, in particular businesses felt there was a lack of parking facilities in the local area.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

There were suggestions relating to perceived excess of car parking, as follows… However, other suggestions related to perceived lack of car parking, most often voiced by XX stakeholder, and these were…

Key Recommendations & Suggestions from the Community:

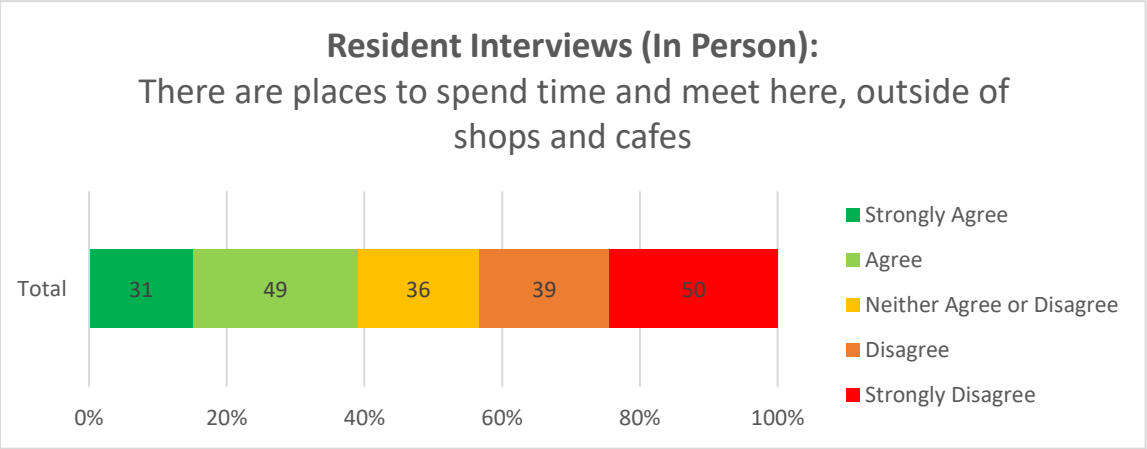
Below are key recommendations and suggestions from the community from the engagement carried out:

- Some residents recommended for there to be changes in parking management, including short stay parking e.g. '2 hrs max parking to deter commuters' or change to 'visitor hours'
- 'Pedestrianised zones on Stoneleigh Road.'
- 'Timed/regulated delivery hours/zones for High Rd/Holcombe Market shops'
- 'Electric car charging points'
- 'Would like to see solar panels in car parks' – better environmental sustainability.
- 'Increase cycling accessibility: parking, levels, and lighting'
- Residents suggested at the environment voices workshop to create a public square with greenery/seating at the Stoneleigh Road Car Park B (adjacent to the Beehive Pub), with multiple activities/uses.
- 'Remove car parks.'
- 'Retention of blue badge spaces at the car parks'
- Better signage in the car parks and local area for parking – 'parking could be clearer as the signs are confusing'
- Some businesses suggested for removal of LTNs to drive more footfall to local shops with a perception that the LTNs have been affecting trade
- One business suggested for there to be a 'multistorey car park'

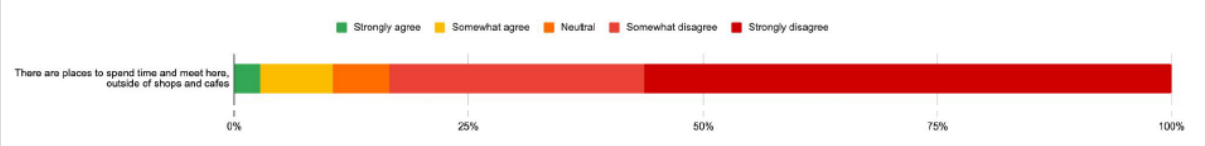
Local Economy, Nighttime Economy, and Commercial Offer

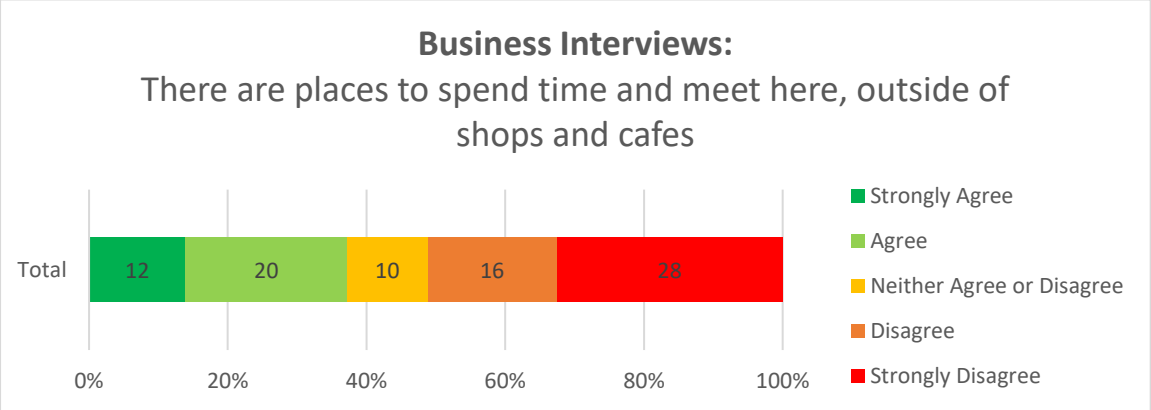
This section explores how respondents felt about the local economy, nighttime economy, and workspaces in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.

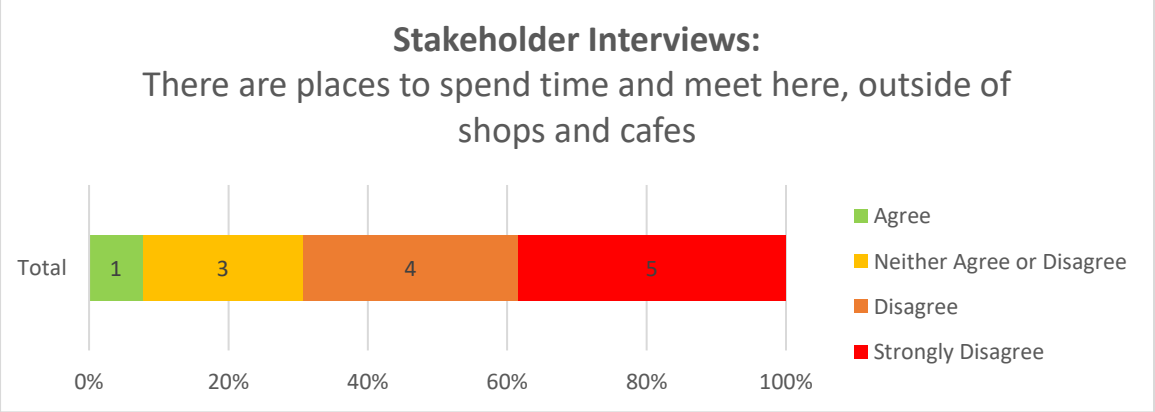
Local Economy



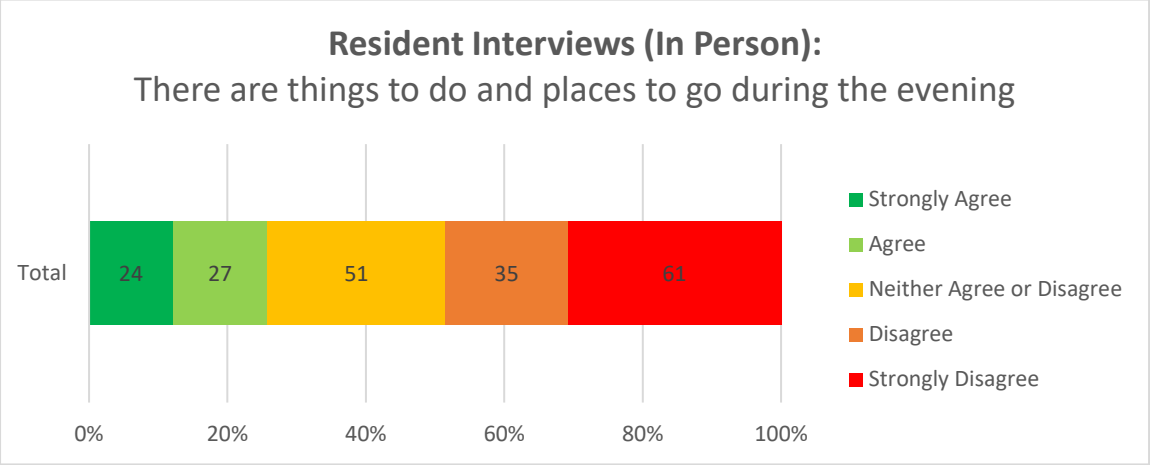
Commonplace Resident Survey (Online)



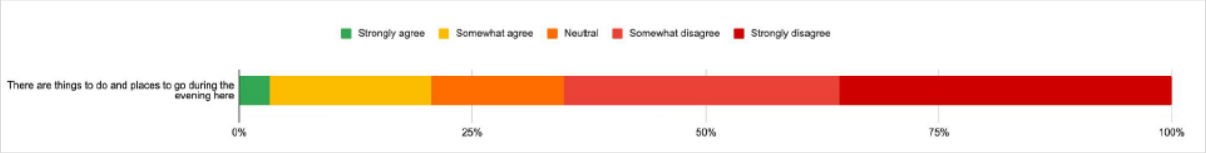


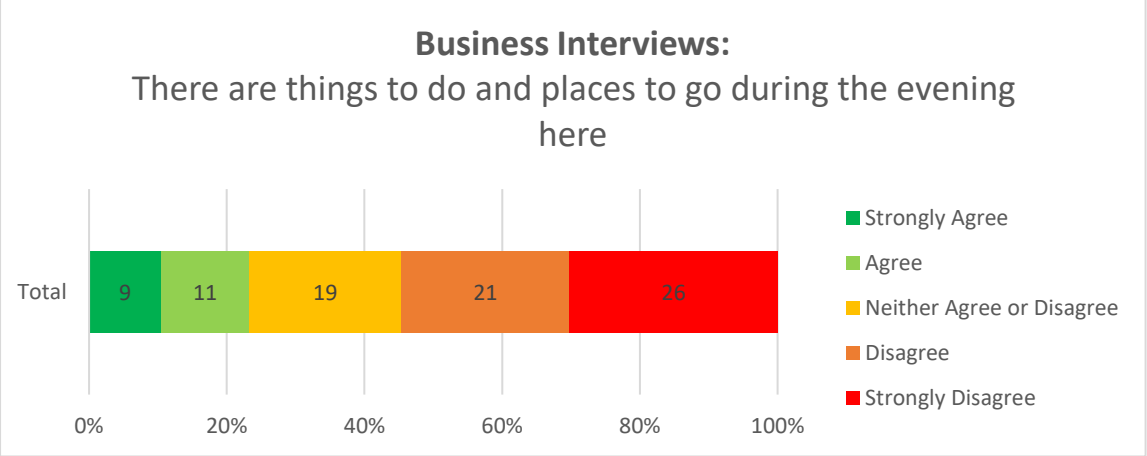


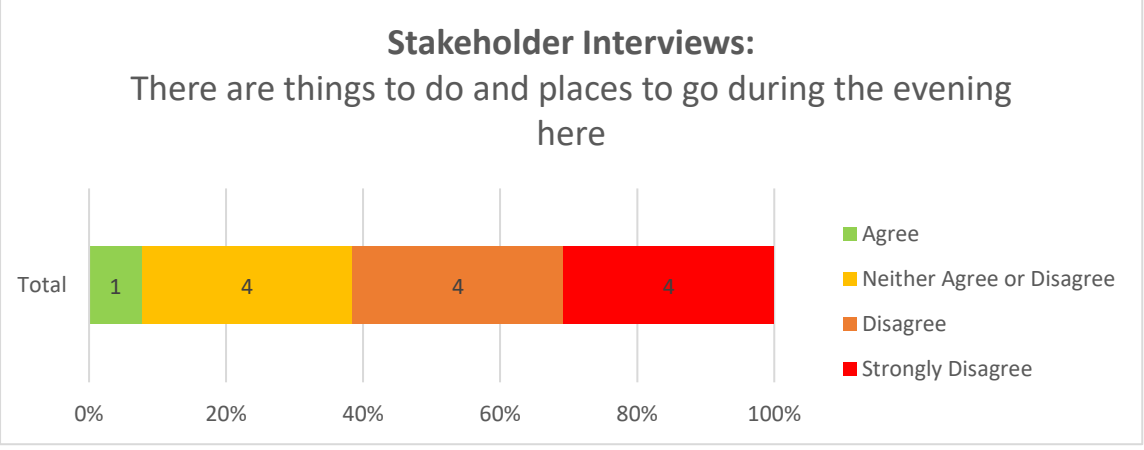
Nighttime Economy



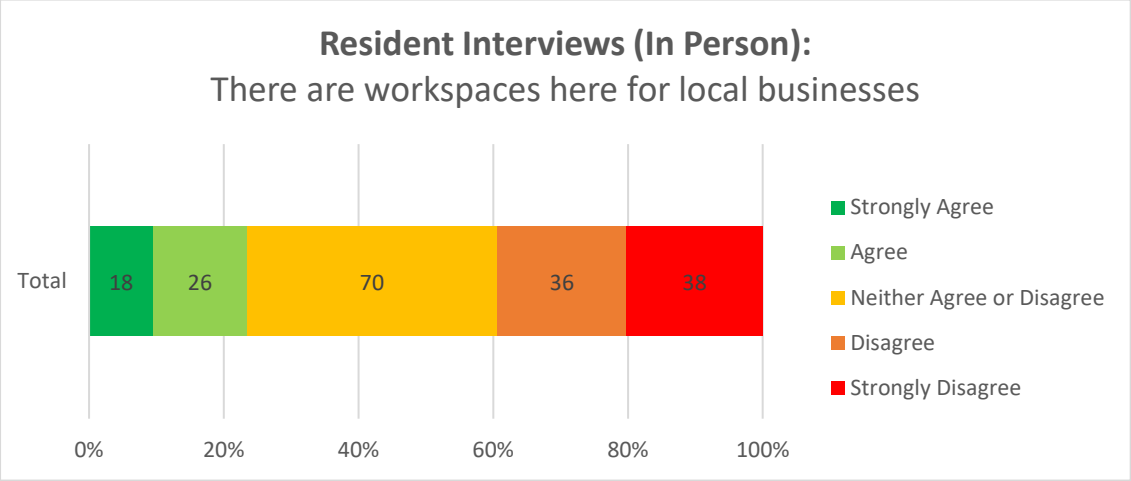
Commonplace Resident Survey (Online)



