

East-side Walkways Co-design Report
Refurb Priorities for Camelford, Clarendon and Talbot Walk Blocks

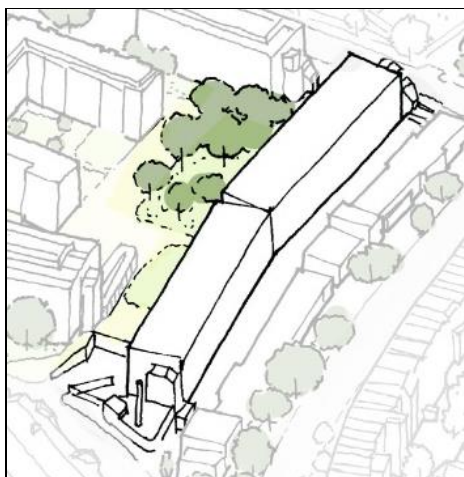
Camelford Top 10 Priorities	Clarendon Top 10 Priorities	Talbot Top 10 Priorities
1. Windows	1. Windows	1. Kitchen
2. Kitchens	2. Kitchens	2. Window
3. Bathrooms	3. Homes internal decoration	3. Lifts
4. Door entry system	4. Bathrooms	4. Bathrooms
5. Homes internal decoration	5. Heating renewal	5. Door entry system
6. Boiler renewal	6. Door entry system	6. Boiler renewal
7. New communal entrance	7. Flat entrance	7. Homes internal decoration
8. Lifts	8. Flooring	8. Additional brick skin
9. Communal electrics & lighting	9. Drainage	9. New communal entrance
10. Flooring	10. New communal entrance	10. Make garden accessible

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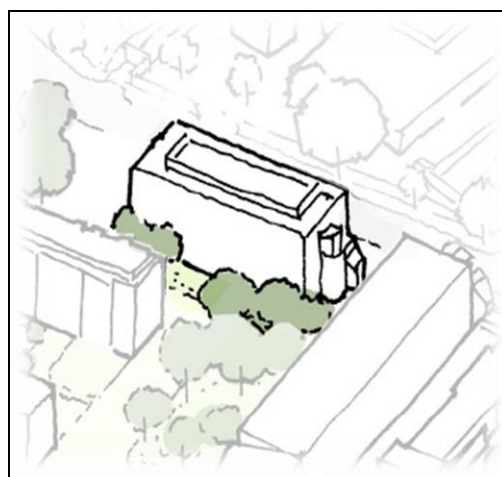
Refurb Co-design Sessions were held with residents of Camelford, Clarendon and Talbot Walk Blocks led by the Resident Engagement Team

These sessions were to establish residents' priorities for the upcoming refurbishment programme for Lancaster West Estate. 32 residents attended the session and shared their priorities.

Following the workshops, residents who were unable to attend the sessions were contacted via post, email, phone, whatsapp and text and asked to give their refurb priorities. **68%** of eligible residents across all 3 blocks gave us their priorities in total. Having collated the results, each block's individual **Top 10 Priorities** are shown above while the percentage of residents who engaged in each block is shown below:



Camelford Block 69% Engagement



Talbot Block 86% Engagement



Clarendon 62% Engagement

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The Co-design session

On 7 March 2020 at Baseline Studios, the Resident Engagement Team held 3 separate co-design sessions so that residents of each block could share their priorities and focus on their own concerns.

- Camelford, was from 11:00 to 12:30 and 6 residents attended
- Talbot, was from 1:30 to 15:00 and 5 residents attended
- Clarendon, was from 15:30 to 17:00 and 21 residents attended

James Caspell, the neighbourhood director, gave an introductory presentation and a Resident Engagement Lead explained how the session would progress.

Each participant received a menu of estimated refurb items chosen from the concerns that were raised by residents on the Lancaster West Estate idea's days, which took place in 2018.

Participants were asked to first shortlist their Top 10 priorities and then rank them in order of importance using a points system where priority number one would get 10 points, the second priority 9 points, third priority 8 points and so on, until they got to their 10th priority, which scored 1 point.

