Workshop report

Shaping Wood Green Summit

Prepared for Haringey Council by Public Sphere Ltd.

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Shaping Wood Green: developing proposals

Executive Summary

The Shaping Wood Green Summit took place on 30th November 2023 at McQueens Theatre, Collage Arts in Wood Green Cultural Quarter. The Summit was attended by over 100 people, each joining table discussions focused on one of six themes. The key points raised in relation to each of those themes are captured in this report.

The **Culture at the heart of Wood Green** table discussed ways to improve the library forecourt to animate the space and make it more welcoming. Ideas included storytelling, a public piano, a reading kiosk and events to showcase local talent. Participants discussed ways to support young people into music, recognising the barriers they face and arguing for music education to be a greater priority. Participants discussed what a successful nighttime economy could look like in Wood Green and emphasised that venues which combine culture, community and social interaction – such as bars with live music, theatre above a pub etc – could be central to defining Wood Green's character and identity as an evening destination.

Under the theme of **Making Wood Green a welcoming place** participants talked about behaviour change campaigns to address fly-tipping, the need to simplify the reporting of issues and to provide clear information on the 'when and where' of the council's waste services. They also discussed how the community and the Police could work together to discourage crime and anti-social behaviour, focussing on the need to increase crime reporting and that large spaces in our public realm could be utilised for positive activities like markets to discourage anti-social behaviour. A presentation from Chaveirim, a Tottenham community group, explored the value of community participation and participants were interested in creating something similar in Wood Green.

Participants focused on **North London's town centre for all** discussed the different types of markets that could bring new products, services and experiences to Wood Green. Some participants looked at the features that would make Wood Green an accessible place to visit, from seating to clear wayfinding to public toilets and more family-friendly spaces that would make it a place to spend time for a wider range of people. Discussions about the High Road and the Mall specifically revolved around similar points on how to widen appeal: a desire for more aspirational brands; for a stronger hospitality offer – ideally reflecting Wood Green's own communities; for a higher profile cultural, creative and community presence amongst the retail and restaurants; and an environment that was overall more attractive, well maintained and safe.

In the **Putting the green in Wood Green** corner, participants brainstormed how to promote active travel with suggestions including more easily available safety advice,

better wayfinding, road surfacing and cycle infrastructure. They talked about increasing tree planting and the power of small projects to make a big impact, underpinned by a greater sense of local ownership of green spaces. Improving air quality was a hot topic, including the prominence of through traffic as a source of Wood Green's pollution. They wanted to see greater awareness raising about the connection between car use, air quality and health; rewards for positive behaviours by individuals and businesses; and the creation / enforcement of penalties for negative behaviours (such as idling).

The **Living Well** theme looked at improving mental health services with an emphasis on prevention, underlying determinants and – connected to that – the importance of the council's housing, families and employment services collaborating closely. On the topic of tackling Violence Against Women and Girls participants wanted to see more cross-organisation cooperation to overcome barriers to reporting – including reaching more of those at risk through multi-lingual information in everyday places. Participants also discussed how to generate deeper wellbeing outcomes through leisure services, supported by the council's leisure provision being brought back into direct council control.

The **An economy to benefit everyone** theme saw discussion of what a promotional campaign for Wood Green and Destination Turnpike Lane could look like, with its vibrancy and accessibility being key assets. Elements of the conversation focused on better articulating and showcasing what Wood Green already has whilst other elements focused on the need to improve that offer. Discussions looked at how the Council and its partners can better support businesses and their staff through services such as Haringey Learns and Haringey Works, but also how the council as convenor could support each other to grow a more interconnected, circular economy. Participants wanted to look at how to maximise the role and impact of the Business Improvement District (BID) team here.

Introduction

The Shaping Wood Green Summit took place on 30th November 2023 at McQueens Theatre, Collage Arts in Wood Green Cultural Quarter. The event was the latest stage in a programme of work to create an updated vision for Wood Green and to set in train a series of actions that will make that vision a reality. Over 100 people attended – councillors and council officers; representatives of statutory partners, community organisations and businesses; and residents. Performances from local artists set the scene before participants were invited to join discussions on one of six topics, aligned to the themes that emerged first from the Wood Green Voices engagement process in late 2022 and which went on the become the foundation of the Shaping Wood Green vision in Summer 2023. A follow-up workshop in February 2024 took the Summit proposals and began to work these up into step-by-step plans.

This report captures the key points made in relation to the six themes. Short quotes in green are taken from the Summit discussions or from comments made by a small number of residents who added their responses to the themes online.