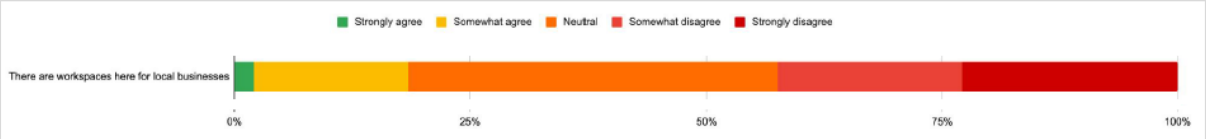




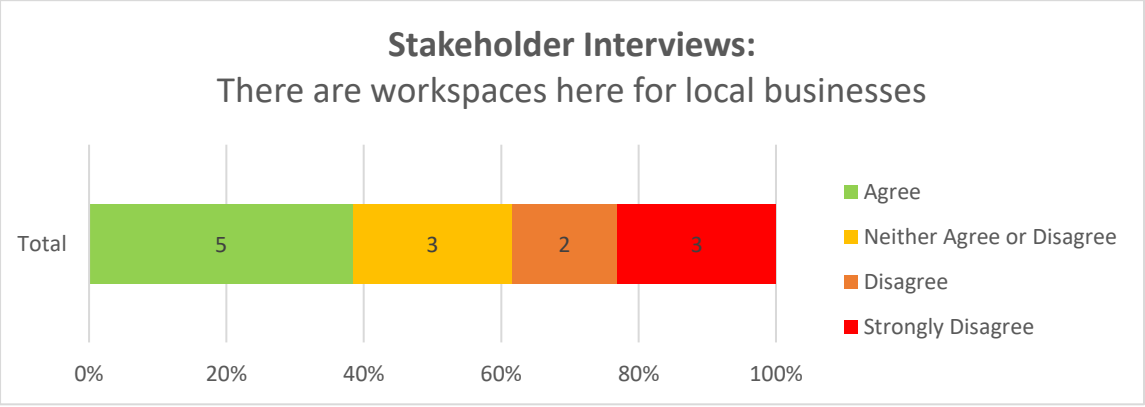
Workspaces for Local Businesses



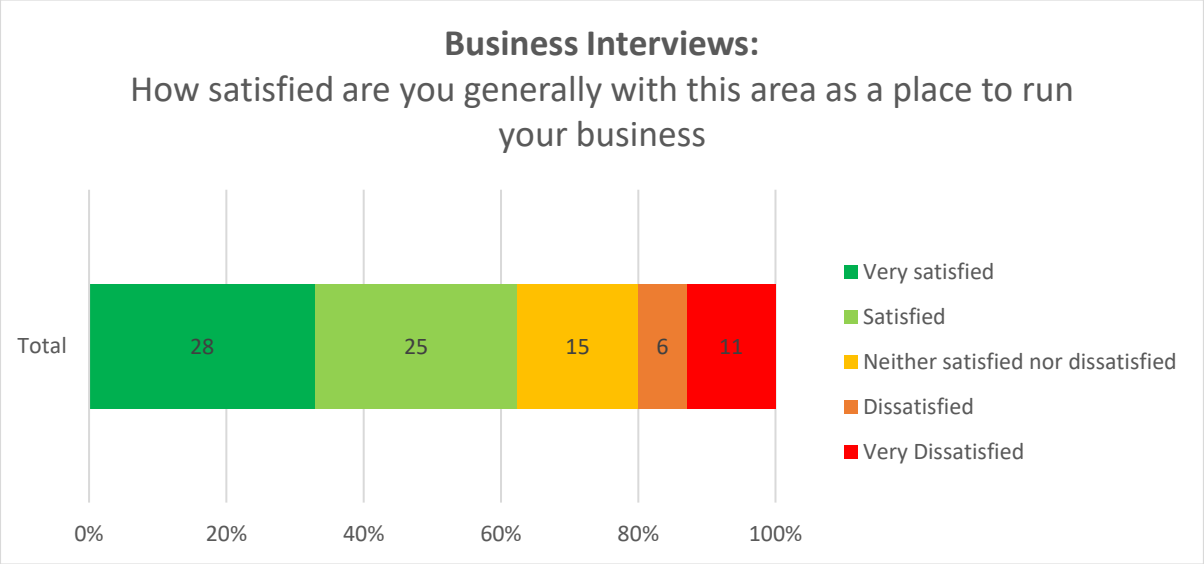
Commonplace Resident Survey (Online)





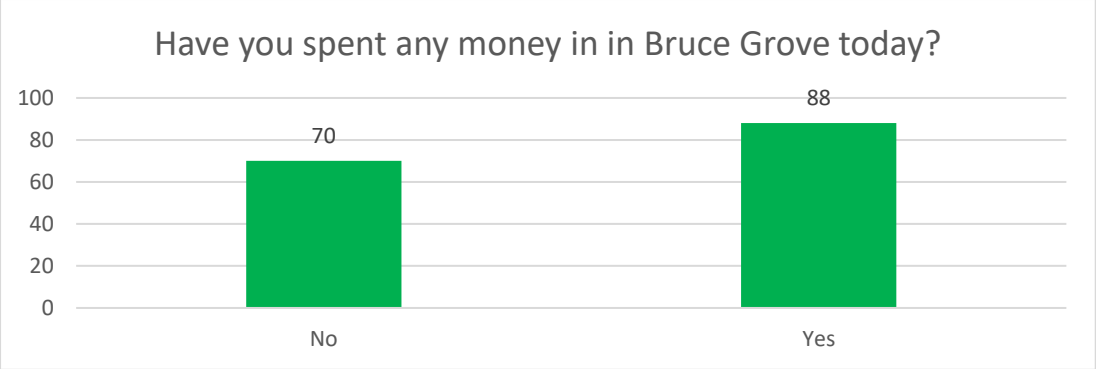


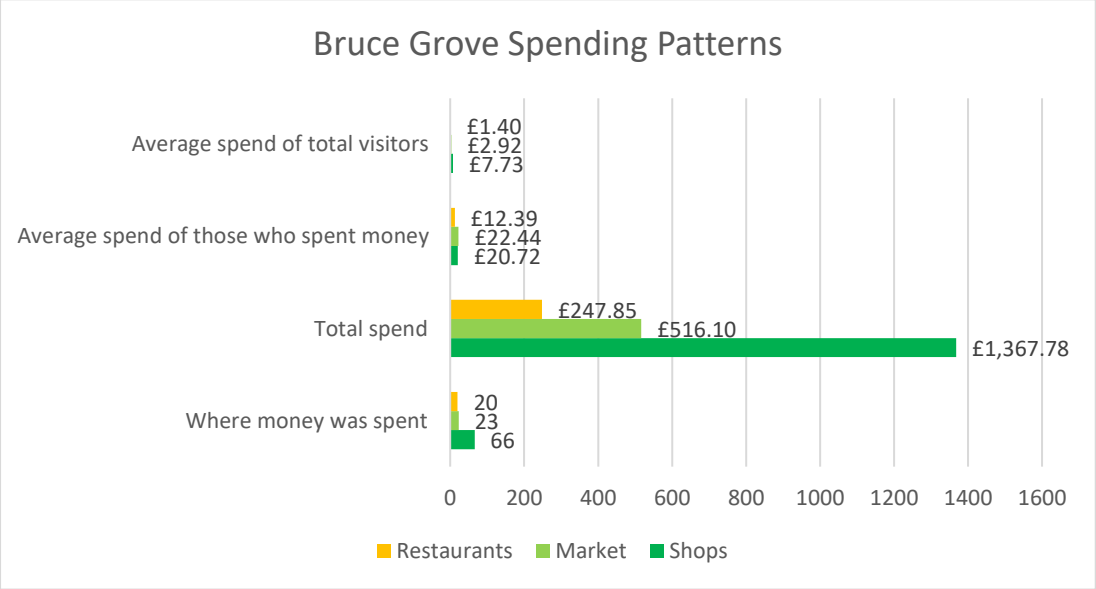
Business Satisfaction:



Spending patterns:

The below graphs and charts outline street visitor spending patterns in Bruce Grove High Street.





Summary of Engagement Findings:

- There was a balanced view across all stakeholder groups interviewed regarding the commercial offer for places to spend time and meet, outside of shops and cafes.
- Significant number of respondents interviewed felt there was a lack of a nighttime economy in the area.
- There were mixed views from a large number of respondents interviewed who neither agreed or disagreed with whether there were workspaces for local businesses in the area.
- Businesses interviewed were generally satisfied with Bruce Grove as an area to run their business.
- The majority of visitors who were street interviewed noted that they spent money in Bruce Grove, with a large number noting spend in local shops.
- The largest spending pattern highlighted the most money spent by visitors in local shops, with some spend in Holcombe Market, and lesser spend in local restaurants.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

Key Recommendations & Suggestions from the Community:

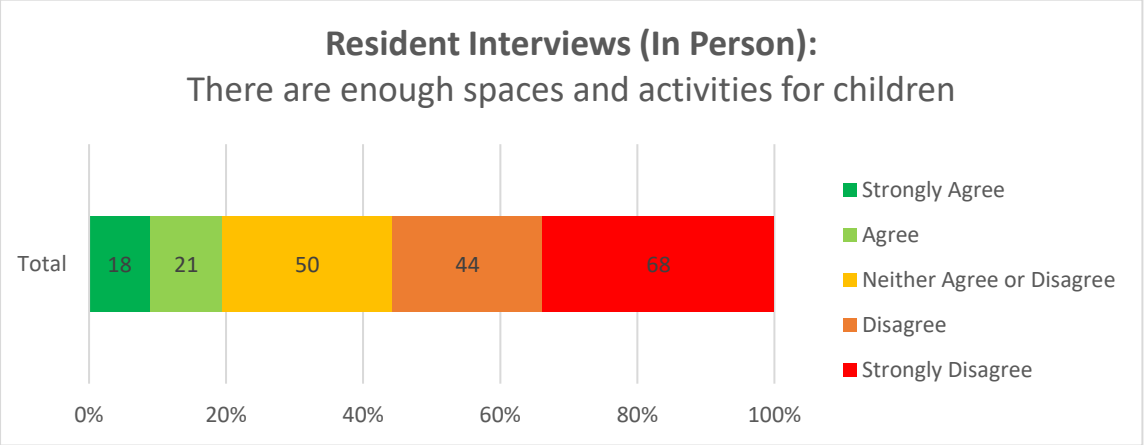
Below are key recommendations and suggestions from the community from the engagement carried out:

- Some independent businesses felt that LTNs were 'affecting their local trade'.
- Strong stakeholder support for Bruce Grove to become a 'destination area' where people choose to spend time and socialise, including during the evenings
- Further support for affordable workspaces for local entrepreneurs (e.g. The Trampery and Tottenham Green Workshops)
- An understanding of how affordable workspace will be allocated and who it will be for will need to be clarified.

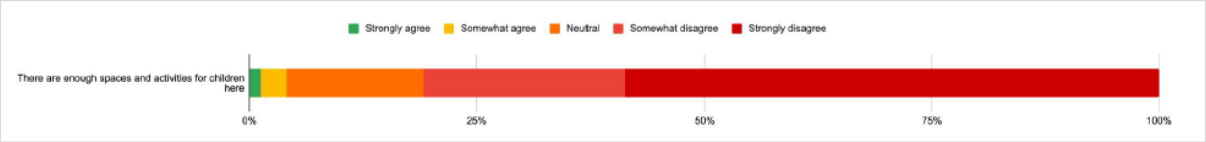
Activities for Young People & Children

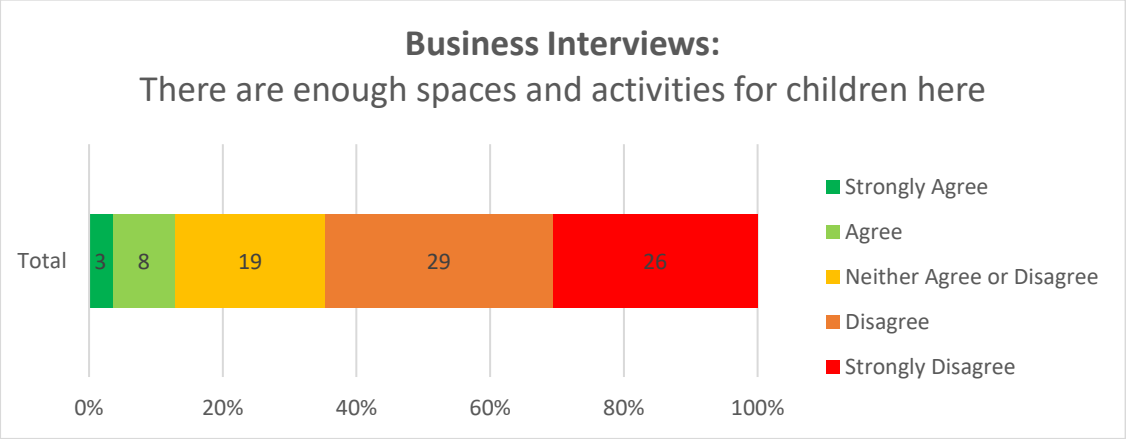
This section explores how respondents felt about activities for young people and children in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.