The individual priorities were then combined to reveal the collective Top 10 for the participants of that block, as can be seen in the table below:

Camelford, Clarendon and Talbot Block's Top 10s for Co-design Session participants only:

	Camelford		Clarendon		Talbot
1.	Bathrooms, asbestos removal & internal wiring	1.	Windows & Scaffolding	1.	Windows & scaffolding
2.	Kitchen, asbestos removal & internal wiring	2.	Kitchens	2.	Lifts
3.	Windows & scaffolding	3.	Bathrooms	3.	Kitchen, asbestos removal & internal wiring
4.	Door Entry System & Lighting	4.	Heating	4.	Bathrooms, asbestos removal & internal wiring

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5.	Boiler renewal	5.	Homes internal decoration	5.	Boiler renewal
6.	Homes - Internal renewal of finishes / redecoration	6.	Drainage	6.	Door Entry System & Lighting
7.	Drainage	7.	Flooring	7.	New Communal Entrance Door & Lighting
8.	New Communal Entrance Door & Lighting	8.	Brick skin added	8.	Stairs - Enclose (1 nr.) existing
9.	CCTV	9.	Door entry	9.	Additional Insulation - Brick skin
10.	Flat Entrance - New Door & Lighting	10.	Flat entrance	10.	Drainage

What happened next?

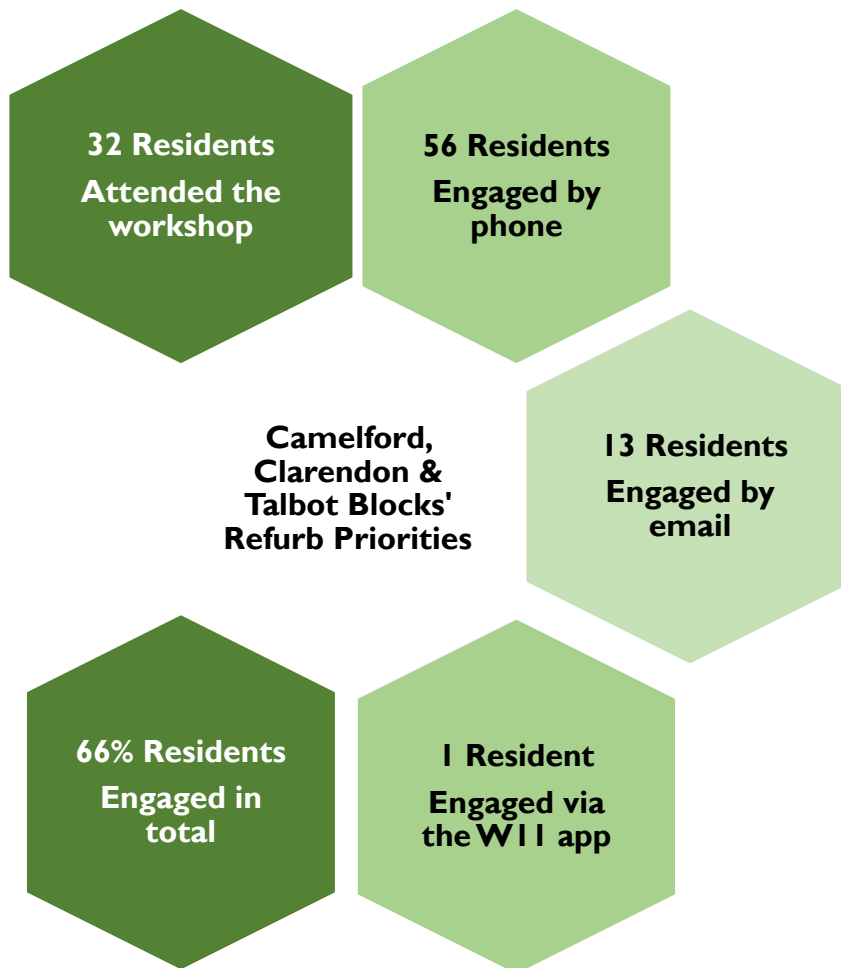
To ensure that we gave all residents an opportunity to give us their priorities, letters were sent out to those who could not attend the workshop informing them that we still wanted to obtain their priorities for the refurb.

While our normal process was to door-knock residents and talk to them about refurbishment and what they would like to see happen, this was not possible because of the coronavirus crisis and the government mandate to avoid going out and to practice social distancing. Instead, residents were asked to give us their priorities by phone or email and were told that we would give them any help they needed and to answer any queries they had via these methods.

In addition to the letters, residents were also engaged in the following ways:

- ❖ via mailchimp, with a link that enabled them to complete the form online
- ❖ via WhatsApp to allow them to text their priorities to a Resident Engagement Lead
- ❖ via Block Reps who explained that they could contact a Resident Engagement Lead for further ways to engage as needed
- ❖ via the WII app where they were able to access an online version of the prioritisation form.

