Section 7. Consultation & engagement
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7.1 Consultation process and objectives

Consultation engagement

This section outlines the consultation objectives, residents and stakeholders summary feedback and describes the engagement timeline and techniques used across all the consultation events that formed part of the options appraisal process.

Summary

One Housing initiated an engagement process with the existing community in early 2017. This included a variety of events and techniques used to consult the existing residents and surrounding neighbourhoods in order to ensure an effective, transparent and inclusive process of engagement throughout all stages of the options appraisal.

Throughout the consultation period (which lasted approximately one year), there were four drop-in events (two days each) that were organised alongside a series of workshop sessions, meetings with the residents’ steering group, meetings with TRA’s, site visit to (Portobello Square regeneration scheme by PRP) and a rolling programme of arranged one to one visits with residents initiated by One Housing.

The residents and neighbouring communities were engaged across all design stages of the options appraisal process, exploring various themes and subjects. These include current issues and opportunities about the existing condition of their neighbourhoods, open spaces and homes, design concepts and strategies across six different options for Juniper Crescent and Gilbeys Yard and multiple iterations of design interventions for each scenario of regeneration.

A range of additional surveys were also commissioned and presented to the residents. This included an internal layout survey which was initiated for the various existing property types in relation to their size, accessibility and environmental performance.

Overall, a the residents expressed an interest in in further development of the site. Over seventy-five percent of the Juniper Crescent and Gilbeys Yard residents have been consulted and contributed to the process and the outcomes of this options appraisal.

Clear feedback has consistently been recorded through various techniques; these include questionnaires, post-it notes, sketching, interactive physical modelling, one to one discussions and online feedback.

Overall residents have contributed significantly to the development of each option, shaping the outcomes and design proposals of each regeneration scenario. At the events held on the 7th and 10th of February 2018, the majority of residents have expressed their interest in relation to the full redevelopment option, whilst highlighting a variety of design details that they would like to see being explored in the potential next stages of the regeneration scheme.

A summary of all the events are provided in the following pages. All detailed residents’ feedback from the various events have been recorded and presented as individual consultation feedback reports, which can be found in the appendices of this document.

Consultation objectives

Comprehensive and successful consultation has been a critical element in the process of Juniper Crescent and Gilbeys Yard options appraisal.

We ensured that the residents have been effectively and genuinely consulted at all levels, so they were able to positively influence the potential changes to their neighbourhood.

Some of our core engagement principles are as follows:

- Explaining the consultation process to residents and other stakeholders
- Listening to the views of residents and the local community and ensuring that they have as many opportunities as possible to comment on the proposals
- Being transparent about the different design options and the options appraisal process
- Through out the options appraisals process the residents influenced various changes to design proposals
- Engaging with different resident groups
- Engaging separately with the steering group of Juniper Crescent and Gilbeys Yard
- Informing the community stakeholders and local businesses about the process and design proposals, whilst gathering the
Inclusive consultation

It was very important that the communities identified were well represented and careful consideration was given to ensure that all residents had their say. The need for inclusive consultation was therefore an overarching objective to ensure that the whole community was reached. The following strategies were adopted:

- A wide circulation of invitations and posters prior to all the events
- The venues for the consultation events to have easy access and to host the events close to the residents homes
- Activities offered for children at all events
- For all events a register was taken, this ensured an accurate record could be kept of who attended and the total attendance figures, so that any obvious omissions might be offered the opportunity to have a 1-2-1 meeting.
- The opportunity allowed the visitors to make comments and notes, which were recorded in detail and have informed all the feedback reports
- Reports were drawn up for each event (examples of which are shown in the appendices), highlighting all the feedback recorded

Event at the Pirate Castle- Physical models were used to illustrate development of proposals and to discuss with residents
7.2 Types of engagement

A bespoke consultation strategy was created to reflect the needs of the specific residents' groups and their neighbourhoods. This included a catalogue of various engagement techniques that have been used to engage the community.