A) Culture at the heart of Wood Green

Proposal 1: Library forecourt improvement and artistic curation.

Question: How could we work with partners to revitalise and animate the space and curate events outside the library to make it an exciting and welcoming space? How does that work with what goes on in the library itself?

Headlines

People are positive about the proposal to revitalise the library forecourt by reimagining it as a distinctive cultural and community space, rather than an 'overspill commercial space' as currently implied by the many A-boards.

They envisaged doing this through live music and other types of performance and one-off events. It was suggested that by including storytelling as one element of this, the library could be taken out into the space with a reading kiosk and linked activities during the summer. History and heritage was proposed as another potential element to include, with street theatre and temporary displays linked to the story of Wood Green.

This would be supported by a more attractive environment that would draw people to spend time there.

For some, there is an inherent tension in the idea of making this a space where more people linger – as some people do already linger here, but this isn't necessarily seen as positive. One resident warned that any efforts to make this a more appealing place to pause could exacerbate some existing problems.

Who and how?

Could this be organised through a rolling commission to create diversity in the offer, or could it be a bookable space which performers apply to use?

Alexandra Palace works with young people interested in improving their local area through its Young Creatives Network – could we approach them to help us engage young people around the design and use of the library forecourt?

Proposal 2: Supporting young people in Wood Green into music.

Question: How could young people in Wood Green be supported along pathways into the music sector? What holds them back, what ongoing support do they need and what are the models for success?

Headlines

We need to raise the profile of music education; to give young people greater exposure to music making and production and to open-up access to the tools and experiences that make music part of young people's lives. Those who leave education at 16 can **lose access to musical instruments** provided during their school years, for instance. Can we change this? We also need to enable more young people to **experience live music** – rehearsals and the process of making music, as well as performances – so what

opportunities can we create to do this? Can we host a programme of **'culture in unusual spaces'**?

For those already engaged in music, **lack of affordable? space and programmes in which to make music** can be a barrier. We need more facilities to be made affordable and accessible and information for young people about how to get access to these.

Building momentum will mean **finding ways to translate short-term projects into sustained activity**. The conditions attached to funding opportunities often make them time-limited, so we need ways to be looking across the piece at what is currently being funded, how long that support will last and what can be maintained beyond that time.

We also need to look beyond performance so that young people are not only learning to play an instrument but are also learning the **wrap-around skills** that are needed in the music industry. For those who may want to build careers in the music industry, we also need to introduce them to the **wider opportunities** within production, marketing and events management as well as performance.

Who and how?

What are the relative roles of schools, colleges and third sector organisations? What support can we seek from the industry? Could the council help to address the issue of space by actively opening up its own under-used spaces for performers / organisations nurturing performers to use?

Proposal 3: Creating a night-time economy in Wood Green.

Question: What do we need in Wood Green for a successful night-time economy and what are the elements that would make it successful? What needs to change for this to happen? What are the current barriers? What examples could Wood Green learn from?

Headlines

We need a diverse offer that draws a wide range of people. A successful night time economy can be built around a range of elements – especially food and drink, and cultural events. Wood Green is made up of a diversity of cultures which should be a natural starting point from which to develop our offer in a way that helps to build a distinctive, positive identity with bars and restaurants that reflect that cultural mix. Night markets and events rooted in Wood Green's creative industries could be part of extending that offer.

We need to make the most of our location. Transport should be a real enabler – the tube station and bus routes bring people into the heart of Wood Green – but we need a more concentrated offer for people to access once they arrive. The point was made that thousands of people come to Alexandra Palace events via Wood Green tube station yet pass straight through the area without spending money.

We need people to feel safe as they are walking around Wood Green at night – we know that women and girls in particular can feel unsafe here and this, combined with general negative perceptions of the place, deters nighttime visitors.

We need to highlight those pockets of evening activity and creativity that Wood Green already has – e.g. comedy at Ludo's Bar, music at Karamel and Goodness Brewery, supper clubs at Olive Three – and market these more cohesively.

Who and how?

Supporting businesses: Could we support businesses to organise their own events and to reach new customers by using their venues for more engaging nighttime activity?

Coordinated marketing and programming: Could we market a venue ticket which gives access to different events / spaces? Could we develop the idea of 'cultural pub crawls' that encourage people to explore different venues in a single visit with those venues working together to coordinate their events? Could we organise festival weeks or weekends with nighttime elements. Could we create maps connecting creative venues and spaces?

