Pilot Programme Co-Design Exercise
Verity Close

Report

Flats	Houses
1. Kitchens	1. Sound proofing
2. Bathrooms	2. Kitchens
3. Entry-systems	3. Bathrooms
4. Drainage	4. Boiler
5. Sound-proofing	5. Electrics
6. Windows	6. Gate off the close
7. CCTV	7. Internal doors
8. Roofs	8. Plumbing
9. Boilers	9. Drainage
10. Re-design close	10. CCTV

Earlier in 2018, the Lancaster West Neighbourhood Team established the costs of the improvement to the estate that residents wanted delivered.

We wanted to engage residents to use these costs – combined with a confirmed budget – to prioritise the improvements that they wanted to their respective blocks. We piloted an approach with Verity Close, a refined version of which we will be rolling out across the estate.

To commence this process, in June 2019 we held an an Open House event on Verity Close, which was followed by an invitation to Verity Close residents for an evening event to establish the refurbishment priorities for their homes and the close as a whole. All 68 households were invited to attend the prioritisation evening held at the Kensington Leisure Centre on Thursday 27th June.

Andrea Newton & Linda Fenelon 24.9.19 V11

All the attendees were given workshop materials that included a list of refurb items which were deemed as important in previous ideas events in 2018. Residents were asked to decide, on an individual basis, what was most important to them when it came to refurbish their home. They were then invited to discuss and deliberate their refurbishment priorities as a group. The **workshop** was very informative and lots of ideas were shared.

To ensure we reached as many residents as possible, the workshop was followed with **3 rounds** of **door-knocking** by the Resident Engagement Leads; which led to further engagement of residents through email and text. From this follow-up activity we received a further 6 residents' priorities through questionnaires completed when we visited their homes, and another 3 residents' priorities via questionnaires they received and completed through email. Overall, we had active engagement from **33 out of 102** residents and had 19 households out of 68 provide us with their refurbishment priorities.

How many residents responded through the Verity Close Workshop Process?

6 residents engaged during door knocking

10 residents attended the workshop

Residents that engaged with the process

1 resident requested an appointment following door knock

1 resident shared ideas via direct email

3 residents responded via email survey

Of the **10 residents** that took part, 7 residents were living in Houses and 3 were living in flats. From the 10 residents that gave their priorities in the workshop we separated the

Table 1 on the next page is a combination of all attendee's individual preferences from the list of available refurb items.

We then asked residents to have a discussion that would centre on the budget available for their block and consider the needs of everyone within their table group of Houses or Flats.

This discussion lead to the results in the **Table 2** which separated preferences from House and Flats as these have specific differences. Flats have more communal areas and entrances.

This is in comparison to other areas of the estate that are mostly laid out as blocks with communal entrances. These results were calculated using a points system according to the priority each resident had given.

Floorboards, Kitchens & Bathrooms are the priorities
Table 1:

Top 10		No of votes	Points scoring according to priority assigned	Score
1	Floor boards	7	10 10 10 10 10 9 1	60
2	Bathrooms	6	10 10 9 9 8 5	51
3	Kitchens	4	8 5 10 10	33
4	Interior doors	4	10 8 7 1	26
5	Secure gates to close	4	9 3 8 1	21
6	Boilers	3	9 8 4	21
7	CCTV	4	7 6 4 3	20
8	Patios & Balconies	2	9 8	17
9	Drainage	2	9 6	15
10	Windows	2	7 7	14
10	Door entrances	3	7 4 3	14

Verity Close Group Preferences

The second part of the workshop allowed residents to discuss group priorities. This allowed neighbours to consider the differences between each other's needs. The residents then shared their outcomes with the room.

We then gained a further 6 residents' priorities through questionnaires completed when we visited their homes. Another 3 residents filled out questionnaires provided through a MailChimp campaign, these were added to the second table that sets out separate priorities for Houses and flats, see below:

Table 2:

	FLATS Combined preferences from: 3 residents group workshop 5 resident's door-knock 3 residents mailchimp response			HOUSES Combined preferences from: 7 residents group workshop 1 resident door knock 0 residents from mail chimp	
Top 10			Top 10		
1	Kitchen	£747,000	1	Soundproofing floorboards & timbers	£338,000
2	Bathrooms	£258,000	2	Kitchens	£747,000
3	Door entry systems, lighting	£105,000	3	Bathrooms	£258,000
4	Below ground drainage	£251,000	4	Boiler renewal	£344,000
5	Sound proofing, floorboards & timbers	£338,000	5	Electrics, more sockets, (Communal elect & lights)	£338,000
6	Windows	£1400,000	6	Gate off the close	tbc
7	CCTV	£29,000 +	7	Internal & external doors	tbc
8	Roofs	£1,800,000	8	Address plumbing	tbc
9	Boilers	£344,000	9	Below Ground Drainage	£251,000
10	Options to re-design the close	£812,000	10	Security: CCTV	£71,000 +

Following the Door-Knock Engagement

After the team completed the door knocking exercise, we made further efforts to engage with residents through email and text. This resulted in another 4 residents contacting the Resident Engagement Leads to have their refurbishment priorities recorded:

- One resident rang the office and made an appointment to talk to the Resident Engagement team after finding a flyer and information that had been put through the door in their absence.