Consultation Methods

The following pages document the methods in how the residents were consulted during the engagement process. These included the following methods:

- Drop-in events / workshops
- Residents day trip site visits
- Newsletters
- Website feedback platforms
- Open resident meetings
- Periodic drop-in surgeries
- An extensive exercise of 1-2-1 visits with residents initiated by One Housing

Drop-in events

During the consultation process of the options appraisal, various drop-in events and workshops were held inviting the Juniper Crescent and Gilbeys Yard residents and surrounding communities to review, comment and influence the various design options. Feedback from all the events were recorded and assessed to form part of the design objectives. At the drop-in events, a variety of design subjects were presented and discussed with the residents; These include concepts, viability, detailed design elements about the opens spaces, parking, homes, movements, heritage, etc. These events offered residents a clear understanding of the potential proposals and allowed them to truly influence the outcomes of the options appraisal.

1-2-1 Meetings

One Housing officers contacted each household in order to understand the current housing needs for each tenant or homeowner. The arranged one to one visits allowed the One Housing officers to ensure that all residents were kept informed throughout the engagement process and that any additional feedback or queries could be recorded accordingly.

Resident site visit

One Housing officers and PRP staff organised a site visit to PRP's recently completed regeneration scheme Portobello Square (Phase 1), in the Royal Borough of Kensington and Chelsea. The site visit offered the chance to the residents' steering group to see first hand the recently constructed regeneration scheme and allowed them to provide feedback on aspects they liked or disliked. The site visit was welcomed by the residents' steering group.

Newsletters

Periodic newsletters were circulated to residents between the different events to keep them updated on the exercise and results from consultations, as well as upcoming events and ways in which residents could continue offering feedback. Newsletters were posted to each residents home in the estate to ensure that everyone could be kept up to date.

Website

A website has been running throughout the duration of the engagement process. All the feedback and queries recorded through this website has been collated as frequently asked questions lists (FAQs), and has been used to form further discussions with residents in each consultation event. The website also included all consultation material presented to date; as well as event information, times and locations.
7.2 Types of engagement

Commonplace: online platform
Commonplace is an online consultation platform for residents to provide their feedback on any issues, opportunities, or queries that they have in relation to the options appraisal and the current condition of their neighbourhoods. Commonplace was used throughout the process as a method of sharing updates and information with registered residents. The platform can be viewed at: https://juniperandgilbeys.commonplace.is/

TRA meetings
Regular TRA meetings took place to discuss any issues, queries or concerns that the residents might of had along the process. Members of the TRA group were able to provide this information as updates for the upcoming consultation events. A total of four meetings were held.

Residents steering group
Regular meetings with the residents’ steering group and took place throughout the option appraisal process. In these meetings, One Housing and the design team were able to discuss with the residents the upcoming events and various design proposals. The steering group were able to comment on the proposals and structure of the upcoming events so the information could be exhibited. Five meetings were held throughout the process.

Drop-in sessions
Members of the One Housing team were available on site to provide further information during the engagement process.
7.2 Types of engagement

The Independent Tenants’ Advisor

In August 2017 a panel of residents selected Communities First as the Independent Tenants’ Adviser (ITA) for the options appraisal. The ITA’s role is to provide free independent and confidential advice to tenants and residents and to answer any questions fairly and honestly. This provides all the tenants and households the ability to participate throughout the entire consultation.

Communities First offers a confidential freephone telephone and email service as well as home visits (including evenings and weekends). To date the advisors have:

• Visited 75% of households on the two estates;

• On to one visits with residents

• Attended all of the design workshops and Tenant & Resident Association meetings held since their appointment and;

• Answered a wide range of resident’s queries about the options appraisal through home visits, emails and telephone calls.

Communities First also supports the Steering Group, made up of resident representatives elected by the two Tenant & Resident Associations. The Steering Group meets regularly with One Housing staff to raise residents’ queries and suggestions. It is currently developing a draft Residents’ Charter setting out commitments and guarantees for everyone living on the estates.