Involving the community: Could the council work with community organisations to lead their own events, potentially in conjunction with local businesses and venues? This would be another way to make sure the offer we build is distinctive to Wood Green, and that it fosters links between residents and organisations in the process. This aligns with that idea of a local 'eco-system' which came through so strongly in the original Wood Green Voices engagement.

'We want the community to be able to connect and curate.'

'It's about creating destination without gentrification – avoiding what happened in Dalston and Stoke Newington.'

B) Making Wood Green a welcoming place

Proposal 1: Behaviour change campaign to address fly tipping.

Question: What are your views on the look and feel of a campaign (based on some examples of campaigns) and the most effective form of delivery?

Headlines

Engagement shows that cleanliness is a top priority for residents. A small proportion of fly tips in Haringey are left by illegal waste collectors, however the vast majority (over 80%) is household waste, often presented in the wrong place and/or at the wrong time or placed on the pavement because their property has limited waste storage. Fly tipping incidents continue to reduce through our work to date providing improved waste containment; however, we remain committed to reducing it further. Prevention is the first step and therefore further educational campaigns developed with the community will be critical in reducing incidents.

There are different views about the factors underlying the fly-tipping issue and thus how a behaviour change campaign can be most impactful. Some participants in the group discussion and those commenting online suggested it was a problem related to the cost and convenience and thus making it cheaper and easier to get rid of waste would be the most impactful response. Some spoke about the need to keep on top of street cleanliness in order to deter fly-tipping as an area that looked uncared for would be more likely to attract poor behaviour. Some emphasised the need to communicate the penalties more firmly and to show these in action when offenders were successfully fined.

Who and how?

Could we **'onboard' landlords and new residents** moving into the area by providing clear multilingual information about the alternatives to fly-tipping (e.g. recycling centre opening times; using Freecycle) coupled with the penalties. This could be disseminated to landlords and residents through letting agents and management companies.

Could we **more clearly communicate the problems** that fly-tipping and litter creates for neighbours – e.g. attracting vermin?

"I like the idea of a campaign that also has some solutions of what to do when you have items to get rid of i.e. noting sites such as freecycle, the recycling centre we have locally and of course facts about fly tipping and the fines associated."

Proposal 2: Alternative uses of public space throughout Wood Green to encourage community involvement.

Question: How can we work with the community and the Police to enhance the public realm in a way that will discourage crime and ASB?

Headlines

Wood Green High Road performs well as a high street on many measures. With footfall of c.350,000 it remains one of the busiest in London and the UK and also retains more major bank branches than most other London high streets. Whilst it works as a commercial space and a thoroughfare, however, we know that people do not tend to see it as a focal point for the community, and that people's reluctance to spent time in Wood Green's public spaces is compounded by experiences of crime and anti-social behaviour.

Accentuating the positive: We need to find ways to replicate the atmosphere at events like Myddelton Road and Ally Pally markets which are welcoming spaces with a community feel. We need to redesign and manage aspects of the public realm in ways which amplify community use and connection – this could include creating more pleasant space for pedestrians away from traffic.

Eliminating the negative: the police need the support of local people in tackling crime in Wood Green, making it a more hostile environment for organised crime and reporting every crime that takes place. The BID knew of seven incidents in Wood Green on the day of the Shaping Wood Green Summit, for instance, but they were aware of only three being formally recorded. We need to clamp down on the general anti-social behaviour which makes the High Road a less pleasant place for people to be, such as loud use of PA systems in the street.

Who and how?

Could we try to **design out crime and antisocial behaviour** from key locations by making physical changes to the space? E.g. around the Vue cinema and along Lordship Lane where cars race and people gather in large numbers outside betting shops?

Is there anything the police can do differently through their regular patrols, their **engagement with businesses and communities** etc to reduce incidents of 'petty crime'?

Could the council, businesses, police and residents groups **collectively promote positive messaging** about how people can help to look after where they live – and each other – by behaving considerately in public places, reporting incidents they see and helping people who need help?

Proposal 3: Community Participation

Question: What are your views on community participation? Where could the council encourage and support the community to take a lead on co-ordinating discussions and co-produce solutions?

Headlines

Responses to this proposal suggest there are different elements to unpick here: the need to make communication between residents and big organisations easier; the need to engage residents and give them a stronger voice in decision-making; and the potential for working alongside residents and community groups in finding and enacting solutions to local challenges.

Greater community participation is regarded as positive but some residents are **anxious about 'pushing responsibility' onto communities and** voluntary groups or slowing decision-making. Participation must be supported and the role that residents are asked to play must be reasonable and proportionate.