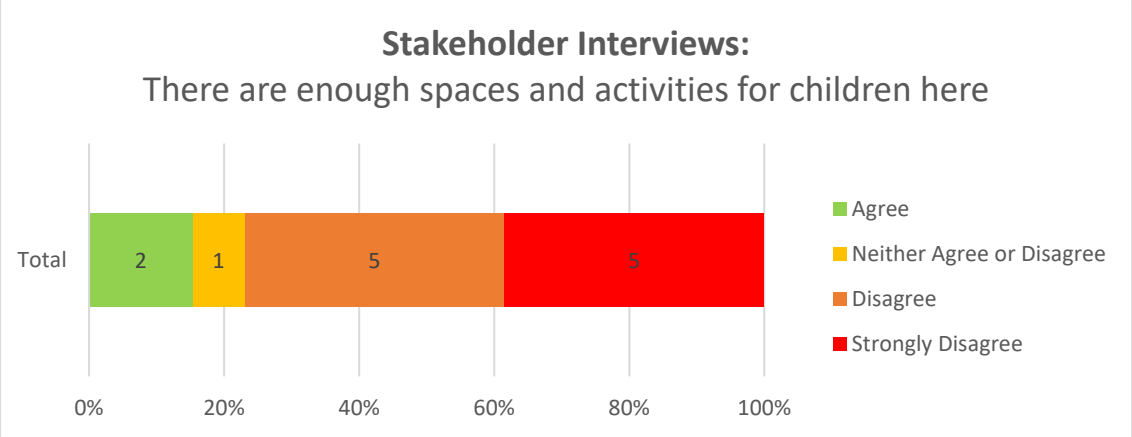
Activities for Children:



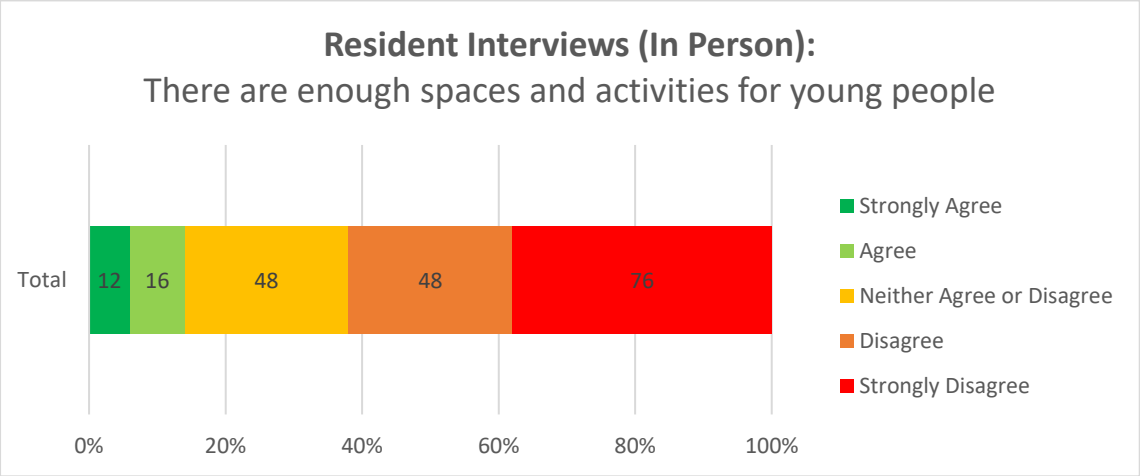
Commonplace Resident Survey (Online)



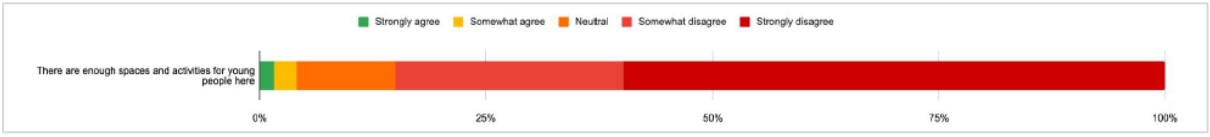


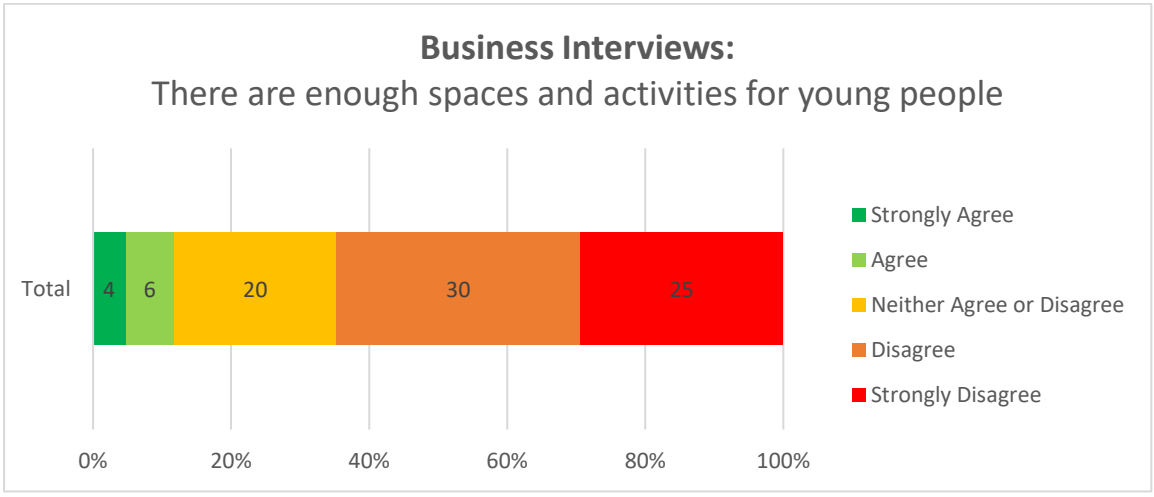


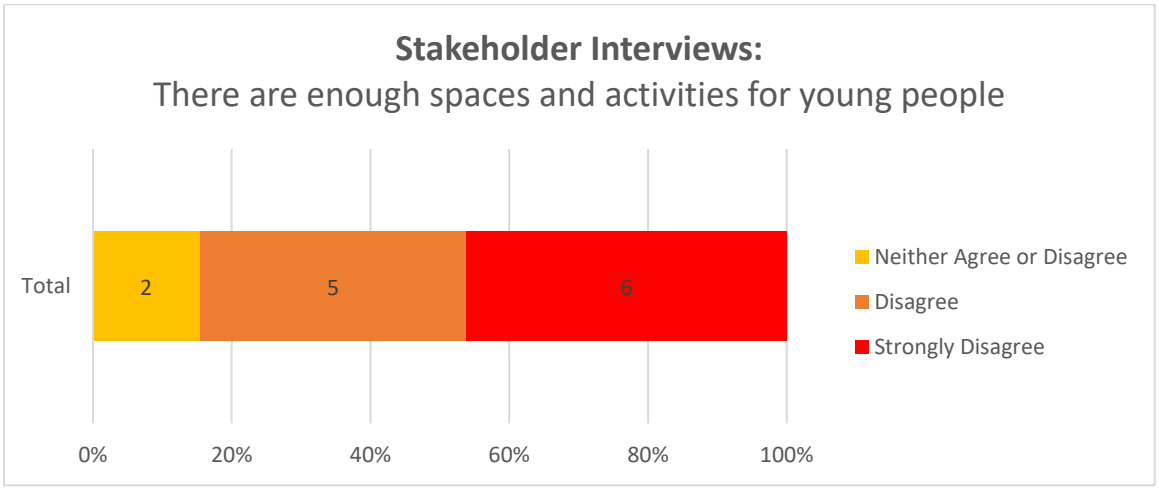
Activities for Young People



Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- Significant number of respondents interviewed felt there was a lack of facilities, spaces, and activities for young people.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

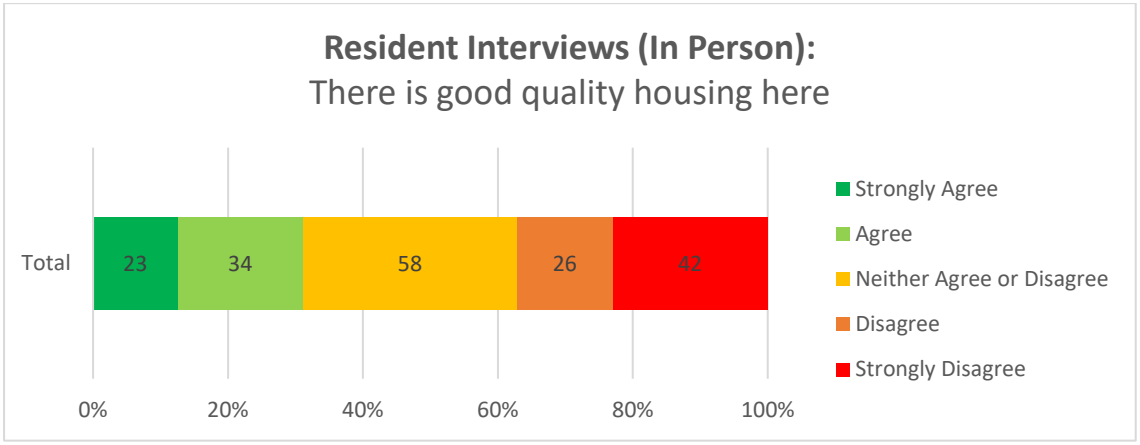
Key Recommendations & Suggestions from the Community:

Below are key recommendations and suggestions from the community from the engagement carried out:

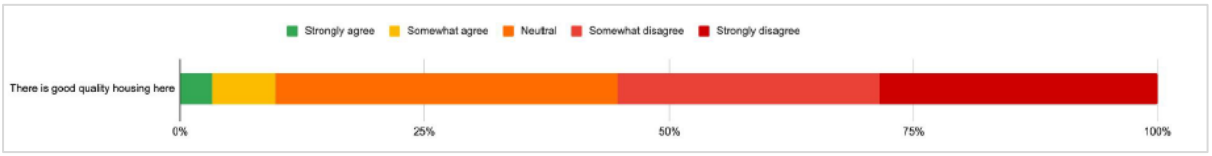
- An understanding of how affordable workspace will be allocated and who it will be for will need to be clarified.
- 'Specific contained space for young children.' – 'Brook St playground was removed as it was not well maintained which was a loss to the community'
- 'A soft play place that I can take my kids on the weekend'
- 'Sports Activities'
- 'There needs to be more skate and bike lanes and activities for people my age'
- 'Workspace opportunities where young people can get involved and learn new skills and trades to better their future.'
- 'Make the parks more activity accessible for skate parks and sports cages. Better playgrounds in the green spaces.'

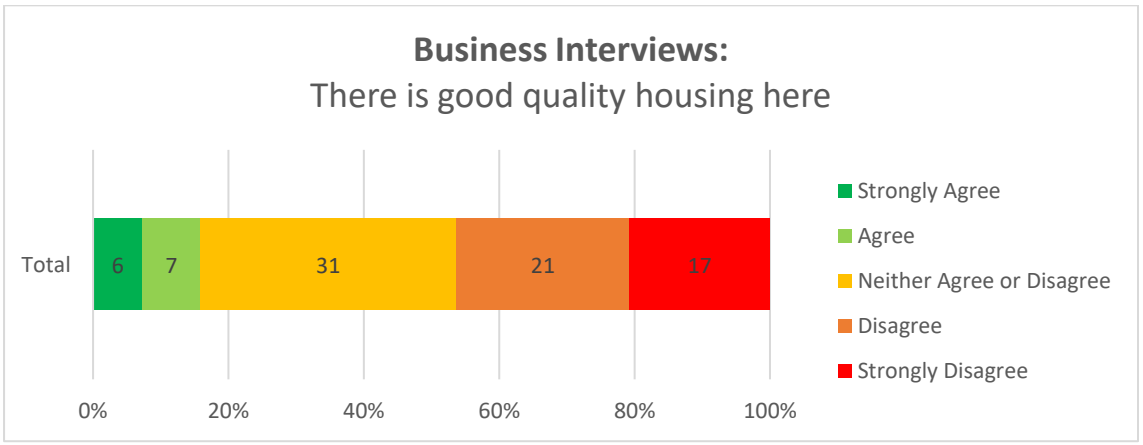
Housing

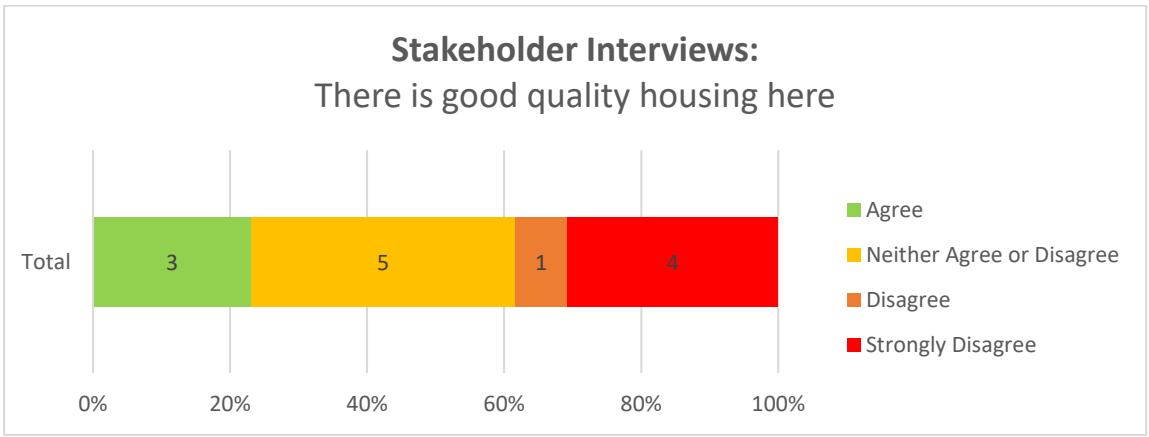
This section explores how respondents felt about housing in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.



Commonplace Resident Survey (Online)







Summary of Engagement Findings:

- There were mixed views from residents interviewed regarding good quality housing in the area.
- Significant number of businesses interviewed disagreed with there being good quality housing in the area.

