

## **Central Hill**

### **Appendix B**

#### **Central Hill – Resident Engagement**

##### **1. Background**

- 1.1 Resident engagement on Central Hill began in late 2014, prior to the estate's inclusion as a potential regeneration scheme in December 2014.
- 1.2 In July 2015, a resident engagement panel (REP) was established (originally called a steering group). The group representatives were 50% tenant and 50% resident leaseholders. The make-up of the estate is 70% council tenancies, 25% resident leaseholders and 5% non-resident leaseholders. (As per housing management data). Rev Jonathan Coucher is the independent chair.
- 1.3 The group has met most months for a regular meeting, with extra meetings taking place on specific issues either with or without the council.
- 1.4 The REP have been presented with a lot of information, and there have been times where there has been a delay in getting information to the group – this has been a major criticism from both the residents and the chair. Specialist independent advisers were appointed to support the REP on the stock condition survey and resulting investment costs and financial advice on scenario testing.
- 1.5 The REP appointed Independent Advisers (PPCR), who were in place from November 2015. Their role has been to engage with residents and support the REP throughout the engagement and consultation period. PPCR have had direct contact with over 200 households on Central Hill.
- 1.6 From September 2015, there has been a weekly presence of regeneration officers on the estate.
- 1.7 Door-knocking has also taken place by officers, market researchers and independent advisers to ensure residents were aware of the potential regeneration of the estate, and to be available to answer questions.
- 1.8 Throughout the engagement period there has been direct contact with 70% of Lambeth tenants and resident homeowners on Central Hill.
- 1.9 Attached at Table 1 is the schedule of information and events which have taken place on Central Hill.

## 2. Consultation

- 2.1 Consultation on Central Hill started on the 10<sup>th</sup> October 2016 and ended on the 14<sup>th</sup> November, with the formal start on the 15<sup>th</sup> October at the first exhibition.
- 2.2 Method of consultation:
- Delivery of booklet to all households and non-resident leaseholders – outlining the council’s position and why other proposals were not taken forward.
  - Door-knocking (prior to the formal consultation) to explain the council’s position and promote the exhibitions
  - 2 exhibitions
  - Summary exhibition throughout the period on site
  - Lambeth officers and independent advisers available throughout the period on site
  - Delivery of Frequently Asked Questions arising from the consultation
  - Coffee morning/afternoon for older residents
  - Door-knocking with the independent adviser to those households identified as vulnerable.
  - For those residents identified who did not communicate in English, the independent advisers organised interpreters. (There was not a specific ethnic community identified on Central Hill).
- 2.3 Throughout the consultation period Lambeth officers have had direct contact with 223 households. (This is 57% of Lambeth tenants and resident leaseholders).
- 2.4 The feedback from the consultation was undertaken by TCC (The Campaign Company) who are independent engagement consultants. Their summary report is appended – Appendix D.

**TABLE 1 – Schedule of Information and Key Events**

<b>Date</b>	<b>Event/Communication/Exercise</b>
<b>2<sup>nd</sup> Dec 2014</b>	Regeneration workshops PRP – discussing the idea of regeneration i.e. what was good, bad and what could be improved. Key topics: Accessibility, Facilities, Open space & homes.
<b>3<sup>rd</sup> Dec 2014</b>	Regeneration workshops PRP – discussing the idea of regeneration i.e. what was good, bad and what could be improved. Key topics: Accessibility, Facilities, Open space & homes.
<b>4<sup>th</sup> Dec 2014</b>	Regeneration workshops PRP – discussing the idea of regeneration i.e. what was good, bad and what could be improved. Key topics: Accessibility, Facilities, Open space & homes.
<b>8<sup>th</sup> Dec 2014</b>	Regeneration workshops PRP – discussing the idea of regeneration i.e. what was good, bad and what could be improved. Key topics: Accessibility, Facilities, Open space & homes.
<b>8<sup>th</sup> Dec 2014</b>	Cabinet Decision - Re-enforcing Lambeth' priority of 'More & Better Homes' - inclusion of Central Hill within the programme.
<b>17<sup>th</sup> Jan 2015</b>	Estate-wide event – as above
<b>July 2015</b>	Establishment of a Resident Engagement Panel