Resident engagement in numbers



Final Outcome

The final Top 10 priorities resulting from all the engagement, for each block, can be seen in the tables below. These differed slightly from the Top 10 priorities of the co-design session participants.

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Camelford Block Priorities Results

In the table below the first column represents the items presented to residents, the following three columns represent the number of points residents allocated to the item during the workshop, and via phone and email engagement, the fifth column is the total number of points the item received. The higher the points received, the higher the level of priority the item was given by residents. The final column is the block's Top 10 Priorities:

Refurb Item	Workshop	Phone	Email	Total	Top 10 Refurb Priorities	
Windows & scaffolding	34	135	57	226	1.	Windows
Kitchen, asbestos removal & internal wiring	45	89	50	184	2.	Kitchen
Bathrooms, asbestos removal & internal wiring	45	77	32	154	3.	Bathroom
Door Entry System	28	90	30	148	4.	Door entry system
Homes - Internal decoration	18	47	49	114	5.	Homes Internal decoration
Boiler renewal	25	63	21	109	6.	Boiler renewal
New Communal Entrance	16	50	19	85	7.	New communal entrance
Lift*	6	35	41	82	8.	Lift
Communal Electrics & Lighting	1	47	11	59	9.	Communal Electrics & Lighting
Flooring	6	33	19	58	10.	Flooring
Drainage	16	25	14	55		
CCTV	14	24	16	54		
Flat Entrance	9	26	16	51		
Signage		23	14	37		
Recycling	6	14	11	31		
Sound Proofing (between floors)	4	17	2	23		
New security doors*		21		21		
Additional Brick skin	7	10	1	18		
Make gardens accessible	5	13		18		
Water Pressure*	9	1		10		
Pest Control		4	5	9		
Roof Repair/Renewal		2	6	8		

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Storage increased*		5		5
Pidgeon spikes on the roof*		4		4

Any other business*

Clarendon Block Priorities Results

In the table below the first column represents the items presented to residents, the following three columns represent the number of points residents allocated to the item during the workshop, and via phone and email engagement, the fifth column is the total number of points the item received. The higher the points received, the higher the level of priority the item was given by residents. The final column is the block's Top 10 Priorities:

Refurb Item	Workshop	Phone	Email	Total	Top 10 Refurb Priorities	
Windows & scaffolding	148	221	74	443	1.	Windows
Kitchen, asbestos removal & internal wiring	99	146	38	283	2.	Kitchens
Homes Internal decoration	91	93	47	231	3.	Homes -Internal
Bathrooms, asbestos removal & internal wiring	96	97	33	226	4.	Bathrooms
Heating renewal	91	91	42	224	5.	Heating renewal
Door Entry System & Lighting	49	105	31	185	6.	Door entry system
Flat Entrance	49	67	39	155	7.	Flat entrance
Flooring	61	62	27	150	8.	Flooring
Drainage	65	58	25	148	9.	Drainage
New Communal Entrance	46	62	14	122	10.	New communal entrance
Lifts	17	95	9	120		
CCTV	23	64	10	97		
Brick skin	52	20	19	91		
Upgrade Block Entrances	11	40	19	70		
Recycling	34	8	8	50		
Communal Electrics	16	24	8	48		
Roof Repair/Renewal	14	12	11	37		
Signage	21	4	9	34		

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Sound proofing	14	9		23
Pest Control	13		6	19
Remove/extend balcony*		13		13
Fire protection system in the corridors*			10	10
Sun protection*	10			10
Ramp	10			10
Remove red emergency door buttons			9	9
Security doors*	9			9
Water pressure*		9		9
General asbestos removal*			7	7
Additional indoor buzzer*		6		6
Replace gate at start of Clarendon Walkway*		6		6
Remove step from backdoor*		5		5
Remove obsolete gas pipes*			4	4
Improve block stairwell*		2		2
Make roof accessible as an outdoor space*			1	1

Any other business*

Talbot Block:

In the table below the first column represents the items presented to residents, the following two columns represent the number of points residents allocated to the item during the workshop, and via phone and email engagement, the fourth column is the total number of points the item received. The higher the points received, the higher the level of priority the item was given by residents. The final column is the block's Top 10 Priorities:

Refurb Item	Workshop	Phone Email	Total	Top 10 Refurb Priorities	
Windows & scaffolding	45	38	93	1.	Kitchen
Kitchen, asbestos removal & internal wiring	43	40	90	2.	Windows
Lifts	40	22	68	4.	Lifts