Stakeholder Perspectives & Demographic Characteristics::

[LBH to provide demographic chart breakdown]

Key Recommendations & Suggestions from the Community:

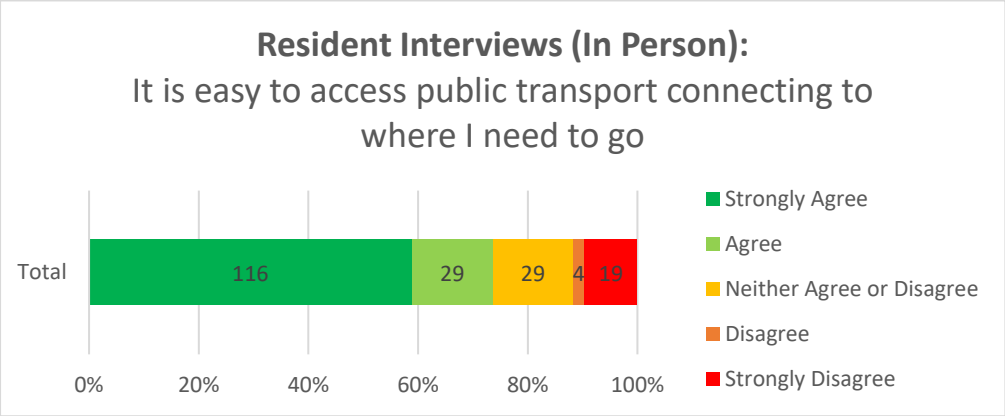
Below are key recommendations and suggestions from the community from the engagement carried out:

- Some stakeholders were in favour if the housing was genuinely affordable and provided opportunities for local people.
- Some stakeholders expressed fear of overcrowding and negative impact on already overstretched services arising from the introduction of new housing
- Residents were not in favour of high-rise developments.
- Support for 'quality sustainable designed' housing.
- Community aspiration for interesting architectural features (e.g. 'not little boxes')
- There was consensus at the Future of the Community workshop and market pop ups. that development on the scale of the nearby Tottenham Hale developments would not be appropriate.
- 'Similar safety aspects of the housing development to Tottenham Hale, but on a more human level'

Transport and Active Travel

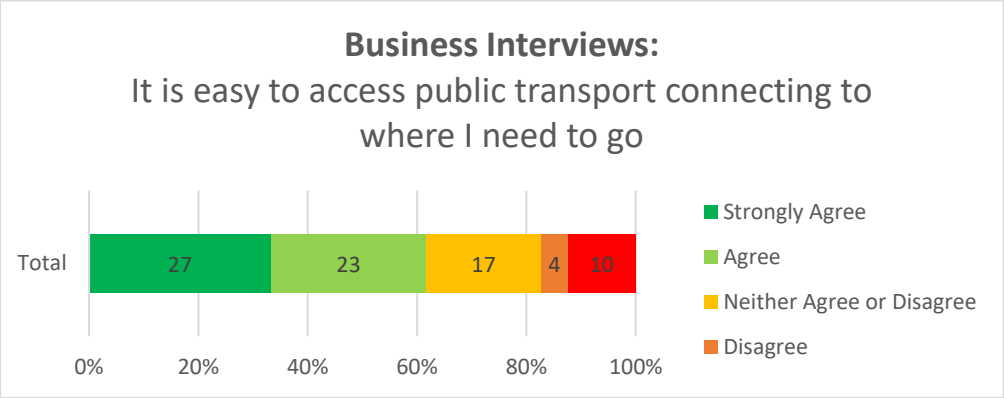
This section explores how respondents felt about transport and preferred modes of travel in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.

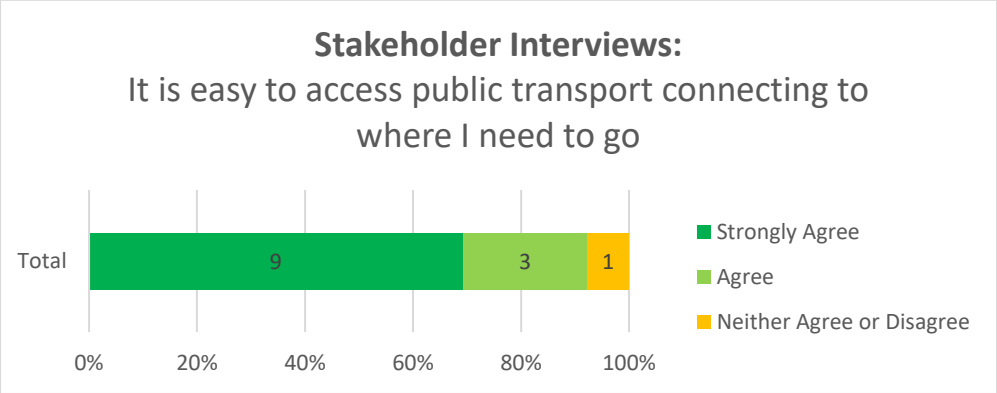
Transport:



Commonplace Resident Survey (Online)



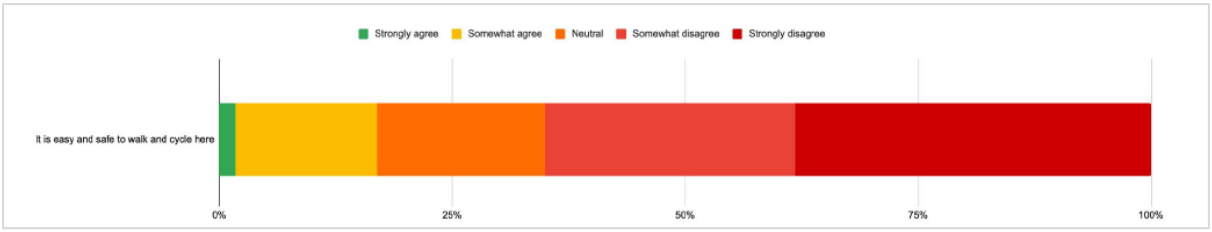


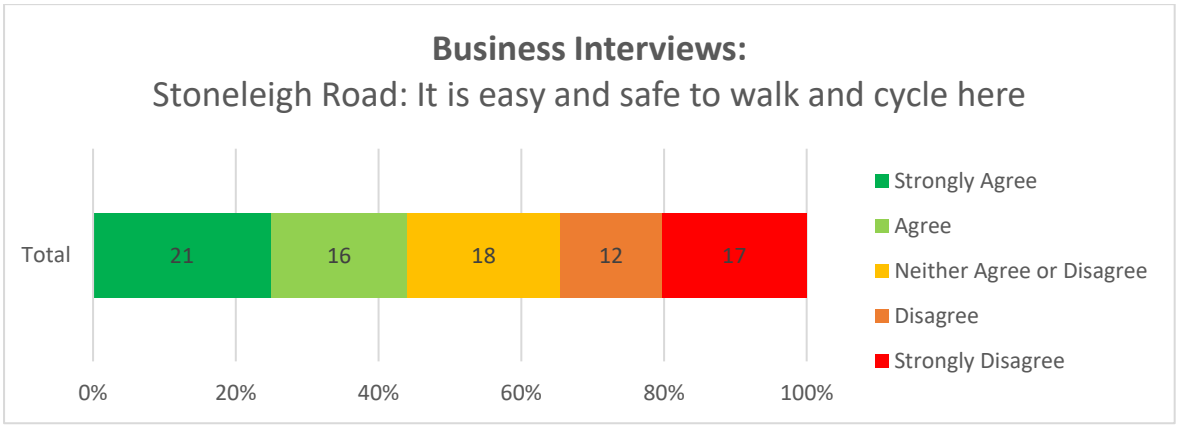


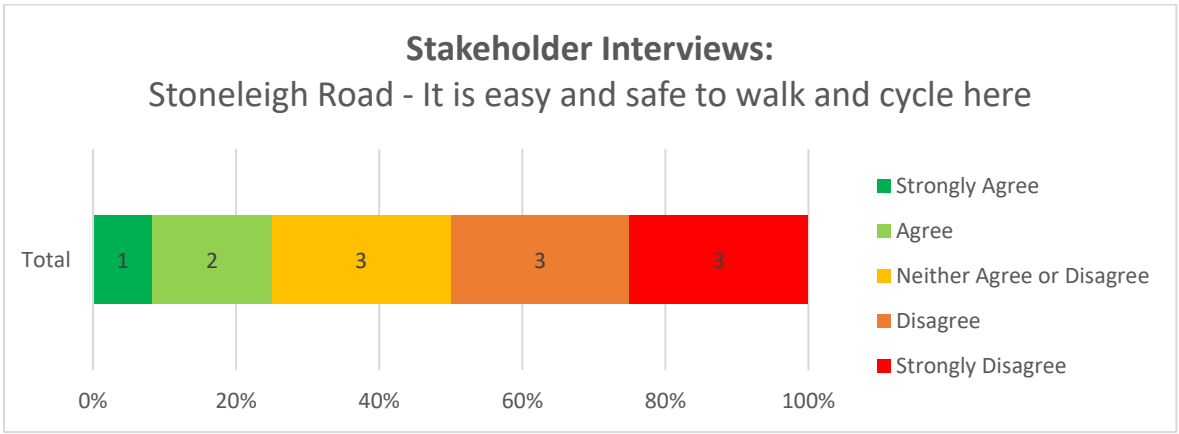
Active Travel (Walking and Cycling):



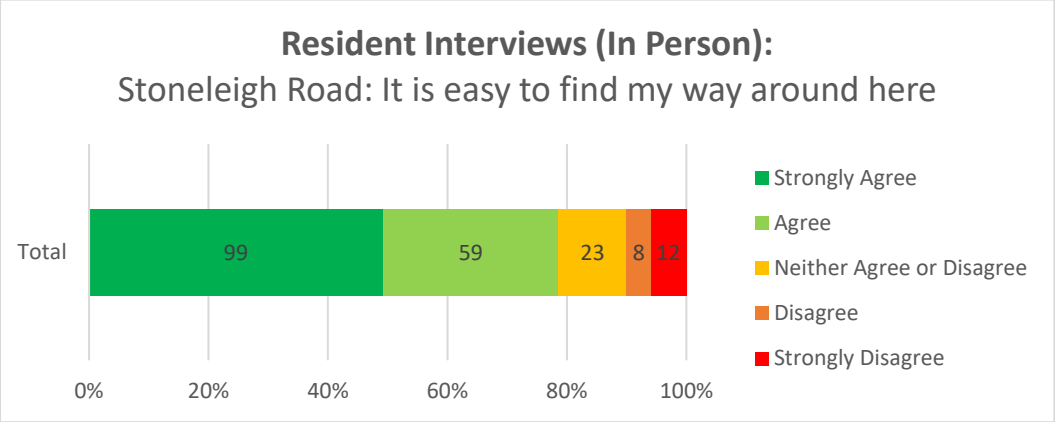
Commonplace Resident Survey (Online)



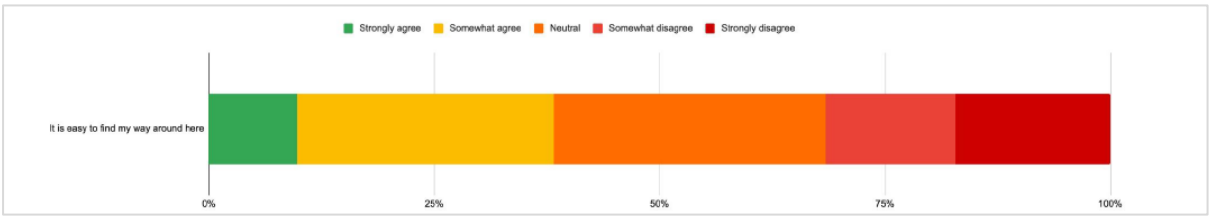


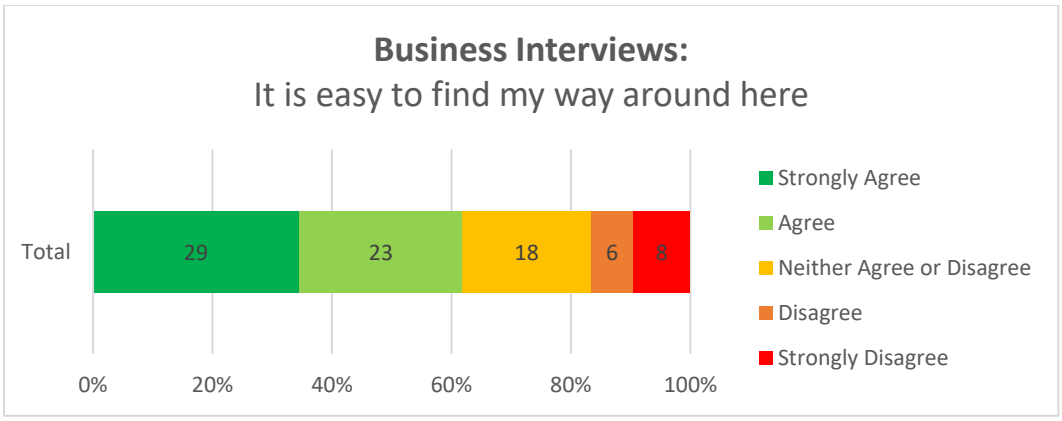


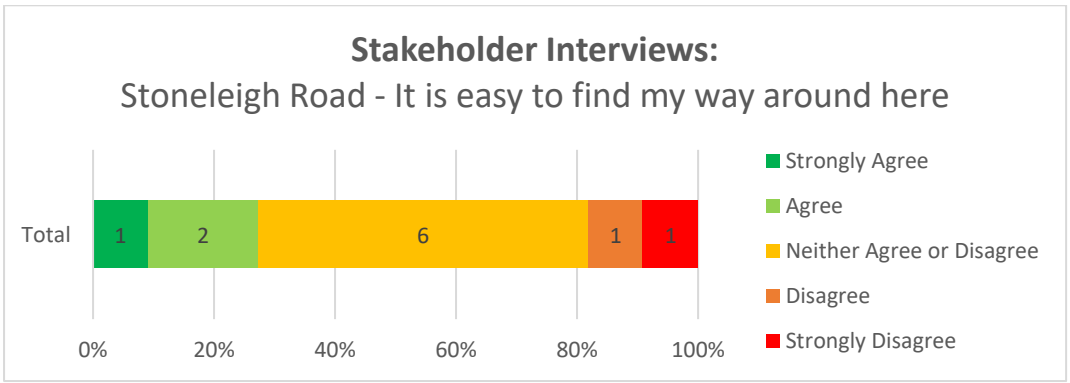
Wayfinding:



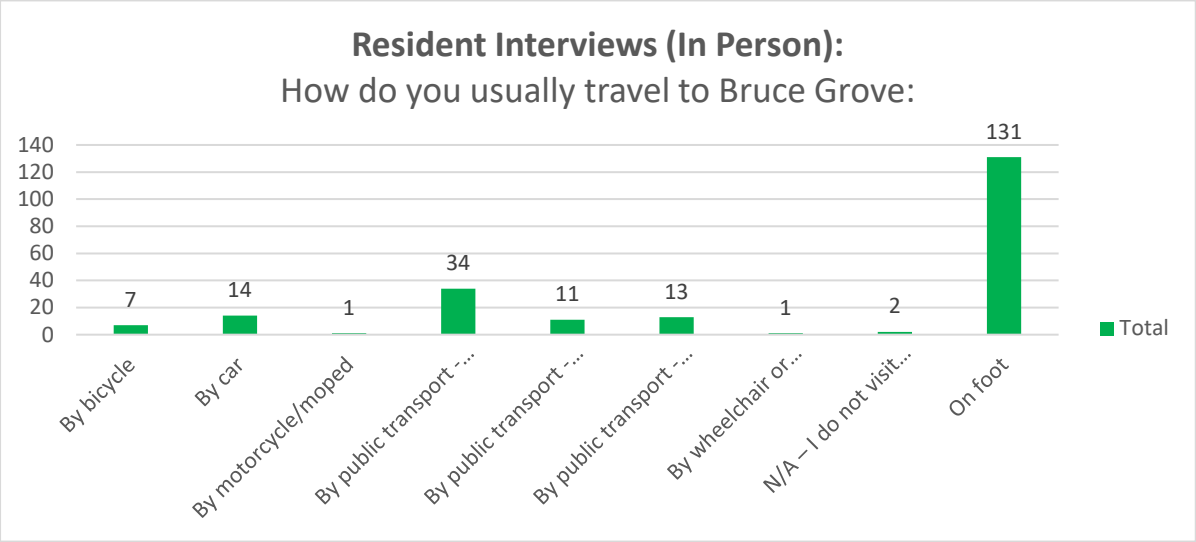
Commonplace Resident Survey (Online)



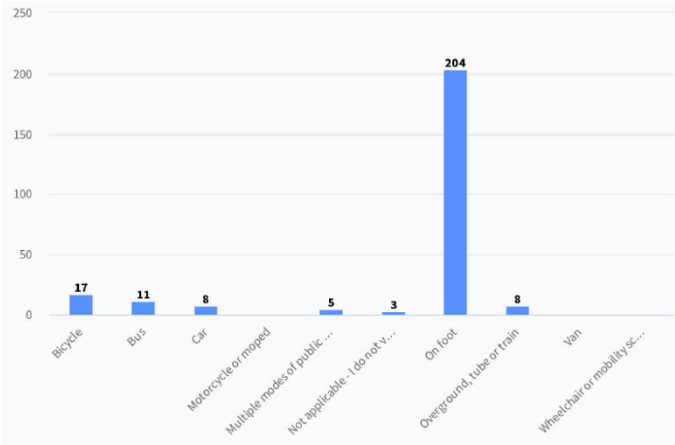


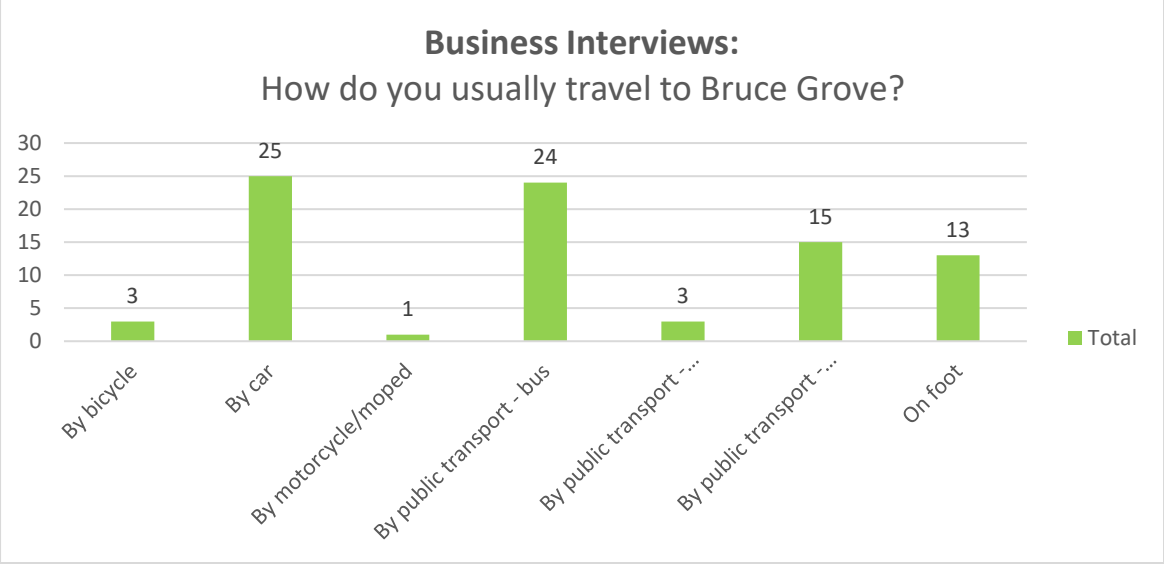


Modes of Travel:

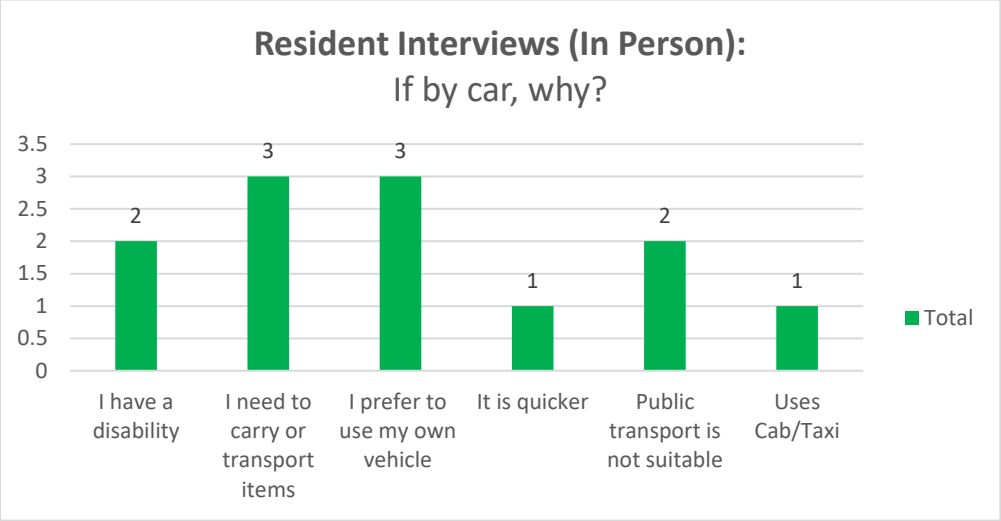


Commonplace Resident Survey (online)

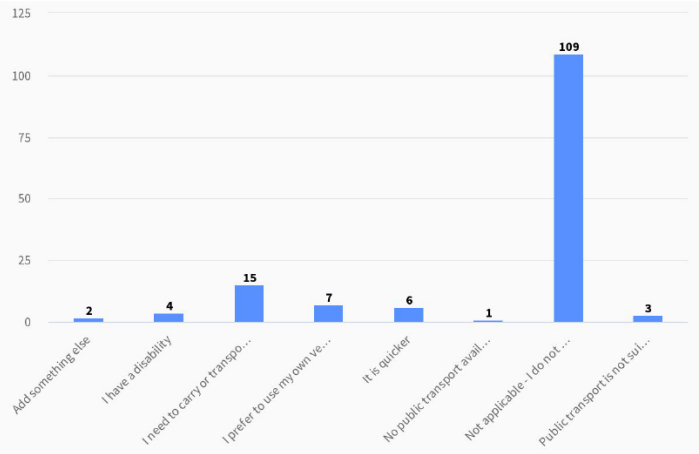


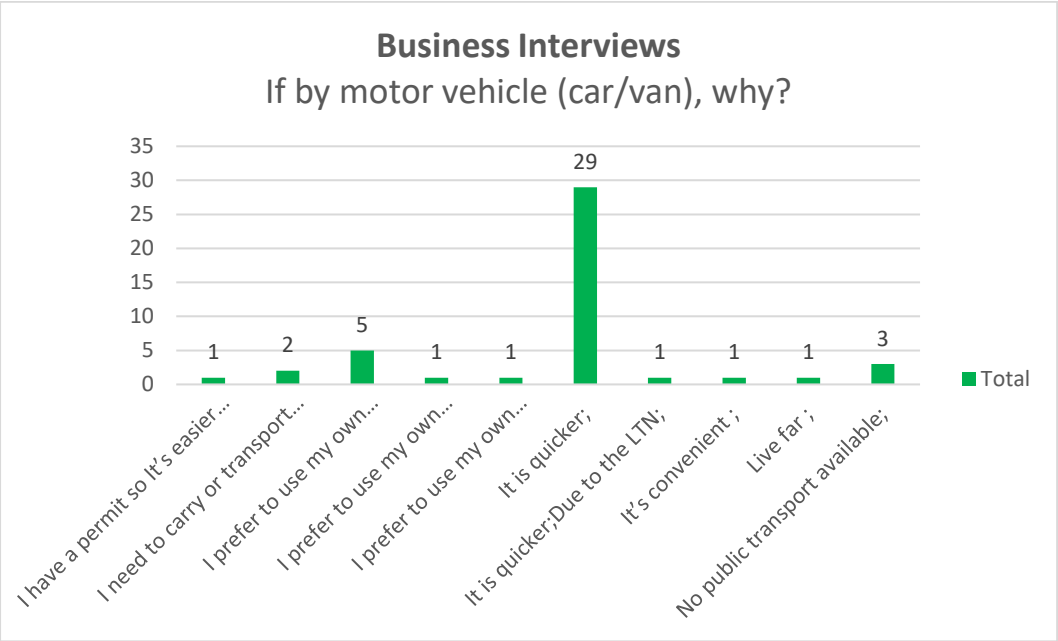


Car Use:

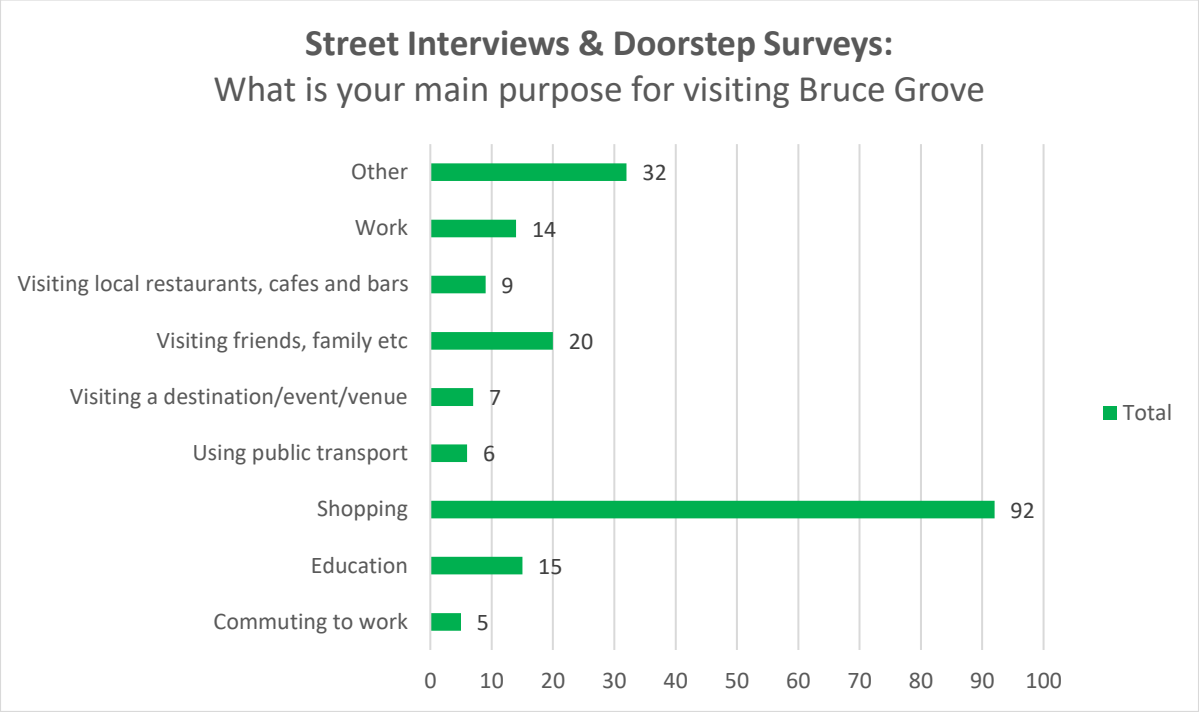


Commonplace Resident Survey (online)





Purpose of Travel:



Commonplace Resident Survey Online Word Cloud:

Respondents were able to write a free text response. A word cloud showing the most frequently mentioned words is shown below.



