Broadwater Farm Community Centre Survey – Feedback

February 2025

Introduction

Thank you to everyone who gave their views on the Community Centre in the survey that took place between 13 January and 6 February 2025.

71 survey responses were received.

In this feedback report you'll find a summary of the responses and information on what happens next.

Purpose:

As part of the Broadwater Farm Community Centre Improvements programme and Options Appriasal, the project team wanted to hear from residents and building users on how they currently use the Community Centre. We were seeking to hear from underrepresented groups; those who didn't currently use the Centre, and young people under-24 years old.

The survey responses are being fed into the Options Appraisal for the Community Centre, which is looking at future options for the use and configuration of spaces, activities, and operational management.

How:

Residents and users shared their views through online surveys on our Commonplace engagement hub and filled out paper surveys, including at engagement pop-ups in lobbies and out on the estate, and outreach events at Project 2020.

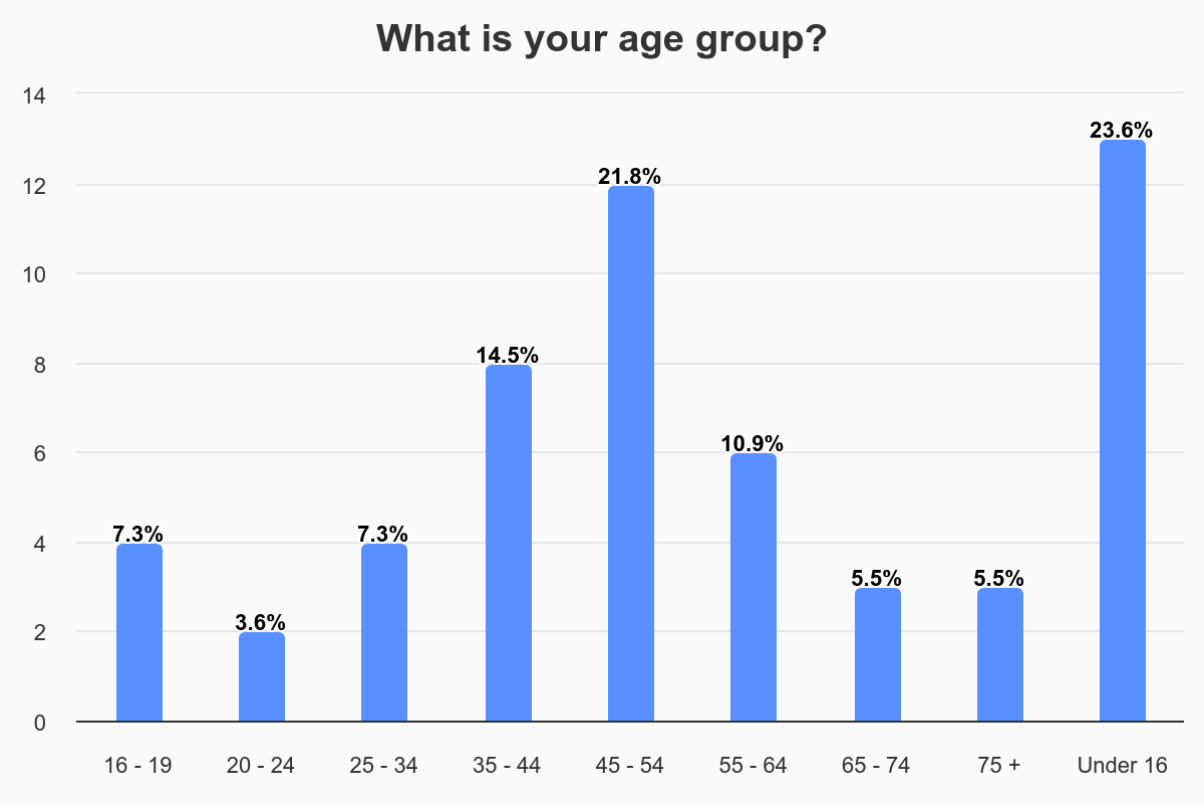
The survey was advertised via Commonplace news story, BWF Facebook page, Community Centre providers networks, Ward Member's newsletter, emails to the Resident's Association and engaged residents, and estate-wide text message service.

We also advertised the Broadwater Farm User & Provider Group and their upcoming workshops at the same time, to encourage new members to join.

A chance to win a £25 shopping voucher provided an incentive for survey respondents to win, if they provided their contact details to be included in a raffle.

