

Resident Engagement

Housing Select Committee | 10th July 2019



What will we cover?

1. Our approach to resident engagement
2. Past experiences
3. Main challenges
4. How can we improve?



Planning consultation drop-in May 2019 at Somerville Youth Centre

Resident Engagement in Lewisham

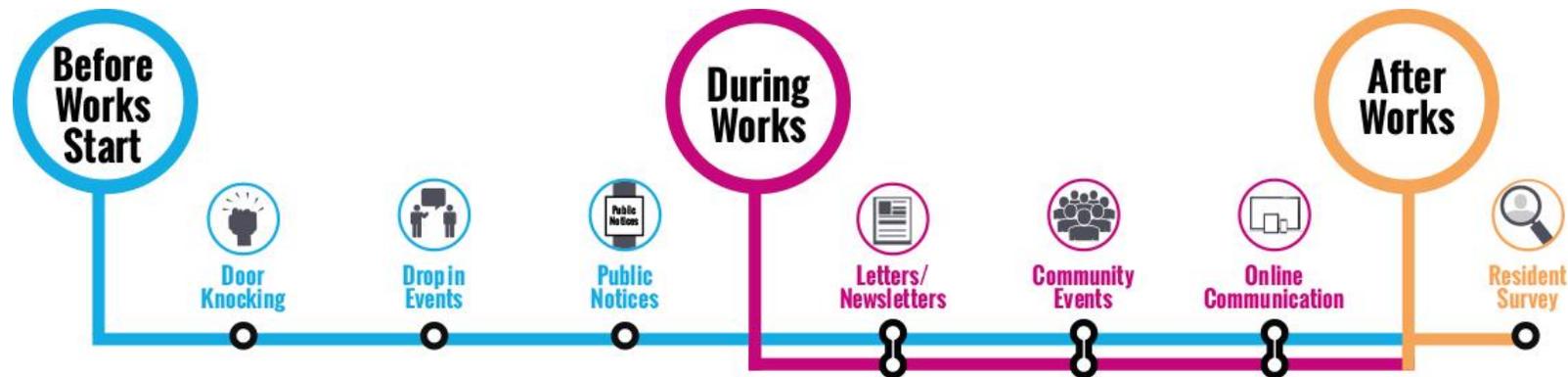
- Consultation takes many forms and officers from both the Council and our development agent, Lewisham Homes, work hard with those most impacted by proposals.
- Our process begins as soon as potential sites for new homes are identified. This continues through planning, construction and after completion.
- We try to reach out to as many people as possible and the Community Relations team at Lewisham Homes work with the TRAs and residents directly to understand any existing issues that might come up when discussing new homes.
- This helps to build relationships, trust and the ability to have honest dialogue with residents.



Picture of typical initial estate resident engagement

Resident Engagement in Lewisham

- Consultations usually begin with an 'ideas event'. At this initial session we talk about their existing and, if relevant, future homes as well as understanding of local identity and context of the site.
- This is followed by an initial consultation where ideas and initial concepts are more developed.
- Depending on the size of the scheme and/or the amount of concerns, there would either be a second consultation event or an exhibition before proposals are submitted to planning for a decision.
- This consultation is separate to more formal consultation process that is part of the planning process. More information on the engagement expectations during the planning process are set out on the Council's website.



Case Study 1: PLACE/Ladywell

In September 2016, a consultation nook was created in front of the Ladywell site to talk to local people about PLACE/Ladywell.

We offered free coffee to passers-by in exchange for a discussion about the forthcoming development, and for their ideas what sort of community/commercial uses should happen on the ground floor

Over 6 days we spoke to 572 people, and used their input to shape the ground floor uses at PLACE/Ladywell.

The consultation nook was then used for the next 6 months to host community events, to build a network of local creative people and generate positivity towards the development.

Some of the events held included:

- Local short film screening night
- Youth radio station training
- Christmas craft workshops
- Local artist in residence



Attendance

- Attendance varies from scheme to scheme. Some sites attract very little attention, particularly where proposals are likely to cause less impact on the surrounding area.
- Where schemes are larger or are perceived to have a greater impact, we can expect a higher level of participation. The events hosted by Team Catford have attracted more than 300 people.
- We want more schemes where people want to share their views. Engendering a collaborative approach to development will lead to better developments.
- We consider every comment and we've had some genuinely positive results from engaging early with local residents and businesses.