Summary of Engagement Findings:

- There was significant agreement from respondents interviewed regarding public transport facilities in the area.
- There were mixed views from respondents as to whether it is easy and safe to walk and cycle along Stoneleigh Road
- Generally, businesses and residents felt it was easy to find their way around Stoneleigh Road, compared to local stakeholders
- The majority of local residents travel to the Bruce Grove area by foot.
- There were mixed modes of travel from local businesses to Bruce Grove, ranging from car use, public transport, and by foot.
- Those respondents using car noted this was their preferred travel method as it is quicker.
- The majority of respondents noted their purpose of travelling to the Bruce Grove area was to access local shops, supermarkets, and food/restaurants.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

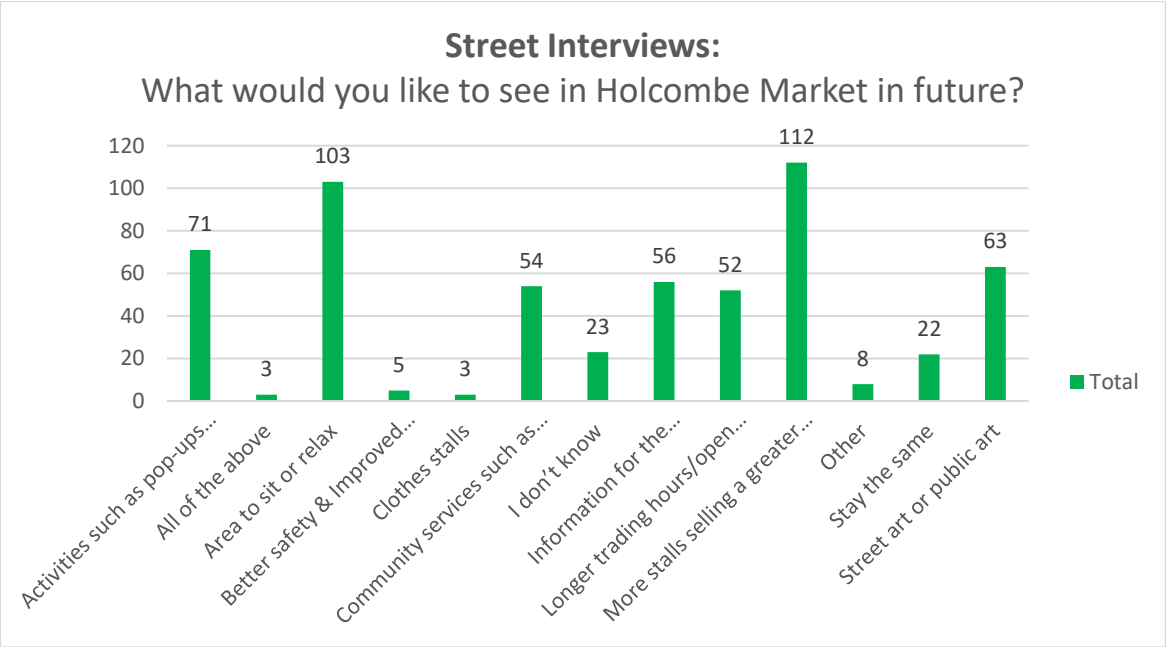
Key Recommendations & Suggestions from the Community:

Below are key recommendations and suggestions from the community from the engagement carried out:

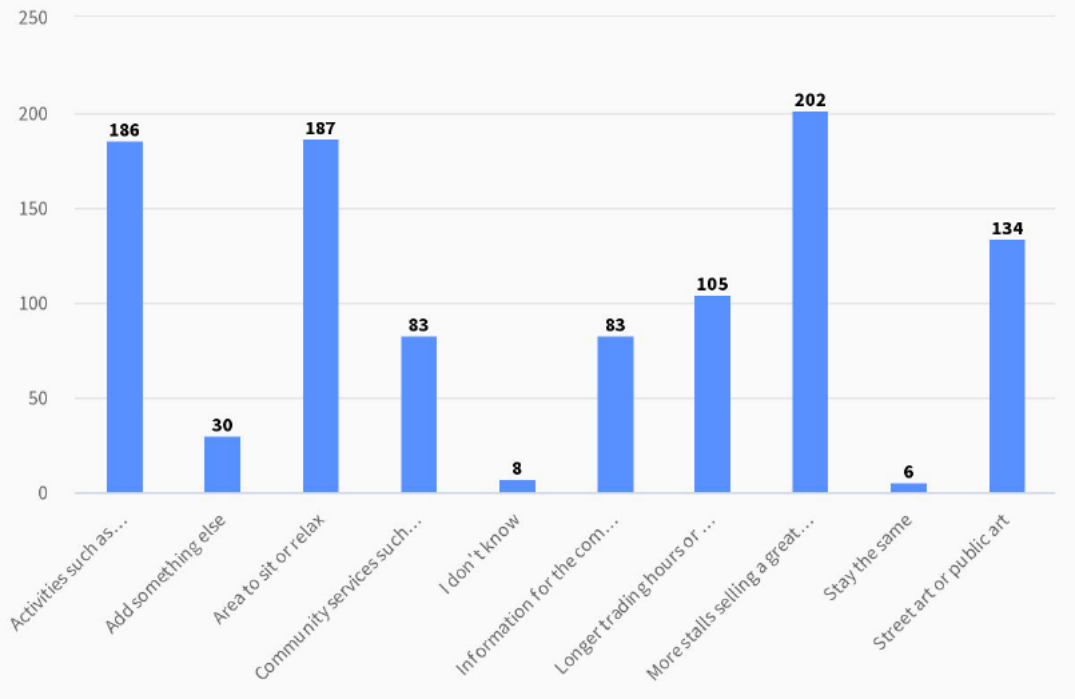
- Dedicated cycling lane on Stoneleigh Road which links to Chesnut Road'
- Aspiration to link cycling lanes to Tottenham Marshes, and other local parks in the area.
- Support for better accessibility and pedestrian use along Stoneleigh Road.
- Strong support for pedestrianisation of Stoneleigh Road
- Stakeholders cited narrow pavements along Stoneleigh Road as a problem.
- Support for secure spaces for cycle storage (e.g. lack of cycle lock ups at the market were cited by traders), with 1 local resident noting there needs to be 'Cycle friendly areas and places to lock up bikes'
- Measures to reduce congestion and air pollution in the area, in particular the High Road.
- Decreasing congestion at the rear of the market to improve access for pedestrians
- Improved 'signage on pedestrian routes around cycling.', including recommendations for using signage to warn cyclists about speeding and signage to help mitigate against pavement and scooter cycling.

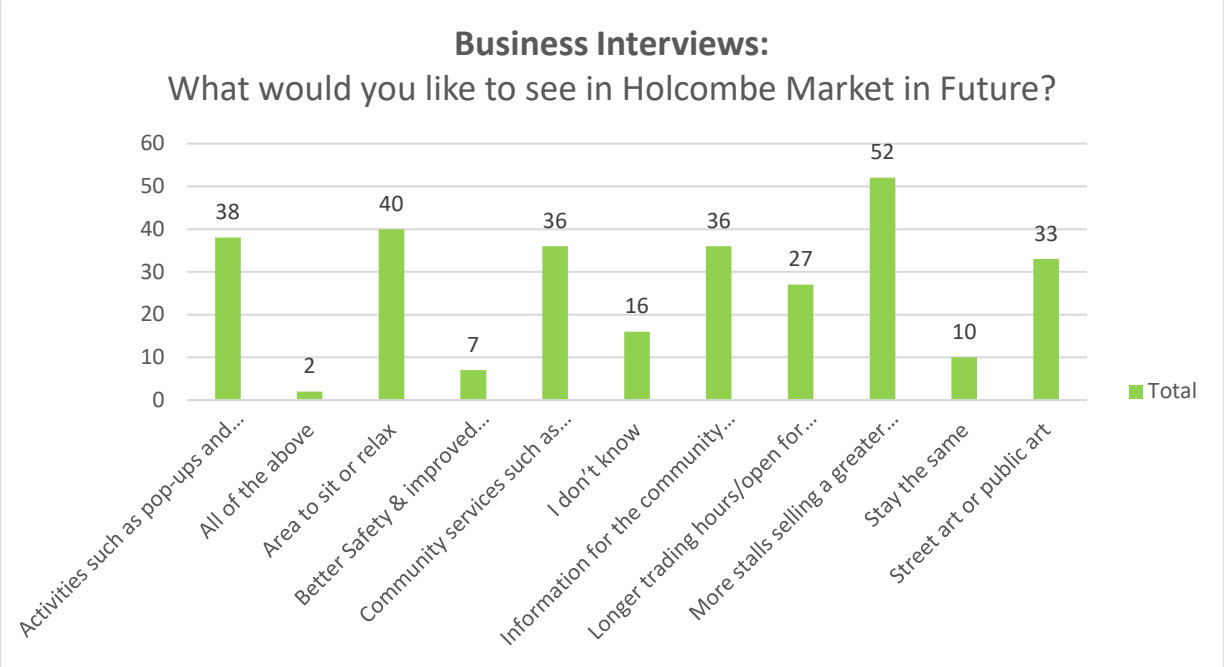
Market Expansion

This section explores how respondents felt about transport and preferred modes of travel in the Bruce Grove area. Below is a breakdown of the analysis from resident surveys (in person and online), business interviews, and stakeholder interviews.



Commonplace Resident Survey (online)




Business Interviews:
What would you like to see in Holcombe Market in Future?
60
50
40
30
20
10
0
38
2
40
7
36
16
36
27
52
10
33
Activities such as pop-ups and...
All of the above
Area to sit or relax
Better Safety & improved...
Community services such as...
I don't know
Information for the community...
Longer trading hours/open for...
More stalls selling a greater...
Stay the same
Street art or public art
Total


Stakeholder Interviews:
What would you like to see in Holcombe Market in future?
10
9
8
7
6
5
4
3
2
1
0
9
9
2
8
1
8
5
1
6
9
Activities such as pop-ups and events
Area to sit or relax
Bigger Market
Community services such as health...
I don't know
Information for the community and local...
Longer trading hours/open for longer
More of a community hub, and opening...
More stalls selling a greater variety of...
Street art or public art
Total

Summary of Engagement Findings:

- Significant number of respondents interviewed noted that they would like to see an area to sit or relax, more variety of stalls, and activities such as pop up and events at Holcombe Market.
- Some respondents stated that they would like to see street or public art.
- Some respondents noted that they would like to see longer trading hours at the market.
- Respondents also stated interest in more information for the community, and for there to be stalls / pop ups to access community services.

Stakeholder Perspectives & Demographic Characteristics:

[LBH to provide demographic chart breakdown]

Key Recommendations & Suggestions from the Community:

Below are key recommendations and suggestions from the community from the engagement carried out:

- Strong support for an expanded market and a covered food court attracting a diverse range of culture.
- Many community members suggested for there to be places to sit and relax at Holcombe Market.
- Some residents suggested for there to be more 'clothing shops' in the area – and less betting shops.
- 'Shop front improvements like White Hart Lane'
- More shops/stalls selling 'fresh produce' e.g. Butchers
- Other suggestions from community around the market included more activities such as pop ups and events, as well as more street/public art.
- 'Younger generation BAME group being given the opportunity for a market stall'
- 'More police presence and security cameras' – at Holcombe Market
- 'Using goods that is being thrown away by supermarkets or grown in a community garden – sell cultural food on the market'
- Some community members suggested for there to be a different market offer on event days e.g. pop up stalls, selling cooked food/snacks.
- Recommendations to use the market as a landing point, including pop ups from local services (e.g. around employability and health)
- Safer neighbourhood team engaging with the community on a regular basis at Holcombe Market
- A different offer on matchdays to increase market footfall (e.g. hot snacks and drinks, beer stall)
- Some community members suggested for there to be clothes stalls.
- Some respondents commented that they would like to see improved safety at the market.

Community Activities, Training, and Skills

This section explores the findings below that are based on feedback from suggestions made by the community on amenities and facilities they would like to see in the area, as well as employability and training support.

Key Recommendations & Suggestions from the Community:

Below are key recommendations and suggestions from the community from the engagement carried out:

- 'Food growing space – community garden'.
- 'Outdoor exercise spaces' – residents raised poor health and lack of exercise as a topic at the voices workshop – and some residents suggested more there to be consideration for a gym.
- 'All age ranges sharing space – multiple generations.'
- Residents suggested for there to be opportunities for the community to interact and get together in a shared community space.
- 'Walking and dancing groups!'
- 'Community food café i.e., edible garden.', 'Cooking Schools'
- Community Library - 'Safe space for older people, with books.'
- 'Sanctuary – better quality environment, safe, green oasis'.
- 'Infrastructure – toilets, water fountains, café.'
- 'Theatre performance space.'
- 'Seating on the High Road'
- 'A community creative shop for the people to collaborate and create, leading to annual festival' – including the return of the Tottenham Carnival
- 'Open space for walking/jogging.'
- Some residents agreed at the Spaces for Everyone voices workshop that car park sites could be used to create alternative spaces – e.g. market expansion, pop-ups, indoor and outdoor facilities for the community to get together
- Stoneleigh Road Car Parks A and B were considered better locations for a public space with connections to Chesnut Road
- 'Indoor or covered communal space'
- 'Extension of Chesnut Road up to Stoneleigh Road Car Park A/B. Stoneleigh Road Car Park A could be a focal point for a square/market/event'
- Boxpark idea well liked at the Your Town Centre workshop – members of the community would like to see diversification of retail offer with more independent shops
- 'More outdoor entertainment like bowling & cinema'
- Some residents suggested exploring the spaces 'within the arches'
- Recommendations from the community for activities to be affordable or free.
- Community recommended a more active Stoneleigh Road, with a cycle lane provision and creating a frontage to the road by opening up the garden areas of the Beehive Pub and Garden House Café with direct access from Stoneleigh Road
- 'Work with people to build skills that interest them e.g. art, dance, entrepreneurship'

- ‘English Lessons – new migrants are entrepreneurial and given opportunities.’
- ‘More social/culture retention spaces open until late with training accreditation opportunities’
- ‘Organising courses/activities for all ages – music, painting, arts, IT skills, sport activities for the community, etc.’
- Affordable workspace was requested by members of the community, for young entrepreneurs.
- Expanded market to offer opportunities for young entrepreneurs to incubate their business ideas.

9. Summary of Stakeholder Perspectives & Demographic Characteristics

In the section below, there are areas where different stakeholder groups in the community had agreement or divergence in views as part of the stage 1 engagement.