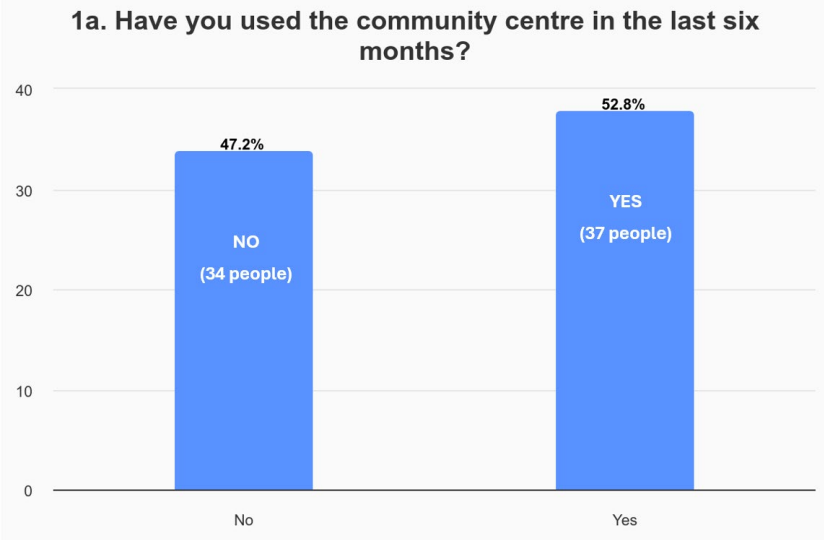
Who responded:

- **71 survey responses were received.**
- The largest number of responses came from those in the under-16 age category, likely due to our outreach at Project 2020, and timing our pop ups to coincide with the end the school day.
- 34.5% responses from young people under 24 years old (24 young people)
- 5.5% responses from over 75s
- We recruited two additional estate residents to the Broadwater Farm Community Centre User & Providers Group.



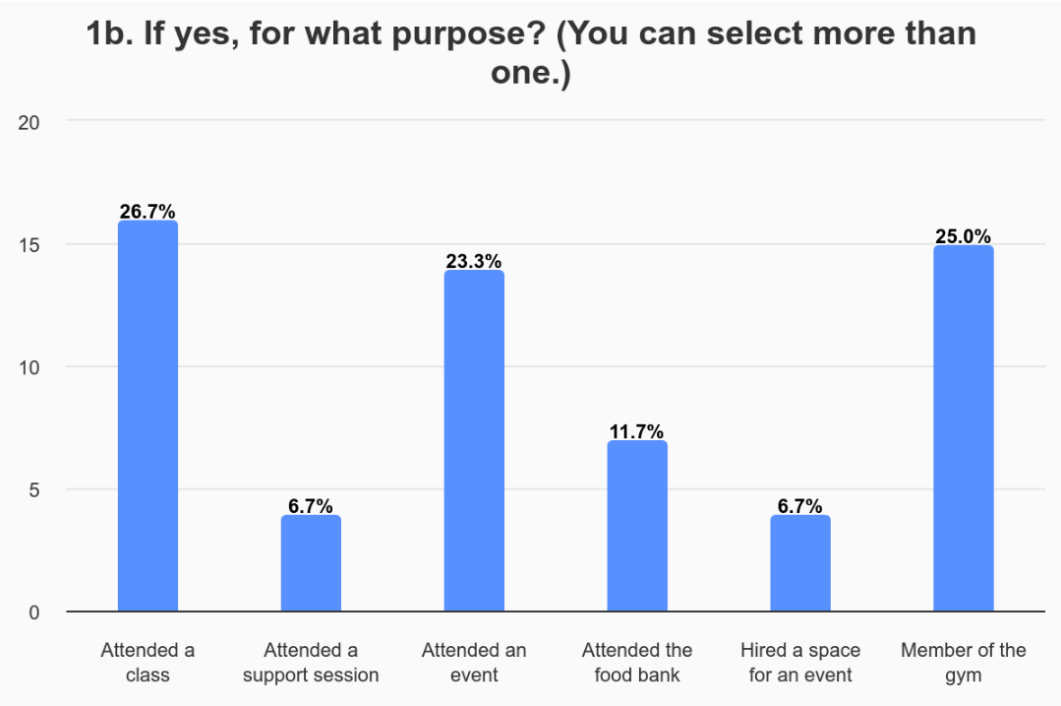
Question 1: Have you used the community centre in the last six months?