Consultation on the New Cross Gate Area Framework

Case Study 2: Edward Street

The first consultation event was held in Charlottenburg Park on Saturday 10 June 2017 and was attended by 30 people

The second consultation event was held in the Evelyn Community Centre on Saturday October 21 2017 and attended by 20 people

Although neither event attracted a large amount of attendees, the consultation was very successful and stimulated some great ideas

The people who attended were local and had interesting points to make, both in support and against the Edward Street development

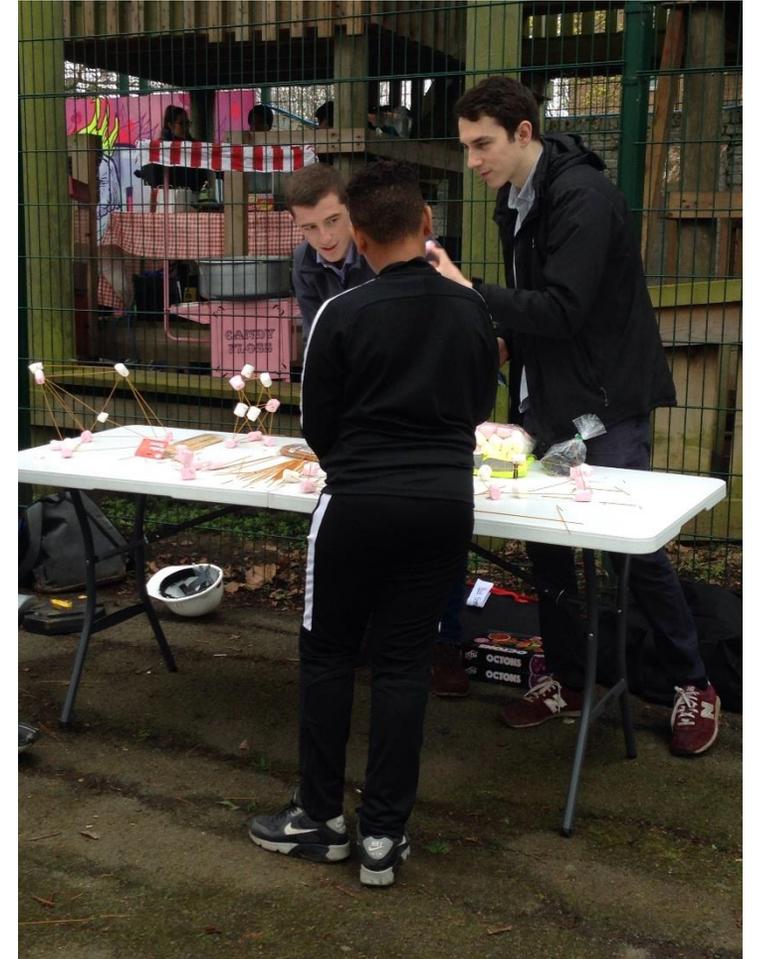
The points shared influenced the development of the scheme, and we were able to clearly set out the changes at the events

The response at the second event was much more positive than the first and part of this was residents' could see that we had listened



Excluded, vulnerable and 'hard to reach' groups

- One of the biggest challenges we face is reaching out to people on our estates for whom attending an exhibition is not something they are comfortable doing.
- Breaking down this barrier is one of the hardest, yet most important things that we are trying to address going forward.
- We work with translators where appropriate. Recently, we translated documents on Bampton in other languages.
- Trying to reach people who do not see our work as a priority is challenging. The Community Store at Evelyn estate provides a great way of doing this.



Home Park Youth event with AECOM focussed on learning about engineering skills.

Case Study 3: Achilles Street

Work has been ongoing since January 2016 to look at proposals for redeveloping the Achilles Street estate in New Cross

From December 2018 we have been working to deliver a Resident Ballot to decide whether or not the redevelopment proposals should go ahead

To ensure that we are speaking to all of the residents on Achilles Street, we have used various different methods of engagement.

- Public exhibitions
- Multiple Rounds of door knocking
- Councillor led meetings
- One on one visits

We are currently delivering a round of engagement called **“Bring it to the Table”**

This focuses on breaking down the traditional barriers to resident engagement, by inviting all residents to come and share food with us and discuss any concerns they have about the proposals in an informal setting.



Bring it to the Table is based on the estate so that residents feel comfortable and don't need to travel.

You said, we did....