- Generally, local businesses responses tended to be more negative regarding community safety, with 57.5% disagreeing or strongly disagreeing that the area felt safe, in comparison to 37.7% interviewed on the street.
- Businesses also felt more strongly that there is a lack of parking facilities, especially with regards to customer and drop off parking.
- At the workshops, young people felt there were too many car parks particularly at the BGYS session and environmental workshop, compared to businesses who felt that they were affected by what they felt was a 'lack' of parking facilities in the area.
- Although the project did not consult on LTN's, local businesses interviewed in-person flagged issues with LTN's affecting local trade.
- There is general consensus that cycling infrastructure needs improvement. This was underscored from feedback received during the voices workshops where there were strong feelings there needed to be better cycle lanes, with businesses suggested a lack of secure bike storage/lock ups near Holcombe Market (as these were previously removed).
- There is strong evidence implying general consensus that the area has a strong identity and culture, including from all different ethnic groups who were interviewed.
- There is agreement from different groups of stakeholders that the nighttime economy needs to be improved. One of the key concerns from local businesses is the lack of footfall.
- General agreement that there needs to be more activities to provide opportunities to bring the community together.
- There is strong consensus that there needs to be more greenery & green spaces in the area – parklets were cited during the voices workshops, as well as opportunities for food growing.
- Stakeholder groups strongly feel that there needs to be more activities for young people and children, including safe places to meet for teenagers (e.g. a young person's café was mentioned during the voices workshop)
- There was a positive response across the different stakeholder groups about the local transport infrastructure in the area – however there were concerns about the citing of the bus stop opposite the post office because of ASB issues in the area.
- Those members of the community that lived in the area felt more comfortable with accessing the area, although there were general consensus that the alleyways were dangerous.
- Some of the residents who lived in or adjacent to the area were more invested in the project, and more hopeful that collaboration with the council could lead to lasting change and improvement and quality of life for their households. This came across strongly during one of the voices workshops.

- Young people were more open to the possibility of change and repurposing space, particularly in relation to parking facilities and the Stoneleigh Road car park sites, as well as introducing meanwhile opportunities onto these sites.
- Some older members of the community tended to lack trust in the local authority to achieve positive change in the area, compared to younger people.



10. Summary of key considerations and recommendations:

Highlighted below 13 key considerations and recommendations from the community and stakeholder feedback.

- Multiagency support to address ASB problems in the area, which needs to be communicated to stakeholders during the next engagement stage.
- Health and wellbeing opportunities for the local community.
- Better access for pedestrians in and around Stoneleigh Road and the market.
- Safer spaces for the local community.
- Ongoing engagement around potential loss of parking sites.
- Further engagement on the proposals to introduce new housing and explaining potential community benefits (e.g. indoor community space and affordable workspace)
- Develop meanwhile uses as the project moves forward (e.g. pop ups on carpark sites, food growing projects).
- Ensure community priorities are met as the project moves forward.
- More community activities, cultural celebrations (e.g. Tottenham Carnival).
- Preservation & recognition of cultural heritage, history, and legacy in the design proposals.
- More vibrant nighttime economy building on what is already there.
- Holcombe Market recognised and further developed as the hub of the High Road.
- Further develop community ownership of the process and build on the momentum from the first stage of engagement.



11. Conclusion: Next Steps & Strategy for the RIBA Stage 2

Developing an Engagement Strategy for RIBA Stage 2

Stage 1 of the Your Bruce Grove project looked at helping establish the brief through gathering information (including reviewing previous consultation), project planning and preparation, establishing key aspirations, identifying site constraints and establishing an engagement process with key activities and dates.

Stage 2 of the Your Bruce Grove project will move on to the testing of initial design proposals.

This section of the report will look at developing an engagement strategy for RIBA Stages 2-3. The recommendations and ideas in this section are based on the outcomes, findings and lessons learned from Stage 1.

Key considerations and priorities for Stage 2:

- It is understood that two different design teams will be appointed to develop the design proposals during RIBA Stages 2-6. A key consideration will be how this will impact on engagement as well as how this will be mapped out in the engagement plan for future stages.
- Ensure diverse representation, identify and plug the gaps in the stakeholder groups and organisations not reached in Stage 1 – e.g young people, the South Asian community, stakeholders who may not speak English
- Develop a Stakeholder Working Group alongside public exhibition drop-in events.
- Determine how to integrate youth and business involvement alongside a Stakeholder Working Group and give these stakeholders a sense of ownership in the project.
- The development of a communications strategy with clear messaging around a project timeline (when things will be happening) what can and can't be influenced to manage community expectations.
- There will need to be clear messaging around any proposals to develop new housing on infill sites

Recommendations for key activities during RIBA Stage 2

Outreach activities – street interviews, door-knocking to adjacent homes, market pop-ups.

Assessment of Activities during Stage 1:

Outreach activities and a "community conversation approach" were effective in raising awareness of the project and opportunities to get involved and influence the project development (workshop sign ups etc).

The outreach programme achieved a diverse demographic reach, engaging a wide cross section of the community. The different surveys (street surveys and door knocking surveys) were effective in helping establish key aspirations and helped paint a picture of everyday experience in the Bruce Grove area. Despite some prior concerns the gathering of

demographic information was also effective. The outreach materials also helped support the process – pull up banners (used in outreach hotspots and market pop-ups) and FAQs (translated into community languages). On-street advertising (banners and lamppost advertising) were also effective in "spreading the word" about the project and helped create a "buzz".

In Stage 2 outreach will be more light touch than during Stage 1. It will be used to tell people about events and how to get involved and also test support for key aspects of the emerging design proposals. Doorknocking in the adjacent properties will be more focused, targeting vulnerable residents who may not be able to attend pop-ups and exhibitions etc.

The market pop-ups were similarly effective, helping create a focus for the project and a friendly informal environment for the community to interact with the project team, (including officers from the Council and the Safer Neighbourhood Team). The 3D model also worked well helping stakeholders understand the spatial and physical aspects of the site. Using the market as a venue for the pop-ups, in a familiar place worked well in that it was good for consistency, but it is recommended that for Stage 2 other sites are also looked at for pop-ups. It is recommended that the Community Researchers are involved again to support the outreach activities during Stage 2.

What needs to happen during Stage 2?

Outreach activities – street interviews, door knocking to adjacent homes, market pop-ups.

It is recommended that a similar outreach programme is developed for Stage 2 but incorporates some changes following lessons learned from Stage 1. New surveys will need to be developed aimed at exploring and testing initial design concepts. These surveys will match those used on Commonplace.

It is accepted that engagement with stakeholders, (despite the translation of publicity and Commonplace into community languages), with language barriers and who may not speak English can be challenging. It is recommended more work is undertaken in the next stage to develop closer relationships with relevant stakeholder organisations (including Turkish and Romanian groups) so that relationships can be established and then visits can be arranged with interpreters present if necessary. It is recommended that LBH looks into hiring bilingual community researchers and/or local interpreters to assist with visits to community groups where service users do not speak English.

In addition to the above it is recommended that a programme of visits to community groups (this should be set up and maintained by LBH) is arranged with a clear process and format agreed with the group organisers. These could take a mini-workshop focus group format, with feedback collected.

- Door-knocking with adjacent properties: There was some overlap with those residents already engaged via the street interviews and market pop-ups. This activity was also resource intensive and during Stage 1 resulted in lower levels of engagement. It is recommended that a more targeted approach is taken (see above) for future door-knocking with adjacent properties with a focus on vulnerable

residents and/or hard to reach residents, including residents in Circular Road sheltered accommodation as well as residents in supported independent living in Protheroe House. This approach should also include the need to approach stakeholders who do not have access to/or may not be able to use digital resources

- Market pop-ups: it is recommended that the fortnightly market pop-ups continue and that the market is developed further as a landing point and hub for the project. It is recommended that integrating more interactive workshop activities could work well during the pop-ups (e.g. using the deck of cards) as well as a series of "themed" pop-ups around key aspects of the project (public realm, market expansion, sustainable transport, play facilities etc). It is also recommended that the market could host a permanent project exhibition – permanent exhibition boards which could be updated showing the initial design proposals and how community views have been taken into account. These boards could also include interactive/prompt questions for people to add their views via post-it notes.

Workshops, public exhibitions and Stage 2 launch events

Public exhibition and drop-ins

Residents lead busy everyday lives and may not have time (or level of interest) to take part in workshops and focus group sessions. It is recommended that a series of public drop-in workshops is included in the Stage 2. engagement programme, as drop-ins are more accessible to the community.

It is recommended that Stage 2 is launched with a public drop-in exhibition, introducing the project, the emerging design proposals, opportunities to get involved, how community views have been considered ("You said, we did" etc), the projection of the virtual trail, with feedback gathered during the event. It is recommended that the launch event is held twice (daytime session and evening session) at one of the local community venues. Refreshments should be provided and the provision of activities for children/young people should be considered. Mini-workshops could also take place during the drop-ins. The drop-in exhibition will be followed by a series of drop-in workshops.

It is recommended that LBH invite other key service providers and partner organisations (e.g Safer Neighbourhood Team) to ensure that concerns outside of project scope are addressed.

It is recommended that the team deliver a 20-30 min drop-in workshop activity template which can be run for the drop-in workshop as well as any visits to community groups and organisations. Venues should be central and accessible, with activities visible from the street. Again, multiple venues should be used to increase reach and it is recommended that phone-call outreach (and bulk text messaging) is used to raise awareness of events and confirm attendance

Optional: Phone-call outreach to confirm attendance amongst those who registered interest through.

Workshops and Stakeholder Working Group

The Voices workshops were effective, feedback was positive, and participants were passionate and enthusiastic about working together to improve the area. At the workshops some initial negativity was overcome, (related to lack of trust with the Council, consultation fatigue and the feeling felt by some attendees that things could never be improved), so that participants were able to start the process of developing and co-designing solutions to the issues affecting Bruce Grove.

The Voices workshops helped achieve a level of buy-in into the process and it is recommended that the Stage 2 programme builds on this momentum with the setting up of a Stakeholder Working Group. However, it has been agreed that the thematic workshops were to some extent self-selecting, meaning that participants were not necessarily exposed to varying views. Careful thought will be needed to promote a diverse balance of individuals and views in the Stakeholder Working Group as well as other workshops and engagement activities.

For Stage 2 a two-tier workshop approach is recommended with Stakeholder Working Group events and meetings alongside public drop-in workshops.

As well as stakeholder visits consideration should also be given to arranging additional stakeholder specific workshops, where there is appetite from the host organisation, as this would involve groups who had not engaged. For example, the Voices workshops showed that a stakeholder workshop could take place involving residents from Protheroe House – this could also involve other members of the public. It is recommended that a themed workshop is also held with Disability Action Haringey (and also Autism Hub) to update on the project and also test the initial design proposals from a disability perspective. This would be an effective way to engage groups whose members do not speak English as an interpreter (see above) can be invited to the event. Again, a workshop activity template can be utilised for stakeholder visits. Future workshops will also need to be clear on the project scope and what can and can't be influenced. Again, phone calls and text messaging will help confirm involvement and boost attendance.

Pros and cons of setting up a Stakeholder Working Group

A representative Stakeholder Working Group can play an important role in co-designing the emerging design proposals and help build community ownership over the process. It would allow for stakeholder representatives to engage in a deeper, more collaborative way with the project team. This section of the report will look at the rationale and benefits, key considerations as well as risks and challenges.

The Voices workshops showed that there is appetite to set up a Stakeholder Working Group, which would get involved in all aspects of the project. A key consideration is the considerable resources required to support, and capacity build a working group.

There are pros and cons around the setting up a working group. The following has been adapted from the Stage 1 YBG Engagement Strategy:

A Stakeholder Working Group could:

- Involve the Group in the journey from concept, on to the design stage and then implementation.
- Ensure that stakeholders have a strong voice in the development of the proposals and act as a **sounding board** for the project.
- Monitor and review the approach to engaging with residents, wider community and stakeholders and contribute to the decision-making process.
- Work with the project team to design consultation materials, and target engagement to help to make sure the Council and project team engage with local people in a way that works for the local community.
- Ensure accountability and transparency in how the Council and project team are engaging with residents about the proposals.
- Ensure, as far as possible, that the Stakeholder Working Group is representative of the community as a whole and that there is representation from disabled residents and young people.
- Help communicate the community benefits of improved public realm and an expanded market.

There are some important challenges about setting up a Stakeholder Working Group that need to be considered:

- Stakeholders may only be interested in one area of the project, or indeed one location, and they may be reluctant to attend meetings dealing with project areas that they are uninterested in. This would make maintaining representative and consistent engagement difficult and would redirect resources from reaching a wide range of stakeholders to supporting a mechanism that involves a relatively small number. (However, it should be noted that during Stage 1 most stakeholders were interested in a wide range of issues)
- Experience tells us that involving young people in traditional meeting structures in which they are a decided minority is very difficult and can easily become tokenistic. The timings of meetings and the use of venues they are unfamiliar with can also make them inaccessible for young people.
- The project will over time divide into two distinct workstreams each with its own design team and programme which would present challenges in creating coherent meeting agendas and using staff resources effectively.

<u>Addressing the challenges of setting up a Stakeholder Working Group</u>

It is recommended that the Stakeholder Working Group has clear Terms of Reference to ensure that all members understand what is expected of them. There also needs to be clear communication of the timeframe and setting of agendas for the meetings to follow the design programme and any divergence of the programmes.

Additional considerations

This report recommends that further careful consideration needs to given to the setting up of a Stakeholder Working Group. It may be worth considering the setting up of a more flexible structure with meetings consisting of interactive workshops (rather than formal meetings), with a more fluid membership and with meetings taking place at key points during the process, (rather than say, a rigid schedule of regular monthly meetings), to help inform decision making.

However, an alternative view should also be considered as more fluidity may make administration more time consuming and may undermine the sense of ownership/influence that the Stakeholder Working Group is intended to create. Monthly holding slots could be set for the working group for an initial year-long period, and these could be taken up each month if required. (This works well for LBH's Community Review Panels). With regards to membership of the Stakeholder Working Group, there could be a cap on numbers. The group could be open to accepting new members at the start of each design Stage subject to capacity, and having people come along to test it out during a stage.