We wanted to hear from those who didn't use the community centre frequently, or at all, and had a good split of those who had visited in the last six months versus those who hadn't.

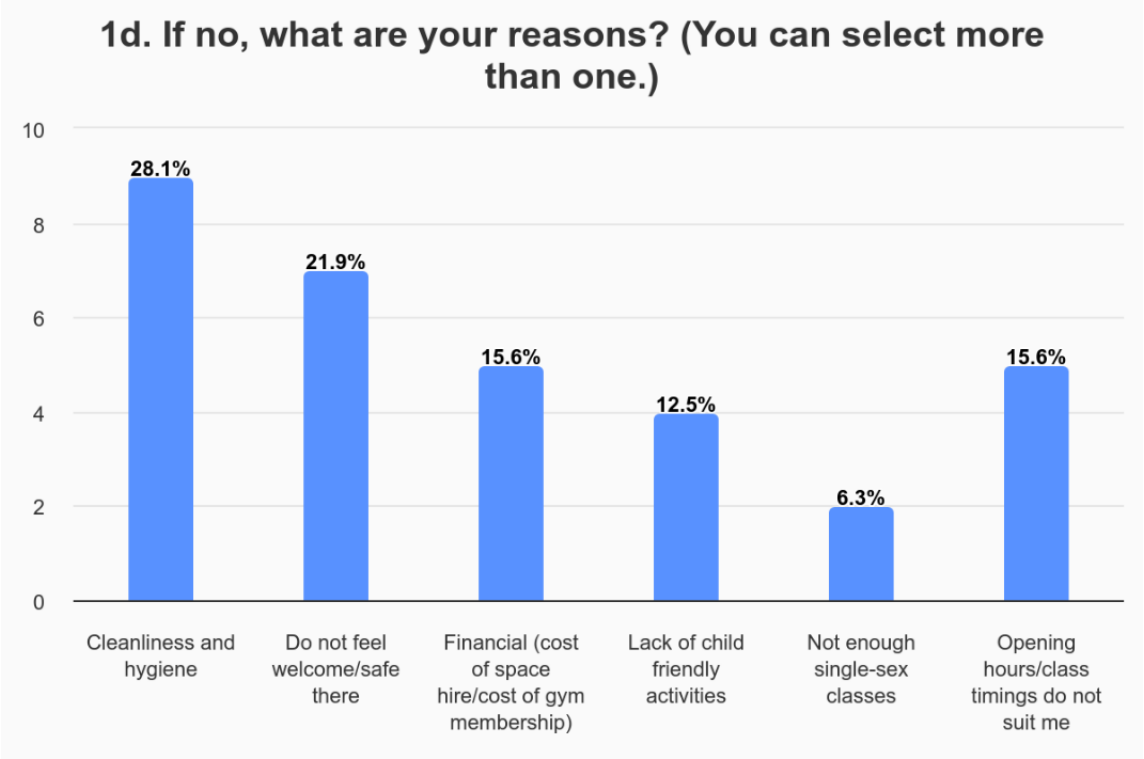


Most people who had visited in the last 6 months, had attended a class, were a member of the gym or had attended an event.

People frequently mentioned the Moselle Community Hub on a Friday, football classes for children throughout the week, and also noted they visited to vote during elections.



Question 1: Have you used the community centre in the last six months?
(continued)



Some of the key reasons respondents hadn't visited in the last 6 months was due to cleanliness and hygiene, not feeling welcome/ safe at the Community Centre and many young people hadn't heard of it or didn't know what was on at the Centre.

"I live 5 min from the centre but **assumed that it was only for the residents** of Broadwater Farm estate."

"Gym **way too expensive** for what you offer."