All consultation material is made available on Lewisham Council or Lewisham Homes website after events where a map of the borough is provided for easy access to all schemes

We record and consider all comments carefully and respond to these so at each stage as part of a 'you said we did' section showing how we have responded to comments raised



Case Study 4: Bampton

- Overview of Bampton engagement process to date

Ongoing	 <p>Updates on Lewisham Homes' website</p>	 <p>Attendance at TRA meetings</p>	 <p>Letters to affected residents to invite to events and update</p>
July 2017	<p>Ideas event on the estate (marquee in the grounds of the estate)</p> <p>Meeting with local councillors</p> <p>Visits to Northmoor residents</p> <p>Translation of letter and FAQs in to Arabic and French for Northmoor residents, alongside offer of translation service for meetings</p>		
November 2017	<p>Letters to invite residents to form a play focus group</p> <p>Engagement with local schools on play and new homes (St Georges CoE primary and Forest Hill school)</p>		
December 2017	<p>Consultation event on the estate (bottom of one of the blocks)</p>		
May 2018	<p>Exhibition event in local church</p>		
May 2019	<p>Visits to Northmoor residents</p> <p>Second exhibition event in tenant hall on estate</p>		

Case Study 4: Bampton

Extract from consultation boards for Bampton showing the 'you said we did' approach

● Parking bay (42)

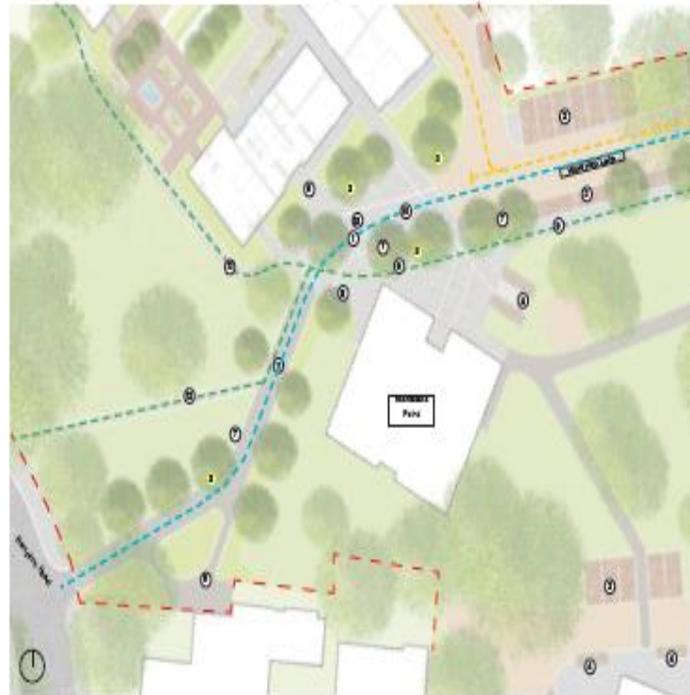
● Accessible parking bay (5)

▲ Active electric vehicle charging point (9)

▲ Passive electric vehicle charging point (9)

New shared pedestrian-cycle path

The new proposal will not extend Windrush Lane as previously. Instead, Windrush Lane will stop by Standlake Point by way of a shared surface provision which aims to further integrate the existing tower and the new development. A new two way cycle path and re-provided footpath at the end of Windrush Lane improves links between Bampton Road and Perry Vale.



Plan of Windrush Lane extension

You said that you are concerned about the estate feeling separated and traffic increasing.

We have revised the design proposal and retained Windrush Lane as a no through road. A combined pedestrian-cycle path will improve access from Bampton Road.

--- Car route

--- Bicycle route

--- Pedestrian route

The use of traffic calming measures and hierarchy of surface materials will highlight change of use from pedestrian to vehicular and shared space. Lighting sympathetic to the site context will provide clear and safe routes to new paths.

Examples from other developments



Shared surface example



Roadside rain garden example



Example of cycle hoops

Case Study 5: Marnock Rd



Before we were granted planning permission, we spent time listening to what local people had to say about our proposals.

You said

Our response

There are too many houses in the space

We've reduced the number of homes we plan to build from seven to six. This allows for more space between the existing flats and the new homes and means we can keep more green space.

We don't want to lose our parking provisions

Our designs include 12 parking spaces. We will work with people who rent garages here to provide alternative garage space elsewhere.

We're concerned about privacy

The new homes will be built 18 meters away from the existing homes.

We think all of the new properties should be council homes

All of the homes we want to build on Marnock Road will now be council homes.



Capacity Building

- Lewisham Homes run a number of events which help to improve confidence alongside a range of community projects, which enables us to build positive relationships with residents and empower them to engage in the process and become involved in shaping their area.
- Example: Residents from Bampton estate set up a TRA following attendance the course and proactively engaged with the development plans.
- Free workshops for residents about Community Land Trusts and different forms of development.
- Working with London Metropolitan University, Lewisham Homes run courses in:
 - Improving Housing Services (3 day course), and;
 - An introduction to housing (1 day course)
- These are free for LH residents to attend and funded by Lewisham Tenant's Fund.