'I think the council need to take more of a lead and less pushing things to community. I think community engagement is good but you will also suffer from decision paralysis and design by committee. The council should lead and then ask for feedback and respond where needed not ask for community to come up with all the ideas as they don't have a full picture of budgets, time constraints, legal implications, have experts lead and guide community else no progress will be made.'

'Community participation is great to ensure residents have a say on what goes on in our area. But the council needs to realise that "actual work" to achieve these goals cannot be led by the community. Funding, construction and rollout of initiatives will need to be the council's work.'

One element of community involvement is tapping into residents' knowledge and ideas, which at its most basic means enabling residents to report issues they see around them. We need to make that reporting process as easy as possible rather than expecting people to hunt for the correct phone number or email address for that specific issue.

Some community groups – formal and informal – could help to support their neighbourhoods in **rapid-response situations** where the council or other agencies may be unable to respond (or at least not at speed). This could include making safe missing drain covers; helping people in flash floods; jump-starting cars; helping someone locked out of their home. There are already local examples of residents working on hyper-local

issues, such as Chaveirin who presented on their work in Tottenham, and channel clearing in Lordship Lane – though one of those residents involved in the latter said that it had "not been easy for community to work with Council and organise this."

Who and how?

The essential elements of the 'who and how?' question relate to the council's role in convening and coordinating; rationalising how relationships are managed and how information flows; and resourcing and supporting.

Start with existing residents groups and understand where our relationships with them are held within the council and how strong; what if anything are we already working on with those groups and on what terms; and what their priorities are – e.g. what they are interested in, their capacity to do more and on what basis. Some will have a narrower interest and less capacity for further activity whilst others may be keen to expand their activity with certain kinds of support.

As an extension of this, it may help to clarify who within the council holds relationships with each of those organisations so that we can be **more confident about feedback loops** working and information flowing more effectively in both directions, rather than groups being unclear who to go to with each issue and communication being fragmented or duplicatory.

A simple thing we can do as a Council is to **supply groups with basic tools to undertake the work their volunteers are willing to do,** e.g. grit for gritting in bad weather; gloves and pickers for litter picking; equipment for community gardening.

Start to establish community panels which can bring together local groups – and / or individual residents – to work on issues together with the council and other bigger organisations.

We could seek to **make reporting easier** so that within a locality, people know they can report an issue via one email address, phone number or app rather than having to find the right department.

The council could play a useful role in **creating a live 'roadmap' of local projects** comprising both council-led and community-led activity with the aim of identifying opportunities for connection and collaboration as well as wider resident involvement on an ongoing basis.

C) North London's town centre for all

Proposal 1: Market Strategy

Question: What is the demand for markets / what kind of markets do you like to use currently? What type of markets could be introduced? Which locations in Wood Green would work well?

Headlines

Purpose: People see markets as a means of animating the public realm in positive ways which are both commercial and community-friendly in character. They are also seen as a relatively cheap and easy way of injecting diversity into Wood Green's offer – in terms of both goods and shopping experience – thereby widening its appeal and helping to redefine its character and identity.

Types of market: As in previous engagement some have talked about:

- farmers markets which could bring higher quality and higher value products to Wood Green shoppers;
- markets which reflect the global connections of Wood Green's diverse communities and entrepreneurial opportunities for those communities;
- markets which showcase the art and creative industries that are based in Wood Green but often hidden.

Others suggested market events as places to host pro-environmental activities that help local people reuse, repair and save money via repair services and tool libraries.

Location: Discussions generally assume that markets would be hosted somewhere on the High Road (such on Lymington Avenue, outside the library or outside Vue Cinema) where footfall is greatest and where their positive impact would be greatest. This also reflects the Council's position that any markets should be located so as to animate commercial areas. We would also need to consider how any new market events would impact the existing covered market (if at all).

Who and how?

The Retail Group has been commissioned by the council to devise a market strategy and were part of this discussion.

Proposal 2: A diverse and accessible town centre.

Question: How can we diversify the high street and ensure it caters to all? How could Wood Green be made more accessible?

Headlines

- People said we need to start by understanding the existing standards of accessibility in Wood Green and what would most improve that which is also achievable – e.g. public toilets? A lift at the tube station? Differently designed or located street furniture?
- A more accessible town centre would have less 'street clutter' – yet there is also insufficient public seating, arguably.

Who and how?

The council could improve usability of the High Road by **dealing with uneven and dirty paving** (the areas from Boots to the library and Hornsey Park Road/Turnpike Lane were highlighted by one person) and creating more generous pedestrian zones.

The council could provide **public toilets** so that more people could visit Wood Green with confidence.