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Bathrooms, asbestos removal & internal wiring	27	39	66	3.	Bathroom
Door Entry System & Lighting	19	33	60	5.	Door entry system
Boiler renewal	21	28	54	6.	Boiler renewal
Homes - Internal	5	30	35	7.	Homes internal decoration
Additional brick skin	10	15	25	8.	Additional brick skin
Stairs - Enclose (1 nr.) existing	10	14	24	9.	New communal entrance
New Communal Entrance Door	11	12	23	10.	Make gardens accessible
Make adjacent communal gardens accessible	6	10	16		
Flooring	12	3	15		
Drainage	9	3	12		
CCTV	7	3	10		
Signage	6	3	9		
New bin chutes*	4	5	9		
Water pressure			9		
Communal Electrics & Lighting		7	7		
Roof Repair/Renewal			0		
Pest Control			0		

Any other business*

Additional Refurb Comments

The menu for the priorities workshop came from the ideas day's books. To allow for additional comments and to prevent people's voices getting lost within frameworks, efforts were made to ensure they were reflected in the priorities.

Below are the additional comments raised across the three walkways, for consideration.

Resident	Comment
Tenant	Need communication panels inside the block Need better bin management Why is there no clarity about the water bill? Please fix the leaks in the corridor Can you make the roof an accessible communal area?

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Tenant	Drainage repairs on the estate should have been addressed ages ago and should not be taken out of our refurbishment budget
Tenant	I don't want all those spotlights, too many lights give me a headache
Tenant	Aren't the doors going to be changed by RBKC as part of their new policy, why is this on the list?
Tenant	My main priority would be to enclose the whole estate and also to install additional intercoms for the hard of hearing
	Contract workers are unprofessional
Tenant	How can we protect their piano during the refurb and what about antiques and fragile items?
Tenant	I want to keep my things and myself in house
Tenant	If we are getting double glazed windows, why do we need the additional brick skin?
Tenant	Is there a possibility of having an open plan kitchen for 3 bedroom properties?
Tenant	Surely upgrading block entrances and new communal door & lighting is the same thing?
Tenant	In light of the recent fire on the slope in Clarendon Walk, I think we need fire alarms in the communal areas of the building.
Tenant	Replace the gate that was stationed at the beginning of Clarendon Walk as its absence has encouraged people to loiter in this space at all hours.
Tenant	I would like to see fire protection system in the corridors
Tenant	Emergency door buttons should be removed they don't work well
Tenant	General asbestos removal
Tenant	Remove obsolete gas pipes
Tenant	Maintenance needs to be done on the lights in the corridor (Camelford Walk), some of these are in breach of health & Safety
Tenant	Our balconies should either be removed or extended
Tenant	We need new security doors without bars, the bars on the current doors allow people to easily gain entry
Tenant	The only access to my balcony is through a window, can this be addressed?
Tenant	Can we have automatic security doors? Some of the doors are too heavy for elderly and can be difficult for parents with prams
Tenant	No additional skin on blocks – we don't want another Grenfell
Leaseholder	My flat and several others have suffered from sewage waste overflowing, we need a new, or significantly improved, water waste system
Leaseholder	Water pressure really needs to be improved
Leaseholder	Can we have an additional indoor buzzer, one upstairs, one downstairs?
Leaseholder	Proper security doors are needed on the landings, it is very easy to open the current doors.
Leaseholder	Residents should be able to enter the block from either end, not limited to a single entrance

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What we learned

Even though the outcomes for each walkway varied slightly in terms of where the items were ranked, the overall Top 10 refurb Priorities across the walkways showed that Windows and Kitchens were high priorities for most residents.

The additional comments point to a broad scope of concerns and ideas ranging from individual properties to external spaces. Many concerns are already being looked at as part of the refurbishment such as improvements to plumbing and waste management, and others show a concern that is shared by more than one resident - the idea of new and better security doors was raised by several residents on different blocks.

This engagement also highlighted that we need to do more to inform residents of the work that is being done for the estate.

The comments raised that had not been considered before, will now be looked at and they remind us how valuable it is to have residents participate in the refurbishment.

“Thank you to all the participants”

There will be many more opportunities to get involved so we want residents to keep an eye on their notice boards, letterboxes, and inboxes and get talking to their neighbours to ensure they don't miss out! Thank you again.