Communities First is a charity with extensive experience working with residents on many options appraisals and housing regeneration schemes. All residents can contact its advisers:

• By email at gilbeyandjuniper@communitiesfirst.uk.com

• By freephone on 0300 3657150

• Through the website www.communitiesfirst.uk.com

• By writing to Communities First, Cornerstone House, 14 Willis Road, Croydon CR0 2XX
Event at the Pirate Castle- Physical models were used to illustrate the development of proposals and to discuss with residents.
7.3 Time line

This is a time line of all the consultation events that have taken place with the local community and stakeholders. All detailed residents’ feedback from the various events have been recorded and presented as individual consultation feedback reports, which can be found in the appendices of this document.

**KEY**

- ● TRA meetings
- ● Steering group meetings
Residents, local communities and stakeholders should be active players in the regeneration process in order to achieve a successful and permanent transformation of their area.
7.4 Summary of each event

Public consultation events

During the consultation time-line there have been seven public consultation events and workshops. The first event was held in early 2017.

Overall, residents have expressed an interest in seeing the sites being developed further which shaped the outcomes and design proposals of each regeneration scenario.

At the events held on the 7th and 10th of February 2018, the majority of residents have supported and expressed their interest in relation to the full redevelopment option, highlighting a variety of design details they would like to see being explored in the potential next stages of this regeneration scheme. Each workshop was followed by a programme of 1 to 1 meetings and this was offered to all residents.

Public exhibition - Event 1

20 & 24 May 2017

This first event provided an opportunity for residents to produce feedback on the existing conditions of their homes and their neighbourhoods; and to discuss issues and aspirations, the next steps of the potential changes and challenges with new opportunities for their neighbourhoods and surrounding areas. The event included plans, urban design analysis and diagrams which illustrated the various issues and opportunities that would be explored by the options appraisal process. Residents filled in questionnaires, while contributing their views and thoughts on each of the topics discussed.

Focus workshop - Event 2

31 July & 2 August 2017

This event included initial objectives and design principles which were to be explored for the different design options. The residents had the chance to comment and ask questions about the proposals and were able to influence the design development on each of the strategies presented. Exhibition boards were presented with various subjects including open spaces, homes, movement and uses. Members of the team were on hand to answer questions that the residents had. Feedback was also recorded through questionnaires and notes.
Public exhibition - Event 3

21 October & 1 November 2017

This event included a feedback summary from all the previous events illustrating clearly how the residents input has been recorded. The developed design proposals allowed the residents to contribute further in relation to the preferred options for their areas. Exhibition boards were used to present design ideas and further technical studies (environmental homes’ assessment) and members of the team were on hand to answer any questions the residents had. Feedback was recorded through questionnaires and notes.

Focus workshop & public exhibition - Event 4

7 & 10 February 2018

The event approach was through the use of display boards, questionnaires and workshop tables to initiate further discussion with residents on the fully developed design proposals of each option with summaries on all options’ appraisals (including viability). A 3D physical model was also prepared for the event where residents were able to see and test all the different design regeneration scenarios. Attendees were encouraged to use notes to write their thoughts on the material presented while a separate questionnaire was provided to capture further detailed feedback. One Housing, PRP and Quod representatives were available to talk residents through the proposals and answer any further queries that were raised during the events. Over one hundred comments were recorded with regards to the full redevelopment option. The majority of the comments were positive and illustrated the overall support and interest the residents had for this specific regeneration scenario.

Final exhibition - Event 5

9 & 12 May

A final exhibition (two days) has been organised in order to present the final outcomes of the options appraisals process; (Options appraisal document), including the preferred option (Full redevelopment) to residents.
7.4 Summary of each event

Responding to key residents’ feedback

During the consultation process the residents’ feedback has played a key role in shaping the potential options for the regeneration of their homes, open spaces and surrounding neighbourhood.