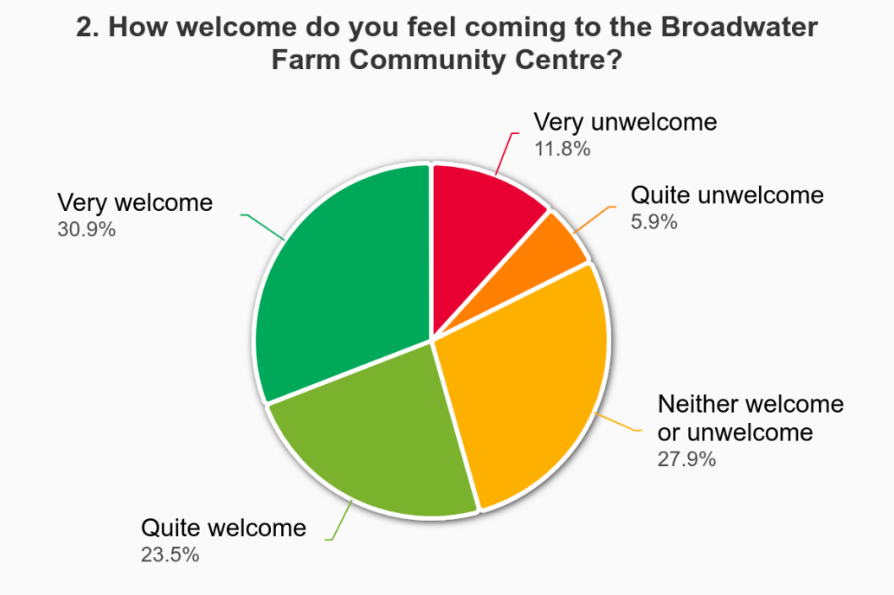
"Not advertised well".

"**Information about facilities need to be clearer** and readily available online. Improve the app to make it more user friendly."

"The **toilets smells of sewage**."

"It **smells very bad**... And it's so bad that we can't use the toilets sometimes."

Question 2: How welcome do you feel coming to the Broadwater Farm Community Centre?



The majority of respondents had a positive response to this question. 54.4% noted that they felt very welcome or quite welcome coming to the centre. 27.9% answered neutrally, and 17.7% felt quite unwelcome or very unwelcome.

Generally those who visited the centre regularly for activities felt welcome.

However the facilities, and the ongoing issue with drainage and ventilation was raised as making the centre feel less cared for and welcoming. And it was noted that reception staff could be more welcoming and informative.

"I like it because it is weekly and regular and **the people are nice**. I love them at the centre "

"It's a **really welcoming** space. I have been coming for 7 years..."

"I find the reception **friendly** and I joke with them."

"Very **nice staff**"

"Not many people want [to] go there because it's smelly toilets, not clean changing rooms, **staff never talk to you. Don't feel welcome**."

"Often **no one on the desk**. And it does feel a little dirty and dingy."

"When you say hi to the staff at reception, **they ignore you**. More welcoming staff needed."

Question 3: What would make you visit the Community Centre more?

Respondents answered with suggestions for a regular café, new spaces and activities, e.g. Homework and Job Clubs, and more activities for children and young people.

They called for improvements to the existing programme and site, e.g. upgrading gym equipment and cleaner facilities, and a variety of programming. This included suggestions for different or more sports, exercise classes, arts and cultural activities, female-only classes and classes for older people.

Affordability of activities and general safety and maintenance of the building and estate were also noted.

CAFÉ

"If the café were regularly open"

"food"

"Coffee shop"

"...access to a running café."

SKILLS & OPPORTUNITIES

"A communal study/ work space/parent meet up area with access to a running café. The cafe could be used as a skills hub where people from the estate are taught new skills and have job opportunities."

"Arabic like Madrasa teaching"

"Training and education sessions"

"Job Club"

"Haringey jobs for people that LIVE in Haringey"

"Job club, employment advice, youth centre"

CHILDREN'S / YP ACTIVITIES

"More things on for my grandchildren, more variety to keep the kids busy"

"Soft play area for children at an affordable cost"

"After school club for kids primary school ages"

"Gaming room"

"Scouts"

"Baby/child friendly activities"

"Children's events and playgroups"

"Basketball, tennis - where you can drop off kids"

"Youth club with gaming/ pizza"

"Different events, a space to hang out, tennis lessons"

"Space for birthdays."

"Activities for young people (entrepreneurship, financial literacy)"

Question 3: What would make you visit the Community Centre more?

(continued)

SPORTS/ FITNESS

"Netball and football practice club"

"More fitness classes and

Zumba classes"

"Exercise (like chair exercise on Fridays)"

"Hockey"

"Golf"

"Sports"

"More sporting events for adults."

"More classes"

"Pilates, boxing, karate"

"Basketball"

"football"

"archery"

"yoga, pilates, tai chi"

"Tai chi or qi gong or stretching for seniors"

"Football and basketball for girls."