The council and TfL could review possible **actions to improve accessibility at arrival points** in Wood Green such as at the tube station (which doesn't have a lift) and bus stops. Improved wayfinding such as coloured signage or painted footprints to key locations could improve legibility for some visitors. Bike cages and electric shop mobility vehicles could also be introduced.

The council could try temporary interventions as well as permanent structural ones, such as trialling **traffic-free days** in parts of Wood Green.

Delivery companies could request that their drivers do not congregate with their bikes in certain areas.

Proposal 3: Mall rebrand and refresh

Question: What would an updated Mall look and feel like?

Headlines

Appearance and identity: Ideas included murals on High Road end of the Mall and the bridge; neon lights on the bridge; more living walls and letting in more natural light. Some suggested renaming the Mall to give it a new and more distinct identity. A few residents said they would rather see the building knocked down and replaced.

Retail offer: There are perceptions that the Mall's retail offer lacks the quality and diversity needed to attract a wider demographic – for instance, it lacks the fashion brands that younger customers are looking for.

Non-retail offer: There is a lot of interest in the idea of the Mall extending its offer into more leisure and evening-based activity so that it is less reliant on retail and the cinema. This could include, for instance: a bowling alley, escape rooms, spaces for community use, a brewery and bar. Bury Road Car Park was highlighted as a space that could be completely reimagined to feature a rooftop garden, café and street food, community centre or pool.

Safety: in common with other discussions about expanding Wood Green's offer, especially in the evenings, the importance of safety was raised and the need for visitors to feel safe as they move through the area after dark.

Who and how?

Can the **Mall management work with the council and food and creative businesses** to organise pop-up opportunities which start to use the Mall for different types of activity and in ways that strengthen its distinctiveness, brand identity and rootedness in the place? This could include specialist art and craft markets and Christmas market events, for instance.

Can **Mall businesses** be encouraged to open later on certain days to prolong the hours during which the Mall operates and better connect the daytime and evening economies?

Can **the council and the BID** proactively reach out to the brewery and street food businesses clustering in places like Tottenham and Walthamstow to explore Wood Green as a place to invest in?

Can the **metropolitan police** be more visible so that people have more confidence to be out in Wood Green in the evenings? Can the **Business Crime Reduction Partnership** run by the Wood Green BID be more visible in the evenings?

SUGGESTION: We need to understand the Mall management's position so that we don't spend time on ideas which they have already explored and discounted. What is their vision for the Mall? What does their research and data suggest is commercially viable and what less so?

D) Putting the green in Wood Green

Proposal 1: Promotion of active travel through School Streets and the addition of cycle lanes/pedestrian crossings/dockless bike hire

Question: Which areas/roads should we prioritise? How do we convince people not to undertake inessential journeys by private car?

Headlines

Make physical changes to make area feel safer and more comfortable pedestrians and cyclists: This could include finding ways to segregate cars/bikes/motorbikes; creating more cycle lanes and extending them to junctions; improving areas of poor-quality paving where the surface is uneven; penalising drivers for idling; restricting car parking and/or make it expensive – for instance, tackling car parking on the pavement in Lordship Lane; and tackling the use of scooters through Penstock Tunnel. People suggest discouraging driving and encouraging cycling through better cycle storage provision and a cycle, possibly at the multistorey car park. Better links for side roads into High Road required.

"Haringey is a dangerous borough to cycle in. There are limited safe cycling routes and the main routes are on highly polluted roads."

Communicate rules and routes more clearly: around rights of way and prioritisation of road users (pedestrians; cyclists; motorbikes/ delivery drivers; cars) Improve wayfinding with signage and make advice on safe cycling and walking routes more easily available.

Research and engagement: We need to make sure we are hearing a wide range of voices so that we understand as fully as we can the different kinds of impacts that traffic issues cause – the impacts of interventions and the impacts of not intervening.

Shift the narrative and help people to join the dots: These can be contentious issues so it is important to work from the basis of data – e.g. statistics on collisions, on safety, on air quality, on journey times etc. This could help to inform a more nuanced

consideration of the options and a shift in how we tackle traffic challenges. For instance, positioning changes as improved air quality at the expense of convenience.

"People need to understand how polluted the air we breathe is. I live on Gathorne Road and we have a real problem with people cutting through in peak traffic times to jump ahead of the queue leading up to the traffic lights."

Who and how?

Could the council make clearer connections between LTNs/ School Streets to be made through signage and branding?

What could the council and TfL do to make public transport more accessible and cycling more appealing in Wood Green?