In this section we present a summary of key residents’ feedback and aspirations and how this has shaped the design proposals.
<table>
<thead>
<tr>
<th>You said</th>
<th>We did</th>
</tr>
</thead>
<tbody>
<tr>
<td>The full redevelopment should benefit more than just the existing</td>
<td>Deliver new high quality homes for all existing residents and maximise</td>
</tr>
<tr>
<td>residents; it should deliver new affordable homes for new tenants.</td>
<td>the new additional affordable homes.</td>
</tr>
<tr>
<td>New homes for the residents should be large enough and should</td>
<td>Replace existing homes with sustainable homes, which in many cases will</td>
</tr>
<tr>
<td>have some form of private amenity.</td>
<td>be larger, will have better amenity space and be cheaper to run.</td>
</tr>
<tr>
<td>With new residents as part of the new neighbourhood we will need</td>
<td>Provide more high quality, well overlooked and safe public open spaces</td>
</tr>
<tr>
<td>more open spaces.</td>
<td>with play areas.</td>
</tr>
<tr>
<td>Our existing communal space is important to us and therefore any new</td>
<td>Provide secure, residents' access only, communal amenity spaces for each</td>
</tr>
<tr>
<td>development should have such spaces for the residents.</td>
<td>new housing block with play areas and landscaping - this will include</td>
</tr>
<tr>
<td>We would like to have traditional front doors along our streets.</td>
<td>the use of various roofs that residents can utilise for their communal</td>
</tr>
<tr>
<td>It would be great to have some space for the community to come together.</td>
<td>Identified areas on where to provide a community space as well as</td>
</tr>
<tr>
<td>The heights of the buildings along the canal should be lower than 8</td>
<td>employment space for all existing and new residents.</td>
</tr>
<tr>
<td>storeys. High rise buildings are not suitable in this area. Heights</td>
<td>All building heights have been revised in order to propose lower building</td>
</tr>
<tr>
<td>should be carefully assessed.</td>
<td>heights, along the canal frontage (approx. five storeys) and in general</td>
</tr>
<tr>
<td>Our parking is very important and the new development should offer</td>
<td>across the site, forming a responsive approach to local conservation</td>
</tr>
<tr>
<td>safe residents parking.</td>
<td>areas and listed buildings.</td>
</tr>
<tr>
<td>The proposals should allow for a green route (highline) between</td>
<td>Safeguards the opportunity to deliver the highline walk to Regents Park</td>
</tr>
<tr>
<td>Juniper Crescent and the railway.</td>
<td>Road bridge.</td>
</tr>
<tr>
<td>New development should acknowledge the heritage value of the</td>
<td>Safeguards new link to potential entrance to the underground winding</td>
</tr>
<tr>
<td>underground winding vaults and improve pedestrian links to the canal.</td>
<td>vaults and potential reopening of the existing or new pedestrian link</td>
</tr>
<tr>
<td>More jobs for local people.</td>
<td>to the canal.</td>
</tr>
<tr>
<td>This is a residential area and we would like to retain this character</td>
<td>Deliver new jobs – through construction and permanent, once development</td>
</tr>
<tr>
<td>of our neighbourhood.</td>
<td>is complete.</td>
</tr>
<tr>
<td>We need a variety of new types of homes.</td>
<td>Proposals include for a variety of new housing types for all existing</td>
</tr>
<tr>
<td>The refuse areas need to be improved.</td>
<td>and new residents, including duplexes and maisonettes with private</td>
</tr>
<tr>
<td>All residents should have the right to return in their neighbourhood</td>
<td>gardens or private roof terraces.</td>
</tr>
<tr>
<td>with the same rights.</td>
<td>All new homes will have new secure (residents' access only) refuse</td>
</tr>
<tr>
<td></td>
<td>areas integrated within each residential block.</td>
</tr>
<tr>
<td></td>
<td>We are able to offer right to stay/return, keep tenancy terms, deal</td>
</tr>
<tr>
<td></td>
<td>with overcrowding.</td>
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</tbody>
</table>