"Basketball, tennis - where you can drop off kids"

"table tennis"

"Knowing what activities were on for me. I like playing basketball and going to the gym. They need to be better advertised, I didn't even know the centre was there really."

"physical activity"

CULTURE, ARTS AND HERITAGE

"Sewing (your own clothes)"

"Sewing classes. I work shifts (a lot of evenings) so there needs to be more day time and flexible activities."

"Arts and crafts"

"More cultural events, music and dancing"

"Church activities."

"Different activities - painting, ceramics"

"Crafts competition"

"Messy art, Lego club"

"Events"

"Drawing, art, messy painting, clay (Art Club)"

"Activities for Muslim groups, Ramadan celebration"

"Could do more Kurdish cultural activities. E.g. Day Mer Culture and Arts Festival, Bullerengue"

COUNCIL SUPPORT

"I would recommend housing support services as Theres a lot of housing issues in the community and it would benefit everyone to find out their rights and take on opportunities that can be found."

Question 3: What would make you visit the Community Centre more?
(continued)

GYM

"Facilities need an upgrade especially gym equipment"

"Better gym."

"Better gym equipment"

"If the gym was refurbished and equipment updated and more selection

AFFORDABILITY

"Different activities at affordable prices."

"Affordable hall hire"

"Family events for free"

"Free gym membership"

SAFETY

"Try and make it safer, so more people visit."

"Nothing because of the area and some of the people that live/chill in Broadwater farm"

"Because of the gang OFB"

"Safer area"

MAINTENANCE AND FACILITIES

"Clean the toilets, do some work to the centre to maintain it"

"Greening, different type of entrances, more obvious signage what it is"

"Renovation of the centre finalised, toilets, facilities"

"Upgrade toilets"

"Often no one on the desk. And it does feel a little dirty and dingy."

"Clean and well-run facilities"

TIMINGS/ TYPES OF EVENTS

"Classes outside of office hours, I.e. evenings and weekends"

"More female only events"

"More classes for older women"

"More classes"

"Better advertised classes for over 50s. Include Tai chi or qi gong or stretching for seniors"

"If it was open later hours"

"Activities for the elderly"

"Make it a bit warmer, more welcoming with more things going on across generations"

Question 4: What other local community facilities do you use?

A range of other local facilities were noted, some were council-owned and managed (such as other nearby Leisure Centres, libraries and Project 2020 Northumberland Park), others were culturally specific or age specific.

Schools

The Willow School (afterschool clubs: free football on Thursdays and Wednesdays in the primary school. Math boosters, homework clubs)

Leisure Centres

Tottenham Green Leisure Centre & Pools

Park Road Leisure Centre & Pools

New River Sports Centre

Brittania Leisure Centre

Leisure Centre outside borough run by Better

Cultural and Religious Spaces

North London Community House

Enfield Kurdish Centre

Clyde Road Mosque

Libraries:

Marcus Garvey Library

Wood Green Library

Youth Spaces:

Bruce Grove Youth Space

Project 2020 Northumberland Park

Community Spaces

Autism Hub (20B Waltheof Gardens, Tower Gardens)

Tea & Chatter (Enfield Council)

The Triangle (Kung-Fu classes)

Bruce Grove Community Space

George Marsh Centre

Burghley Road Community Centre

Parks and Playgrounds

Lordship Hub

Lordship Recreation Ground – park

Lordship Recreation Ground – outdoor gym

Harmony Gardens

Somerford Adventure Playground

Question 5: Do you have other comments or suggestion about the Community Centre?

In response to this question, respondents noted that they didn't want to lose the community centre, and they didn't want ongoing popular classes and activities being cut, particularly for vulnerable users.

They praised its multifunctional use, and long-standing users noted how welcoming they found the space and it was suggested that a financial sliding scale for activities could be brought in.

However, there were also concerns raised by estate residents about noise levels after late night events held at the community centre, and the limited parking at the centre resulting in centre users parking on the residential estate.

"It's a really welcoming space. I have been coming for 7 years and it's the first place I came to when I moved to Tottenham. It's warm and the people are lovely."

"The community centre accommodates so many different things: weddings, funerals, sports, and that is good."

"We live here so we don't like when people organize parties at night. They take up all the parking spaces and leave very loudly pushing horns at midnight"

"Love the reinvention of the garden it looks amazing. Shame that the covered terrace at the back is underused. Would lend itself to a great coffee bar!"