Could delivery drivers on scooters be discouraged from parking on the pavement through modifications to street design and enforcement?

Proposal 2: Increased tree planting/SUDs/Rain Gardens as climate change mitigation.

Question: Should this be delivered on the road as opposed to pavement? Where could more pocket parks be introduced? How do we get more community involvement in greening Wood Green?

Headlines

People are positive about introducing greening measures in Wood Green, though some residents are concerned that in the context of the litter and fly-tipping problem, 'greened' areas may become another magnet for anti-social behaviour.

There are a range of **infrastructure ideas** to shift the ratio of grey to green: increased levels of low-level planting along roads and pavements; more street trees; permeable paving to absorb rain water; micro-forests (as at White Hart Lane Rec); and de-culverting rivers.

Suggestions of actions in **specific locations**:

- Planting outside Iceland.
- Whilst it was suggested that opening up sections of the Moselle River could help mitigate flooding by allowing water to escape, a study as part of the Caxton Road development found that the river had too many mis-connections with the sewage system and opening it up was thus not recommended.
- Rain garden at Mayes Road, especially near schools.
- Pocket Parks / Parklets on the High Road, by Bury Road Car Park entrance; alongside or opposite Wood Green Station; on Dovecote Avenue; on Lymington Avenue; on Wightman Road; outside and inside the Mall.

People are positive about strengthening the role of communities in supporting green infrastructure and giving local people a greater sense of ownership their local

environment, building on the example set by organisations such as Black Rootz, Noel Park Residents Association and Warner Estate Residents Association.

Who and how?

Clearly framing the message to residents: Could **the council and partner organisations** collectively make the case for greening to residents and businesses? For instance:

- Trees increase property value
- Trees reduce pollution
- Trees give pride to the community
- Green infrastructure can support climate change mitigation such as extreme heat and flooding
- See Bowes Place project and Sheffield Grey to Green project

Promote: can the **council work with community groups** to create a green corridor map for Wood Green?

Ownership and involvement: Could the **council work with schools, businesses and community groups** to explore what those stakeholders would like and need in order to play a greater role in promoting, supporting, maintaining or managing aspects of the local environment? This could involve providing sources of information and advice; providing training in how to help maintain certain types of environment; and providing key supplies or coordinating waste collection. There is a clear overlap here with the 'Making Wood Green a welcoming place' theme.

Proposal 3: Improved air quality.

Question: What impacts of poor air quality should we be measuring and monitoring? What projects should we focus on to improve air quality?

Headlines

Collect and publicise data on key locations where children and vulnerable people are most impacted e.g. outside schools and care homes. This would help to make the connection between (often contentious) measures and their positive impact.

"Idling issues are social justice issues."

Fines and charges could target issues such as idling (e.g. every minute costs £x); parking charges could be based on emissions/size or weight of vehicle; workplace parking levies could be introduced? If fines can be tangibly reinvested in positive infrastructure and action

Incentives could similarly be used with preferential rates for people/organisations not using a car; and business rate relief for businesses with an electric fleet.

Who and how?

Promoting the links between positive behaviours and impact: could **a coalition of local organisations** promote the message that, for instance, turning off your car engine at traffic lights saves you money; and that idling contributes to poor air quality and thus to poor health. This could be a message that comes from the council but also schools, charities, local health professionals.

Introducing restrictions: Could **the council and TfL** consider establishing some bus-only roads which are closed to private cars? Could we design out parking in certain locations? Could we require deliveries to be made outside the busiest times?

Could **the council** introduce parking to encourage cargo bikes and cargo taxis to operate in borough?

Green infrastructure: the Pollution Team will be **working with schools** to create green screens that help to protect children from the worst pollution.

E) Living Well

Proposal 1: Comprehensive mental health services

Question: How can mental health services be improved and the community better supported?

Headlines

Demand is outstripping supply: Everyone shares the ambition for free, easy to access support that reaches people early and suits their situation. The reality is expressed as services that are overwhelmed, creating backlogs during which time people's situations and symptoms deteriorate. There is a need to look at a more preventative early help offer including digital solutions to support self-management and voluntary community sector support.

Poor mental health as a consequence of the wider determinants and challenges for our communities: Our approach to improving mental health needs to dovetail with activity to support people in financial crisis and struggling with other aspects of daily life and the wider determinants as these are often the source of mental health problems or can exacerbate them.

"Support keeps changing its name and the system is overloaded."

Consistency as well as speed: Whilst people are waiting too long for help, consistency of support once it is being accessed is also a problem and this can negatively impacts outcomes as people disengage from services and fall through the cracks.