	Representatives to act a sounding board for resident views, and to review/ challenge information given by Lambeth
<b>Oct 2015</b>	Newsletter - Introduction to the Central Hill team & advertising of the drop-in sessions \held every Tuesday at the West Norwood Resource Centre on the estate 10 - 17:30 and until 19:00 on the first Tuesday of every month.
<b>Dec 2015</b>	Newsletter - Up-dating residents on Cabinet decision delay/HFL Key guarantees
<b>26<sup>th</sup> Jan 2016</b>	Coffee morning
<b>Jan 2016</b>	Newsletter from the independent advisers - Explanation of independent role 6 meetings - for residents. Run by PPCR - Explaining & getting feedback on Key Guarantees and design aspirations
<b>18<sup>th</sup> Feb 2016</b>	Advertising of the exhibitions and delivery of the Key Guarantees to all residents, and Homeowner information to leaseholders & freeholders
<b>23<sup>rd</sup> Feb 2016</b>	Coffee Morning
<b>1<sup>st</sup> - 5<sup>th</sup> March 2016</b>	Door-knocking of the whole estate to answer basic questions about the regeneration & advertise the exhibition events
<b>5<sup>th</sup> March 2016</b>	Resident Engagement Exhibition – see report.
<b>7<sup>th</sup>- 10<sup>th</sup> March 2016</b>	Summary resident engagement exhibitions x 4
<b>29<sup>th</sup> March 2016</b>	Coffee morning
<b>14<sup>th</sup> April 2016</b>	First Design Workshop training
<b>15<sup>th</sup> April 2016</b>	Deadline for comments on exhibition material
<b>26<sup>th</sup> April 2016</b>	Coffee morning
<b>28<sup>th</sup> April 2016</b>	Second Design Workshop training
<b>12<sup>th</sup> May 2016</b>	Third Design Workshop training
<b>31<sup>st</sup> May 2016</b>	Coffee morning
<b>31<sup>st</sup> May 2016</b>	Booklet 'What you have said' - feedback from the exhibitions including FAQs & 3rd Design Newsletter.
<b>4<sup>th</sup> June 2016</b>	Design Tour
<b>9<sup>th</sup> June 2016</b>	Gipsy Hill Bi-election
<b>14<sup>th</sup> June 2016</b>	Design Exhibition on Homes for Lambeth Design Principles, Networks training summary and Resident Aspirations
<b>18<sup>th</sup> June 2016</b>	PPCR Independent Advice Training
<b>22<sup>nd</sup> June 2016</b>	Design Exhibition on Homes for Lambeth Design Principles, Networks training and Resident Aspirations
<b>2<sup>nd</sup> July 2016</b>	Public Meeting organised by PPCR with Cllr Bennett , Cllr Murphy, Neil Vokes & Marcus Shukla in attendance
<b>Sept 2016</b>	Newsletter published including myth busters, ASH review, upcoming HFL tenancy and lease workshops with PPCR.
<b>10<sup>th</sup> October 2016 – 14<sup>th</sup> November 2016</b>	10 <sup>th</sup> October delivery of consultation booklet
	w/c 10 <sup>th</sup> Oct 2016 - LBL one week of door knocking
	15 <sup>th</sup> Oct 2016 - Opening Exhibition 11:00 – 15:00
	18 <sup>th</sup> Oct 2016 - Evening Exhibition 18:00 – 20:00
	Repeat summary exhibitions throughout, held during drop in hours Monday, Tuesday and Wednesday.
	LBL Regeneration office open drop in for residents held all day Monday (10-20:30), Tuesday (10-17:30) and Wednesday (10 – 20:30)
	PPCR Independent Advice drop in for residents held all day Monday (10-20:30), Tuesday (10-17:30) and Wednesday (10 – 20:30)
w/c 17 <sup>th</sup> Nov 2016 - TCC 3 x weekly door knock for consultation feedback	

	3 <sup>rd</sup> Nov 2016 – PPCR 2 workshops on the Key Guarantees, Draft lease and draft tenancies
	5 <sup>th</sup> Nov 2016 – PPCR 3 workshops on the Key Guarantees, Draft lease and draft tenancies
	10 <sup>th</sup> Nov 2016 – PPCR 2 workshops on the Key Guarantees, Draft lease and draft tenancies
	29 <sup>th</sup> Nov 2016 – LBL & PPCR joint door knock of all residents deemed to be vulnerable
	1 <sup>st</sup> Nov 2016 - Coffee and cake event 11 – 17:00 for all residents over the age of 65. LBL and PPCR in attendance offering clarifications, advise and support.  Officers from LBL who specialise in transfers and leaseholder buy backs in attendance to offer clarifications.
<b>30<sup>th</sup> Nov 2016</b>	Letter to residents advising the future of Central Hill was not being considered at a December cabinet.
<b>23<sup>rd</sup> Jan 2017</b>	Letter to all residents about the new March cabinet date.
<b>23<sup>rd</sup> March 2017</b>	Cabinet - decision on the future of Central Hill estate.