In terms of meeting formats, this can be reviewed once engagement materials are developed. It is recommended that meeting formats align with drop-in workshops and other engagement activities to reduce resource required to prepare for the meetings.

Early contact will need to be made with interested community members to find out their availability and interest. A further consideration is how business representation would be integrated into a Stakeholder Working Group and it is suggested that spaces are reserved for some business representatives.

Young People's Design Group

Although the Young People's workshop held at Bruce Grove youth space provided a great deal of valuable feedback, it was felt that there were varied levels of engagement. It should also be noted that during Stage 1 the lowest levels of engagement occurred withing the 17-21 age group.

However, listening to the voices of young people is vital to the continuing success of the project and during the next stages of engagement ways need to be found to develop young people's sense of ownership. A Young People's Desing Group would be an excellent skills and confidence building opportunity for young people.

A Young People's Design Group could be a way of formalising youth participation throughout the project and act as a forum for young people to develop projects and ensure that they are benefiting from YBG at every stage. The group could have a fairly fluid membership with a focus on acting as a sounding board for the upcoming round of engagement. Ideally, a Young People's Design Group would act as a sub-group of the Resident Working Group.

The Young People's Design Group could link into the overall engagement strategy with a clear process for feeding back findings and information to LBH and the Design Team.

Young people could be encouraged to take on meeting / workshop facilitation roles and developing skills in agenda setting, chairing meetings, working with architects and the design team, and developing projects.

A Young People's Design Group is dependent on the appetite for engagement by young people and shares some of the pros and cons of the Stakeholder Working Group. Young people may have specific and limited interests and may not want to be engaged at a project wide level, or over a sustained period. However, a Young People's Design Group could:

- Involve the young people in the journey from concept, on to the design stage and then implementation.
- Ensure that young people have a strong voice in the development of the proposals and act as a sounding board for the project.
- Provide a forum for monitoring and reviewing the approach to engaging with young people and contribute to the decision-making process.
- Work with the project team to design consultation materials, and target youth engagement.
- Ensure, as far as possible, that youth engagement is representative of the community
- Develop the capacity of young people to engage in decision-making.

The challenges are:

- This enhanced role may only appeal to a small group of young people, and it would need to be well incentivised (eg.vouchers, food, certificates of achievement, work experience).
- Achieving a consistency of participation can be addressed by team building activities as well as a rewards and recognition process to incentivise participation.

Additional considerations:

- There needs to be a clear offer to young people with regards to skills and career development, rewards and recognition for their time.
- Issues around community safety will need to be addressed, as some young people did not feel comfortable becoming involved in the area due to safety concerns.
- Engagement with young people should not be limited to Bruce Grove Youth Space and other organisations that support young people will need to be reached out to.
- The success of the Pride in Bruce Grove mural should be taken into consideration so that further opportunities for young people can be developed during the next stages.
- This proposal also needs to be considered in view of resourcing and whether there is appetite from younger stakeholders. It is recommended that LBH look into this and report back to the project team. Ideally, we would have young people as a sub-group to SWG.

Stakeholder and community groups

It was felt that during Stage 1 the stakeholder engagement with community groups was not as effective as it could have been and that community groups may not have disseminated the YBG project information to their members. Thirteen stakeholder interviews were completed.

Contact with stakeholder organisations was challenging and was slow to get responses. Gaps remain in community groups reached. It has already been agreed that during Stage 2 the remaining 8 stakeholder interviews will take place, and that LBH will confirm the stakeholders to be targeted for this.

A key lesson learned is to look at starting stakeholder engagement in advance of the Stage 2 engagement period, in order to bolster relationships with their community user groups (including identifying their user base, and events and activities that can be tagged onto).

Engagement with local businesses

During Stage 1 business outreach and engagement went very well, with high levels of engagement with businesses along Tottenham High Road. Parallel engagement on business crime reduction partnership was ongoing and this may have caused some confusion with regards to how the Your Bruce Grove project was perceived by local businesses.

However, resulting from the outreach programme (and attendance at the Tottenham Traders Partnership meeting), positive relationships have been established with local businesses including the market traders from Holcombe Market.

It was felt that attendance levels were low at the focus group. However, there were good levels of engagement from those businesses who attended the session. It is recommended that planning events to ensure more businesses can attend will need to be looked into for Stage 2.

It is recommended that a further Business User Focus group takes place, that local businesses are encouraged to attend Public Exhibition drop-in events and there is business representation on the Stakeholders Working Group.

During Stage 2, it is recommended that the Business Focus Group takes place when the preferred design options have been prepared and targets the most impacted businesses. Outreach activities with local businesses will help the team gain a better understanding of the best times and days for local businesses to attend a focus group meeting.

Primary Schools

Due to the lack of lead in time and heading into the summer holidays, a Primary School workshop was unable to be scheduled during Stage 1. It is recommended for there to be a schools workshop scheduled from September (before Stage 2 begins) using the existing workshop plan that has been developed to deliver this session. It is further recommended that LBH looks into how relevant aspects of the project can be integrated into the curriculums of local schools.

Development of housing on infill sites

It was felt that during Stage 1 the development of new housing on infill sites was not addressed as much as it should have been as part of the themed workshops. This can be considered a project risk for Stage 2. During the Voices workshops there was not a great deal of discussion about new housing, or support for the building of new homes, with participants more interested in looking at other public uses for the car park sites (such as food markets, skate parks etc).

Feedback received confirmed that stakeholders need reassurance around the scale of any new housing (several stakeholders stated that they did not want to see a Tottenham Hale type development), and the impact on local infrastructure (schools, Doctors' surgeries etc) which some stakeholders felt was already under pressure. Several stakeholders understood the need for new affordable housing but wanted assurance that a high percentage of any new housing would be genuinely affordable.

The housing question will need to be addressed once there are more detailed proposals in place. However, it is recommended that some scene setting will need to take place before concrete proposals for infill housing are in place. This can be framed around the parking survey results indicating that the car parks are mainly being used for commuter parking, and helping develop community confidence and understanding that the car park spaces can be better utilised and bring wider community benefits.

It is also clear from Stage 1 engagement generally that the community is anxious about the possibility of a Tottenham Hale style development as well as the proportion of genuinely affordable homes and who those homes will be for.

During Stage 2 it will be important to build community support around the introduction of new housing and:

- Provide assurances around massing and impact on local infrastructure.
- Provide information about the wider benefits that can result from the introduction of new housing – public realm improvements, the potential for affordable workshop and community space, more footfall for local businesses etc.
- Establish information about the number of homes and the proportion of genuinely affordable homes.

Additional recommendation

It is recommended that a programme of precedent site visits (study visits) begins during Stage 2, involving the Stakeholder Working Group as well as the Young People's Design Group.

12. Appendices:

The below appendices have been separately attached to the report.

- Stakeholder Database
- Door Knocking Area Scope (Address list, priority door knocking area scope)
- Business Users Database
- Outreach and Workshop Schedule
- Distribution List
- Communications materials
- Monitoring Form
- Photo Library
- Individual Survey Reports (in excel format)
- Session Plans for workshops
- Engagement Strategy
- Workshop Feedback Reports
- Workshop Feedback Forms
- Business Users Needs Form
- NFL resources for stage 2.

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Quotes section – still in development

Some of the below quotes will be annotated and formatted in areas of the report once content is approved and finalised.

"We need to be careful that any proposals are not just set dressing – the underlying issues also need addressing." Voices workshop

"The law centre is surrounded by ASB – "So many dead spaces and car parks"..

"There need to be spaces for young people to link with pro-social behaviour"..

"The area shuts down at night, this needs to change"…

"…need to put the heart back into the area"…

"I would call it regeneration of alleys. We can address ASB through addressing infrastructure"…

"We need to build on the existing communities and what is already there – not gentrification"

"It gets congested around here, remove the cars and make it a community space." BGYS

"St Loys alleyway is scary and shady, especially at night, and stinks" BGYS

"A roof over the market would help. The blinds don't work very well, they have to be retracted when the wind speed is above 20mph". BUFG

"We need more bike racks as customers who used to cycle have nowhere to leave bikes now as the racks which used to be on the High Road have been removed" BUFG

"We've lost quite a few customers since the pandemic. We'd also like more young customers. We'd also like a safer community, a safer Tottenham High Road, more footfall, a cleaner market and cleaner car parks." BUFG

"Young people need spaces to express themselves" Voices workshops

"Would like it to be greener, busier, especially at night, more vibrant (like Peckham), a vibrant destination" Voices workshops

"The people who attend and work at the market are fantastic" Voices workshop

"The worst thing is the traffic and the pollution". Voices workshops



"Bringing different uses to Stoneleigh Rd will increase activity and drive out ASB" Voices workshop

"Need more parklets for people to sit down and use spaces for people, not cars." Voices workshops" Voices workshop

"Wouldn't walk at night in BG, get taxi even for short distances because I don't feel safe- most women don't feel safe" Voices workshop

"Keen to see housing but only if it is actually social/truly affordable" Voices workshop

"There are new signs on the High Road by the market but they direct people to Seven Sisters and White Hart Lane. It makes the area feel like a place you pass through" Voices workshop

"A box park would help activate the area – would boost the night-time economy but would need to be affordable" Voices workshop

"Secure spaces (both indoors and outdoors) for young people" Voices workshop

"Need free access for sport and fitness. An outdoor gym could be a realistic idea, a flexible and safe, multi-use space. Alongside we would like to see an outside performance space, e.g. a dance floor" Voices workshop

"Why are we removing the mature trees and green space at Reynardson Ct on Rycroft Way? This should be kept and improved as a public green space. Flats would be better on car park sites" Voices workshop

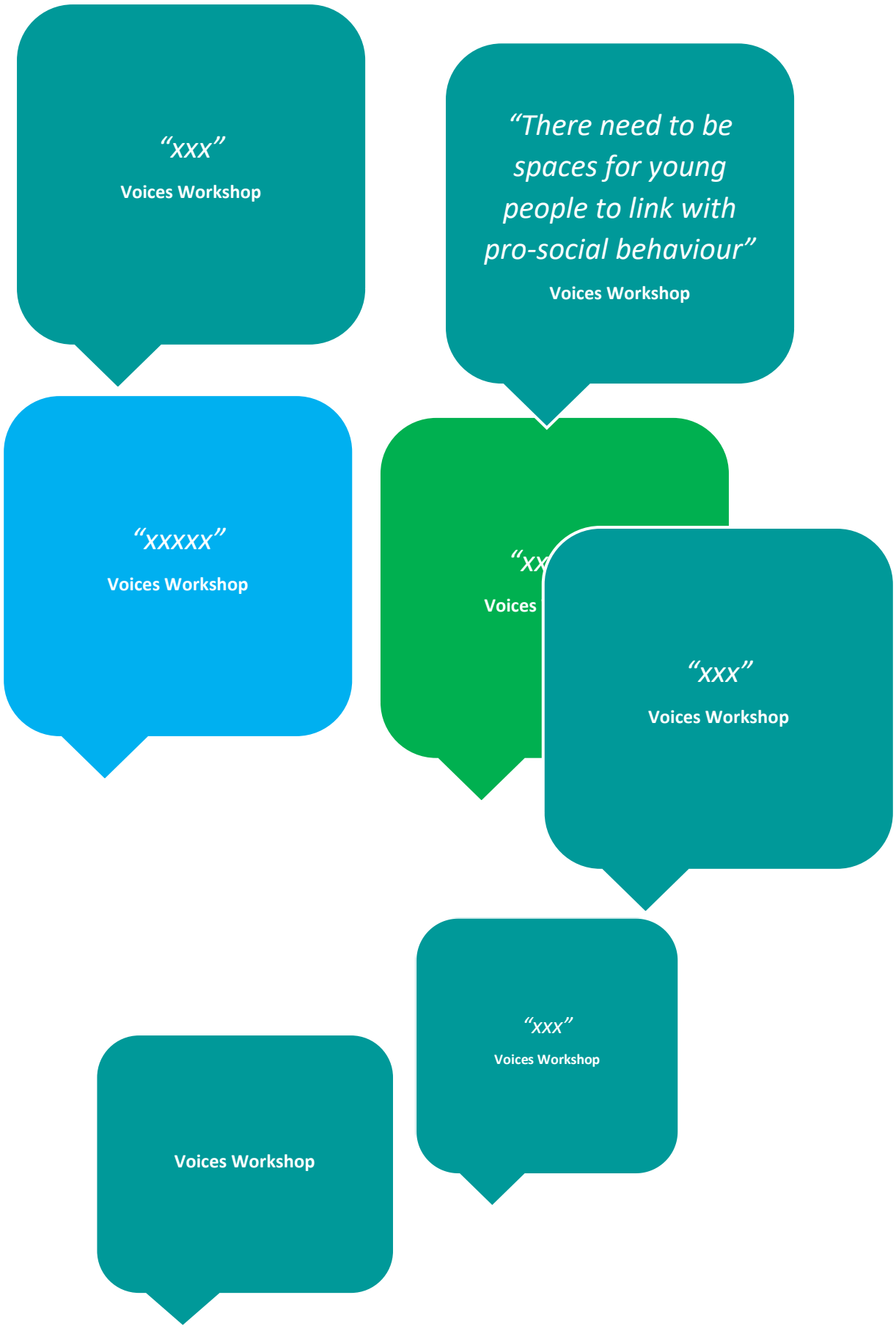
"The town centre needs to become a centre where things happen. Make the town centre attractive to bring people in…"Voices workshop

"There needs to be a celebration of the area. It would be good to see the Carnival come back".. Voices workshop

"There are new signs on the High Road by the market but they direct people to Seven Sisters and White Hart Lane. It makes the area feel like a place you pass through – signposts in area should direct people to places in the area (market, law centre etc)"

"Wouldn't walk at night in BG, get taxi even for short distances because I don't feel safe- most women don't feel safe."

"Changes need to meet the needs of the existing community – e.g. affordable and accessible"


"xxx"
Voices Workshop
"There need to be spaces for young people to link with pro-social behaviour"
Voices Workshop
"xxxxx"
Voices Workshop
"xx
Voices
"xxx"
Voices Workshop
"xxx"
Voices Workshop
Voices Workshop