Barriers to access: Further barriers to access are understood to be awareness of the support available, exacerbated by lack of information in a wide range of languages and a number of residents are digitally excluded. More visible provision where footfall is high could help to address this, with well-publicised and open access provision that attracts people in through themed days/workshops and community specific events run in

conjunction with the voluntary and community sector such as the Somali Housing Event.

Who and how?

Joining the dots: Organisations and services linked to social care, housing, families, employment, leisure, culture and the VCS sector all need to be involved in conversations around mental health as all contribute to mental health wellbeing.

"We need strategic alignment."

Training and upskilling those at the front line: Could the frontline workforce be better prepared to support around mental health, including how to support a person whilst they are awaiting diagnosis through social prescribing. Rangers patrolling the High Road have reported that they are dealing with a lot of mental health crises, highlighting the benefit of upskilling people in these roles as mental health 'first responders'. Could we also be training others such as local business owners in the basics of mental health 'first aid'?

"We need to be equipping businesses with mental health training."

Space for mental health services : A lot of discussions were focused around space being a barrier. Plans to relocate and integrate the Crisis Prevention House, Crisis Café and Clarendon Recovery College at the Roger Sylvester in Canning Crescent need accelerating.

Proposal 2: Working together to address Violence Against Women & Girls.

Question: What more can we do to raise the awareness of our VAWG services and support in Haringey? How can we as a collective work more effectively to address VAWG, including the involvement of voluntary and community sector partners? What specific initiatives could we do in Wood Green?

Headlines

This issue is a high political priority with a 10 year strategy with a series of projects underway.

With this issue a key challenge is making communities aware of how and where they can get help. Different therapeutic measures were discussed at the table. It is important for residents and professionals to know what services are available.

Holistic specialist support needed, including support to minority groups and support to children in line with the Domestic Abuse Act – children in schools (both Primary and Secondary).

"We need an educational campaign on what harassment is. A lot of men who hang around the high street don't seem to understand what is acceptable in 2023… Redesigning the high street will help to prevent loitering. Police presence in the evenings would make me feel safer."

"There are far more men on the high road. Men who just stare at women like they have never seen one before, I do not even feel comfortable wearing summer dresses… I am a victim of rape so I know what I am talking about… When I see young girls who are vulnerable and alone I go up to them to make sure they are safe, because I know how men can be predators. I have seen it and they have tried it with me and my friends."

Who and how?

Education: Education and awareness for all ages, promoting healthy relationships and further embedding the programme in schools in Wood Green.

Access to support: Could we provide the relevant information in a wide range of languages and display this in GP surgeries, the diagnostic centre in the Mall and everyday settings such as bus stops?

Could **Haringey BID** help us to work directly with businesses to understand the main women's safety issues and the actions that can be taken to tackle these?

Proposal 3: New leisure and wellbeing offers

Question: What activities would you like to see to improve your health and wellbeing? What are the barriers to being more active? How could you help others to improve their health and wellbeing?

Headlines

Physical fitness: People suggested an open-air swimming or lido; low cost gyms and outdoor classes. The point was made that different kinds of offer will appeal to different people, e.g. cardio exercise is likely to appeal more to women than some other gym-based activities. Someone spoke about the laughing yoga classes trialled at Broadwater Farm as an initiative to build on. Charity Mind refers a lot of clients to the walking programme, which was reported to have good uptake. GeoCashing was also suggested as an activity that encourages families to walk and stay active.

The New River leisure facilities do not feel very visible or accessible in relation to Wood Green.

Health and socialising: Other suggestions focused on activities that connect health to wider wellbeing, including reducing isolation and building community connections such as communal food-growing and schemes to encourage older people to get out during the winter months when they are more likely to be isolated.

Who and how?

"A fit for purpose leisure centre would transform this area!"

"We should be calling them wellbeing centres, not leisure centres."

Actions to support inclusivity and take-up: People are positive about the prospect of the council taking back management of the borough's leisure centres and the levers this could give them in repositioning leisure offer within broader health and wellbeing outcomes. Could they focus on lowering barriers to those least likely to engage in activity to support fitness and wellness – e.g. women's only sessions?

Actions to link health and leisure use: Could concessionary leisure memberships through the GPs be reviewed, working with social prescribers at GP practices? It was said that the offer in Haringey is not as good as in neighbouring boroughs.

Actions to maximise use of space: Could the council and partners such as housing associations bring currently under-used spaces back into use for sport, leisure and community use? Could they make sure that as well as refurbishing existing facilities there is work done in parallel to reduce anti-social behaviour where this is impacting people's willingness to use spaces?

