

Open House and Co-design Report

Outcomes Report

Purpose of the event

This was a dual event held, firstly to give residents of Camborne Mews an opportunity to **view, experience and give feedback** on the quality of refurbishment and repair we are implementing across the Lancaster West Estate, and secondly to allow residents to provide us with a list of the top 10 refurb works they would like to see in their home and block as part of the estate-wide refurbishment.



Renovated kitchen with integrated appliances and smart technology

Camborne Mews Top 10 Priorities

1. Windows

2. Kitchens

3. Bathroom

4. Block entry system

**5. Communal
entrance**

6. Relocate bins

7. Pest control

8. Boiler Renewal

9. Cover exposed pipes

**10. Move exposed
boiler**

Table of Content:

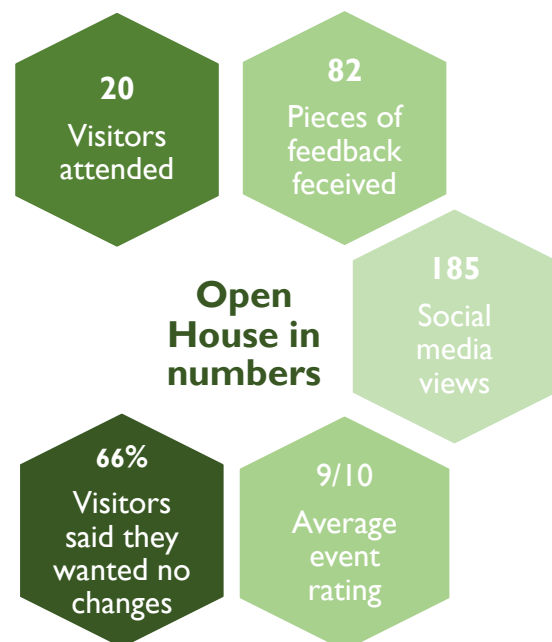
- **Promoting the Event**
- **What We Did Well**
- **What We Need to Do Better**
- **Full Resident Feedback (on refurbishment and the event)**
- **Workshop Results**
- **Event Giveaway**
- **Lessons Learned from this Event**
- **Going Forward**

The Open House

Camborne Mews

11 Camborne Mews is a one-bedroom flat on the top floor of a 2-storey block around the corner from Ladbroke Grove; and is the fourth property to be shown as part of our open house events. Because the open house showcased what a refurbished flat on the mews would look like and because the mews' architecture is unique within the estate, invitations for this event were restricted to residents of the mews only.

As with our previous Open House events, this property was let to a Lancaster West based resident a short time after, under the Local Lettings Plan (LLP).



PROMOTING THE EVENT

The event was held on Tuesday 3rd of December and, on the whole, communication and promotion of the Open House and Workshop proved effective, and the event was well attended.

Invitation letters were sent to all residents at least 8 days before the event and this was followed by Instagram posts, a poster on the noticeboard, email and a door-knock on the day.

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



Contrary to previous events, only one video, with English narration was posted on Instagram as it was determined that all invitees were proficient in this language. Perhaps because it was the only one (where previous events have had four videos in different languages), this video had the highest number of views, for an Open House event, to-date.

We also had three A-frame signs and several wayfinding posters on the mews pointing the way to the show flat, as well as a life-size W11 banner outside the relevant block.

What we did well:

Preparation, Comms, Staffing & Data Collection

Appointing a Project Lead

- 1 There was a clear project manager who managed all aspects of the event from start to finish, and who was present throughout the planning and delivery of the event. However, all data and practical aspects of the event were shared with others to ensure that, if she were unexpectedly absent, this would not negatively affect the event.

Promotion of the Event

- 3 The Event was publicised and promoted for 8 days. Letters, posters, email, and Instagram were all employed and proved effective.

Wayfinding

- 4 Posters and A-frames boards, directing visitors to the open house, were put out on the day at the start of the event. The timing was deliberate and proved effective for this event.

Hosting on the day

- 5 The Open House was well staffed and staff members knew where they needed to be. For this open house we had a Fire Marshall at the entrance to the block to monitor the flow of people into the property. This Open House event was combined with a refurbishment co-design session. For this purpose, a table set with forms, pens and pencils, and chairs, were placed in the bedroom; which was set up as a mini-workshop space. Visitors were then directed to tour the flat via the living room, kitchen, bathroom and finally the bedroom where they were encouraged to sit down and discuss what they would like to see in the refurbishment of their home and block with a member of staff. They were then asked to fill out a feedback form and to share their thoughts and their experience of the event.