- Two residents responded to the email and completed the refurbishment form sent.

- One resident sent a direct email to the team with further comments.

Outcomes

As well as helping us to establish a draft programme for Verity Close, the workshop and other engagements were insightful, and the resident engagement team look forward to hearing from more residents over the coming months. We will be sharing the resident's preferences data with the Refurbishment Technical Team and Principle Designers that will soon be appointed. Highlighted below is some of the information

- We identified what worked and what didn't with our original concepts and we were able to **improve our methodology as a result**.

- We have discovered that **workshops are the best way to discuss and deliberate** matters with the residents resulting in detailed and highly informative feedback.

- We have confirmed that **digital engagement methods and going door-to-door** to speak to residents helps to reach those residents that are unable to come out to events due to time, family or mobility constraints and increases resident participation.

Slides:

LANCASTER WEST
NEIGHBOURHOOD TEAM
W11

Prioritisation workshop
Verity Close

27 June 2019

Why are we here?

In this workshop…

£   1. **Consider costs** of potential improvements residents have already identified.

2. **Prioritise** which works you want done, to help shape the refurbishment for Verity Close.

What you told us so far

Your concerns:

✓ Privacy and security of some properties an issue
✓ Communal entrances and bin stores
✓ Ventilation
✓ Windows
✓ Outdated Kitchens and Bathrooms
✓ Noise between floors
✓ Enhance security and lighting to tackle Antisocial behaviour

✓ Poor signage and wayfinding
✓ Car parking
✓ Door entry system
✓ Improving refuse areas, providing space for recycling and disposal of larger items
✓ Provide secure bike storage, and improved play spaces
✓ Improve the nursery facilities, develop options for future location.

How we will co-design
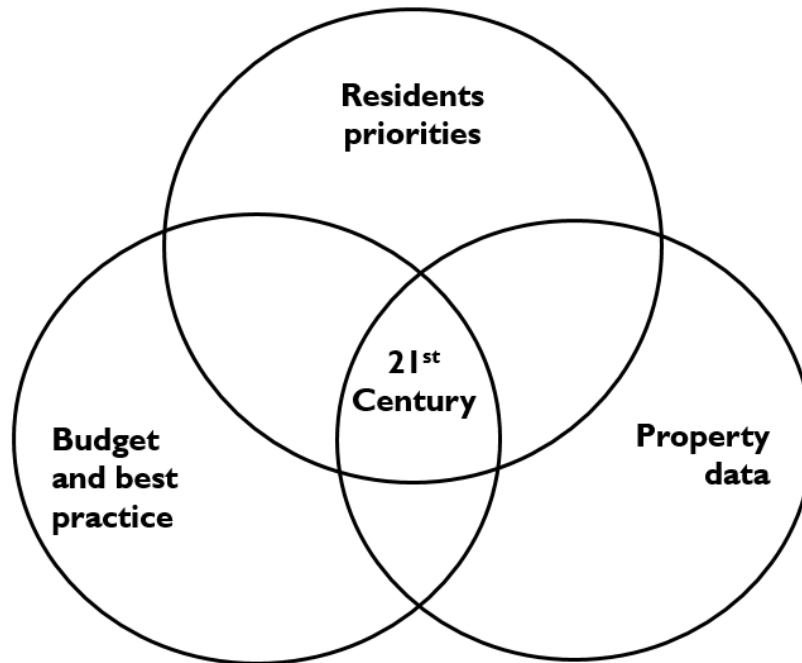
How much do we have to spend? (roughly)

Current budget   Per Home

£30 million   £37k

(For Verity Close – around £1.9m, subject to building surveys, stock condition surveys and the final level of funding across the estate)

Some things to consider

- **Budgets –** The money we have for the refurbishment may go up or it may stay the same.

- **Decision making** – We will agree decisions together based on the long term interest of the home or estate.

- **We don't know what we don't know** – We will get a better idea of the condition of properties or the works needed once we have carried out surveys.

- **Health and safety** – We may need to prioritise some works for this reason.

- **Scaffolding** – Consider whether it is better to have it up once and do more than one job or not.

Activity: Your priorities for Verity Close

- In pairs rank your priorities in order
- Table discussion and feedback to group

~£1.9million

- _____
- _____
- _____
- _____
- _____
- _____
- _____