The first graduates from the Improving Housing Services course

Lessons Learned

Get to know the community as early as possible

Home Park: No engagement prior to initial event – This unlocked a number of underlying issues relating to crime which made initial engagement difficult.

Location is crucial

Achilles: Event held in Goldsmiths which was off the estate and in a part of the college that was difficult to find and inaccessible. This sent out totally the wrong message.

Good material

Well prepared material to show context and detail
Physical models are really helpful.

Lessons Learned

Clarity about what is being consulted on

Not “should we build more social homes”, but “how do we build more social homes in a way that also benefits the local area”

Timing

Making sure events held at different times that work for residents (weekend, and after working day)

Follow up

Communication and keeping residents updated that can lead to distrust.

Less technical language

Making sure that people understand what is being said in plain language.

Doing things differently

Think creatively to target those who live in our borough but we never see at events. We want to ensure that the quietest voices are also heard.

Fun Days, soft play events, mobile cinema, Evelyn Community Store - Reaching those who would struggle with the logistics of a formal meeting.

Web-based consultation. This will never replace 1:1 Conversations but online tools make it easier for everyone to contribute. We have used the innovative online tool <https://www.commonplace.is/> on two sites to date.

More face-time with our residents. Getting to know our consultees. Go beyond Housing Need Surveys and be a friendly face to with about their neighbourhood and the world in general.



Doing things differently

Providing translation services as required. Particularly where we have a good understanding of the local demographic.

Comprehensive planning ahead for each scheme that identifies stakeholders so we can tailor our approach to different types of schemes.

Ensuring that there are independent voices and specialist support where needed e.g. focussed on training and engaging hard to reach groups.

Learning from others – we frequently attend events outside the borough or led by others and exchange best practice with peers; drawing on best practice.

We also host and participate in exhibitions and debates on best practice around engagement and topics like community self-build



Case Study 6: Evelyn

Lewisham Homes in partnership with Fareshare and Evelyn TRA set up a Community Store/ People's Supermarket

Aim was to reduce food poverty, improve opportunities for residents but also to develop better relationships, particularly with more hard to reach groups

This offers improved opportunity to discuss the prospect of future improvements to the estate

It was set up in February 2019 and currently has 40 members and 15 volunteers (as shown on the picture).



COMMUNITY COLLABORATION

The need to renew decades-old public housing and to build new homes directly affects thousands of Londoners, however, politicians and the industry are now recognising that success can be achieved only by putting residents at the heart of the process. Working closely with residents at all stages—and beyond, for maintenance and management—does not just mean solving immediate local issues; done well, it can also generate wider advocacy. The challenge of demanding housing targets requires more central government funding and streamlined methods of procurement, but quality—in engaging and empowering communities, in design, in delivery and management, and in every other aspect—must be the priority running through public housing projects from start to finish.

The following three projects have shown exemplar community engagement and involvement.



Community Land Trust

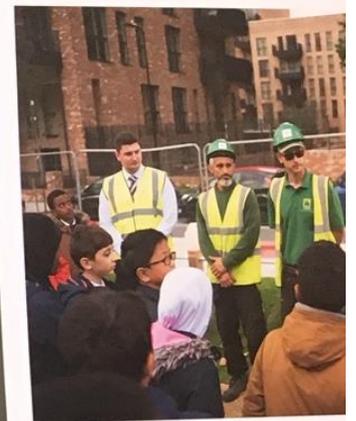
These 11 affordable homes for the CLT on land contributed to Lewisham Council, are the result of a unique local competition in which residents and members of the community voted for Anolis. The first purpose built CLT project in London, the scheme is 100 per cent affordable with each home sold at a price linked to local wages. One lead home cost £165,000 and two beds cost £246,000, less than half the market price for homes in the same neighbourhood.

Address: Land adjacent to Braemar Close, SE28
LB Lewisham
Completion: June 2020
Client: Lewisham Citizens, London CLT
Architect: Anolis

Acton Gardens

This project delivers 3,453 new mixed nature homes through the comprehensive redevelopment of the South Acton Estate. In 2006, when Acton Gardens was selected as Ealing Council's development partner, 80 per cent of the residents in the estate agreed to leave. Now, most residents want to stay and are being rehoused in the new scheme. The community is the constant thread through the process and has an active ongoing role.

Address: Enfield Road, South Acton, W3—LB Ealing
Completion: December 2028
Client: Acton Gardens (Countrywide Properties and L&C)
Architects: Stish, HTA, Alison Brooke Architects, Macleanor Lavington, POKO, Levitt Bernstein, Alice and Morrison



Questions