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



Staff member dedicated to comms

6 Dedicated staff were assigned to take pictures and videos of visitors on the day of the event. Allocating specific staff members to do this once again proved to be the best way to capture this type of data.

Media permission forms, and Any other business

7 New procedures introduced by RBKC meant that every visitor to the event was asked to fill out a permission form if they were willing to be photographed or videoed at the event. Most declined when it was explained that the form gave RBKC the right to use their image as they pleased. A few people verbally agreed to be photographed from the back only.

Feedback and Data Collection

8 4 large softboards were distributed throughout the flat to capture feedback on the refurb; one highlighted fixtures & fittings of the kitchen, another showed the fixtures and fittings of the bathroom; and 2 further boards, placed in the bedroom and living room highlighted all other new fixtures and features of the property. Visitors were also asked to fill out a feedback collection form. Not as many forms were collected as we would have liked.

What we need to do better:

Improvements to open house plan and process

1 The plan and process of the open house worked well considering that this event also included a co-design session for the residents of the mews.

Promotion of the event

2 For this event the promotion worked well. This, however, is because the invitees were mews residents only. For larger events greater promotion would be needed.

Hosting on the day

4 The event was well staffed, with everyone knowing where they needed to be, engaging visitors as they came through the door and steering them around the flat in way that led them to bedroom/workshop last.

Comms and design

5 Some of the posters put up about the event had incorrect design and branding, this highlighted a need for design consistency across all promotional materials. In addition, some of the video content that was filmed of the event was recorded in portrait rather than landscape position; this meant that, when uploaded, the video footage did not sit

well within the frame. Care needs to be taken to ensure video and stills are captured correctly in future events.

- Feedback and Data Collection** 6 This event highlighted the need for dedicated staff members to manage the attendance sheet, the feedback forms, and the 'Any other concerns' forms. A lack of clipboards and organisation meant the forms were being handed from one member of staff to another as needed and it is likely a few people were missed as the forms were not immediately available. In addition, it also has been decided that job sheets should be available at the event and used by staff to record any repair issues reported by residents. It has also been proposed that special interview forms be kept on hand so that staff can record issues and had them to neighbourhood managers directly.

Full Resident Feedback on the refurbished flat

This section shows the feedback given by residents at the Open House as outlined in the table below. Feedback was captured through post-it notes on softboards in the kitchen, bathroom and bedrooms and through asking visitors to fill out a feedback form. While support was mostly in favour of the look and finish of the refurbishment, visitors also had some concerns about the changes made.

Positive comments about the refurbishment

“Brilliant, looks really nice”

“Love the bathroom”

“Love the kitchen”

Residents offered their thoughts on the flat as seen in the comments below:

Love the kitchen

Love the bathroom x 2

Like the skirting

I like the bathroom pedestal, the shower door, the shower head and the bidet

Love the towel rail x 2

Love the floor x 3

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



I like the USB sockets, the doors and the flooring	Love the bidet hose x2	Like the flush
Like the integrated hob and oven	I like the tiles	Like the sockets x 3
Like the pull down spray tap x 2	Lovely shower x 2	We want the interior doors
Love the integrated appliances x 3 Kitchen is cool	Lovely standard Nice fixtures	Brilliant, looks really nice I like the easy reach alarm test button
I like the cupboards	Lovely shower head x 2	Like the solidity, everything feels solid
Great soft-close cupboards	I love everything in the bathroom	Like the interior doors x 2
Like the integrated appliances	The shower glass is nice	Beautiful design
Love the kitchen	The radiator is good	Handles are fantastic
It's looks great, nothing like when I lived here	Love the shower screen	Like the finish
Bathroom & kitchen	These interior doors please!	Like the hidden meters
Light & bright x 2	Floor is lovely, no creaking	Like the smart heating x 2
Wouldn't change a thing x 4	Solid and well made	I love everything
The attention to detail	Love the lights	Want it all, all looks good
Kitchen & bathroom	Flooring & bathroom	Love the USB, the sockets, flooring

Negative Comments about the refurbishment

“Not keen on spotlights, I don't want to lose the ceiling height”

“No loo roll holder”

“Perfect for my mobility”

Author_ Linda Fenelon _ V2

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



Residents also told us what they didn't like about the refurbishment as outlined below:

Don't want to lose my gas hob	Prefer white doors	Doors are now narrower, would not fit a wheelchair new the new doorway
No loo roll holder	Windows and radiators need updating	Needs sound insulation
Are there health issues with LED lights?	Not keen on spotlights, I don't want to lose the ceiling height	

Other comments made at the event

Are there health issues with LED lights?	Is tenant responsible for light after ten years?	This is a real, home, a proper home
I don't trust my creaky home, (this feels solid)	Fire safety	I would put up with the building works to have these doors, I'd go and stay with family
Roll out across RBKC	Background music	

How residents felt about the Open House

Other than the request for background music, there were no negative comments on the event itself. Visitors were happy it was held and pleased they had attended.