Actions that promote walking and cycling within the streetscape: Could we achieve something quickly and cheaply just by improving how we sign places in ways that emphasise the walkability and 'bikeability' of places in and around Wood Green – such as highly visible signage and maps to Alexandra Palace and to other parks and green spaces?

F) An economy to benefit everyone

Proposal 1: Promotional campaign for Wood Green and Destination Turnpike Lane.

Question: What would a campaign look like and who needs to be involved? How should Wood Green and Turnpike Lane be branded and marketed in a way that is accessible and what uses and businesses should be introduced?

Headlines

"[Emerging from Wood Green Tube Station] I had the feeling I'd arrived."

People said that promotion of Wood Green should focus on:

- **Vibrant and bustling** – a place that feels lively, energetic, 'in your face'
- **Accessibility** – tubes and Piccadilly Line/ Bus network – well connected.
- **Independent traders** – the enterprising, hard-working individuals who you will only find in Wood Green
- **The creative sector** – people making beautiful, distinctive things here in Wood Green
- **Restaurants, bars and cafes** – showcase the range of what you can find in Wood Green
- Shining a spotlight on the **multicultural breadth** of Wood Green's offer. For instance, people from the African/Caribbean community travel from miles away for the hair care retailers.
- **Big brands** like Primark and Sports Direct which appeal to older teenagers.

People reiterated earlier engagement findings by saying that Wood Green would benefit from:

- A greater mix of businesses: Marks & Spencers would be good to move back in, Pret is a good addition. Convince larger stores to come to Wood Green eg. M&S, Waitrose.
- A strengthened food & beverage offer to make Wood Green more appealing as a place to socialise as well as shop
- A more vibrant nighttime economy.

- An extended offer with more to discover including more leisure time activities for young people, families and older people; more cultural and community use.
- Encourage people to stay a while – where would you rest? Seating areas. Kids spaces.
- Better use of the Library – 'you can walk past and not know it's there.'
- Performance space lacking
- Spouter's Corner has potential – a place to relax.

If you want to have a coffee catch-up with friends, as a woman, I do not feel like I have anywhere to go on the high road.

Who and how?

The discussion did not appear to surface concrete actions, but there could be three categories of action to explore:

- How can we directly encourage and incentivise certain types of businesses to open?
- How can we indirectly encourage and incentivise these types of businesses through the conditions we create in Wood Green
- How can we promote aspects of Wood Green's existing offer in ways that focus on countering the most significant negative perceptions people may have

Some people are not convinced that marketing should be a priority until there's a material difference in what the area has to offer.

"I think you need to improve the areas before you write a campaign to go to these areas..."

COMMENT: one part of the question asks about how to market the area, the last part asks what businesses should be introduced – which is a very different topic as it's much harder to influence.

Proposal 2: Strong network of businesses and support partners buying into Haringey's Business Charter.

Question: How can Partners including the Council better support businesses and communicate services available? How can we make businesses more aware of the services provided by Haringey Learns and Haringey Works?

Who and how?

Accessibility of information for businesses: Information should be in format where businesses can access it – i.e. at desk/counter – easier to access. Could we improve the signage of Haringey Learns in the library so people know the service is there? Signpost where to go for information on new starter business support. Could we promote free services like Haringey Works more widely?

Promotion and celebration: Could Wood Green Business Improvement District (BID) be utilised more fully as a platform for promoting businesses? Could we create a Haringey Business Awards programme to shine a spotlight on Wood Green's businesses?

"Boast about what is here."

Convening and connecting: Could the BID create more networking opportunities between businesses? This could include nurturing mentoring and peer support between businesses.

Proposal 3: Moving towards a green economy.

Question: How could local businesses and residents be made aware of upskilling and training in relation to emerging retrofit opportunities?

Headlines

Communicate the options and connect businesses to opportunities: Lead campaign to promote what individuals can do. Level of retrofit – how to raise awareness. Grants for businesses eg Community Carbon Fund to improve their premises. De-mystify the language and jargon around green issues so that local community can engage.

Promote the idea of a circular economy: buying and selling locally and managing waste responsibly are another important part of reducing the environmental impact of business activity.

Who and how?

The BID should take the lead on providing local businesses with a **single point of information** on how to reduce environmental impact, including retrofit.

The council should work with Conel on providing **practical support to businesses**.

The **council and BID should work with catering businesses** to explore options for collecting and using restaurant waste (e.g. oil for biofuels).

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