Event Giveaways

Sugar-free lollies, vegan, "LWNT" keyrings, "LWNT" cloth bags and chocolates for those who attended the workshop, were offered as little gifts to visitors on the day.

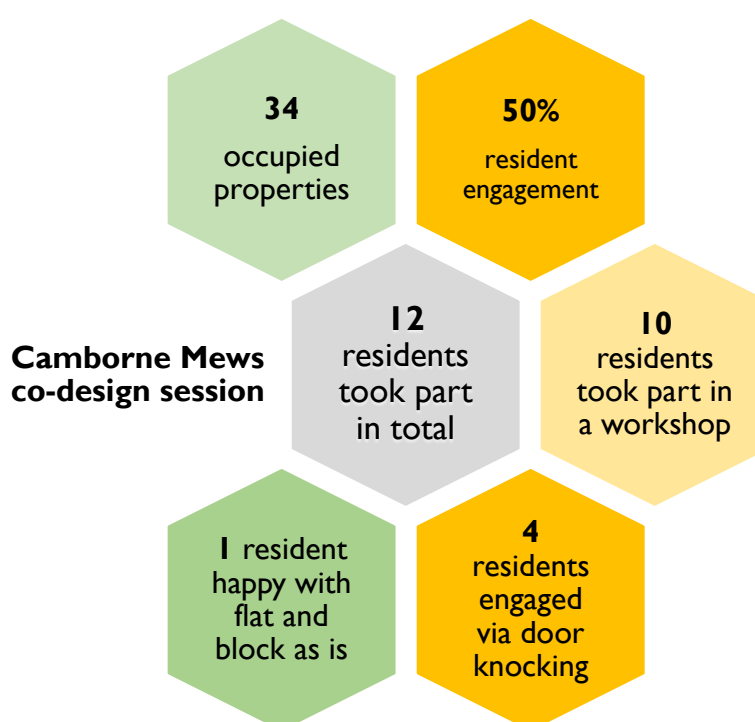
The Co-design Session

While some refurbishment works are already underway in empty properties across Lancaster West Estate, we are looking to start the larger scale works across all blocks from 2020 onwards.

It is important to note that although the refurbishment process is being co-designed and we want to know residents' concerns and priorities, the refurbishment of the estate will be subject to structural surveys, because we must put health and safety first.

Each block has a specific amount allocated to their refurbishment. This total varies according to the number of properties and the condition of the blocks. The amount for **Camborne Mews is £2.2 million pounds.**

The resident engagement team asked the residents of Camborne Mews to tell us their priorities for the refurb of their home and block.



As part of LWNT's commitment to the residents of the estate, a co-design session was held alongside the Open House to give residents of the mews the opportunity to share their priorities for the refurbishment of their homes and blocks with the team.

During the Co-Design session residents of the mews were invited to tell the LWNT their refurb priorities. However, for those that were not able to attend the session, we carried out 2 separate door-knocking sessions where we visited the home of each resident who had not attended the Open House event. We also posted a form through the doors of those residents we were unable to speak to, which could be filled out and returned to us by post, in person or collected at the door. In addition, an electronic form, which could be filled out online, was emailed to mews residents.

We are pleased to say we were successful in engaging with 41% of the mews.

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



In total 11 residents took part in the co-design session where they listed the Top 10 changes they would like to see as part of the refurbishment. We then collated the data and calculated the outcome to produce the collective Top 10 refurb changes that residents of the mews wanted.

The Co-Design Session Results

Participation

There are 36 properties in Camborne Mews and 34 of them are occupied, from the residents who we were able to engage with **50%** of these households.

Co-design workshop While 11 residents took part in the co-design session, one resident simply stated that he was content with everything as it was but was open to the refurbishment in general. Another resident did not wish to give her priorities but said she was extremely unhappy with the windows and felt they were too heavy and should be replaced.

The results The table below represents the changes and upgrades that Camborne Mews residents, who took part in the co-design said that they would like to see in their homes and the mews.

Items available	Estimated cost	Res A	Res B	Res C	Res D	Res E	Res F	Res G	Res H	Res I	Res J	Res K	Total
Windows & scaffolding	£434,200	10	10	9	10	5		10	9	10	9	N/A	82
Kitchen, asbestos removal, & internal wiring	£380,900	8	9	8	7	6	7	9	7		10		71
Bathrooms, asbestos renewal, & internal wiring	£296,400	9	8	7	6	7	6	8					51
Drainage	£92,300					1							1
Move Exposed Boilers to dedicated space	£55,900	7	7										14

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019

Block Entry System	£55,900	6	6	10	9	10			5				46
Boiler renewal - Individual	£55,900						10			9			19
New Communal Entrance Door & Lighting	£22,100	2	5	5	8			6					26
Pest Control	£16,900					8		7	8				23
Upgrade Block Entrances (inc. bin shelters)	TBC		1				8						9
Ramp Removal	TBC		2										2
Access to homes from the street	TBC		3										3
Exposed pipes	TBC	1		4		9		4		8			26
Ventilation	TBC					4		3	10				17
Relocate bins	TBC	4	4	6			9	5					28
Lift - each one	£100,000					2							2
Communal Electrics & Lighting	TBC	3	2					1	6				12
Internal Decs	?	5				3							8

Door-knocking for Residents' Priorities

The resident engagement team visited the mews 3 times. They went at different times and knocked on every door. Some residents chose not to engage while others asked the leads to return.

For those residents we were able to speak to we offered to make 1:1 at our onsite estate offices or at the Kensington Leisure Centre Café, and to make an in-person home visit. Where requested we also left the co-design forms and explained that residents could complete it and return it to us themselves or by post.

We also put the co-design form through the letterboxes of those who were not home so that the resident could complete it and post it, bring it to Baseline Studios in person, or hand it to a Resident Engagement Lead during a final door-knock session. The results are outlined below:

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



Door-knocking engagement Resident Engagement Leads from LWNT carried out door-knocking of the residents that had not attended the event over two separate evenings, to give residents additional opportunities to provide the team with their priorities.

The results We were able to speak to about 50% of the homes we visited and left forms, information and participation details with all residents that did not answer the door. Some residents were unable to take part in the co-design because they were private tenants. Below are the results of those who were happy to engage.

Items	Cost	Door knocking Results Evening 12th December		Door knocking Results Evening 18th December		Door knocking Results Evening 15 th January			Overall Total
		Res L	Res M	Res N	Res O	Res P	Res Q	Res R	
Windows & scaffolding	£434,200	5	9	8	8	5	8	9	31
Kitchen, asbestos removal, & internal wiring	£380,900	9	7	9	9	10	10	8	34
Bathrooms, asbestos renewal, & internal wiring	£296,400	10	10	10	10	8	9	7	40
Drainage	£92,300				4	9	7		4
Move Exposed Boilers to dedicated space	£55,900					7	6		
Block Entry System	£55,900	8	6	4	7	4		3	25
Boiler renewal - Individual	£55,900			2		2		6	2
New Communal Entrance Door & Lighting	£22,100	6	5	5		3		5	11
Pest Control	£16,900			1	3			4	4
Upgrade Block Entrances	TBC				6				6

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019



(inc. bin shelters)									
Ramp Removal	TBC								
Access to homes from the street	TBC	7		7					14
Exposed pipes	TBC			3					3
Ventilation	TBC								
Relocate bins	TBC				5				5
Lift - each one	£100,000			6					6
Communal Electrics & Lighting					2				2
Internal Decs	TBC		8					10	8

Email engagement

In addition, to the co-design session and door-knocking we sent the co-design form by email to allow residents to complete them online. We were only able to email a small number of residents as we had very few email addresses for residents of this block. We had no response.

Overall results for refurbishment priorities for Camborne Mews residents

The results show the Top Priorities for all mews residents who took part in the co-design process.

Camborne Mews Top 10		Points Calculated
1st	Windows	133
2nd	Kitchens	133
3rd	Bathrooms	115
4th	Block entry system	78
5th	Communal entrance	50
6th	Relocate bins	33
7th	Pest control	31

Camborne Mews Open House and Co-design Draft Report

Outcomes Report

11 Camborne Mews, 3 December 2019

LANCASTER WEST
NEIGHBOURHOOD TEAM



8th	Boiler renewal	29
9th	Cover exposed pipes	29
10th	Move exposed boiler	27

Lessons learned from this Event:

Dedicated staff needed for data gathering

Staff were hunting for forms to fill in data on the day; this was because of a lack of clipboards, which required the sharing forms rather than each staff member holding their own set of forms. However, past events have shown assigning specific staff to gather various data was more efficient and produced better results than asking all staff members to record data ad hoc.