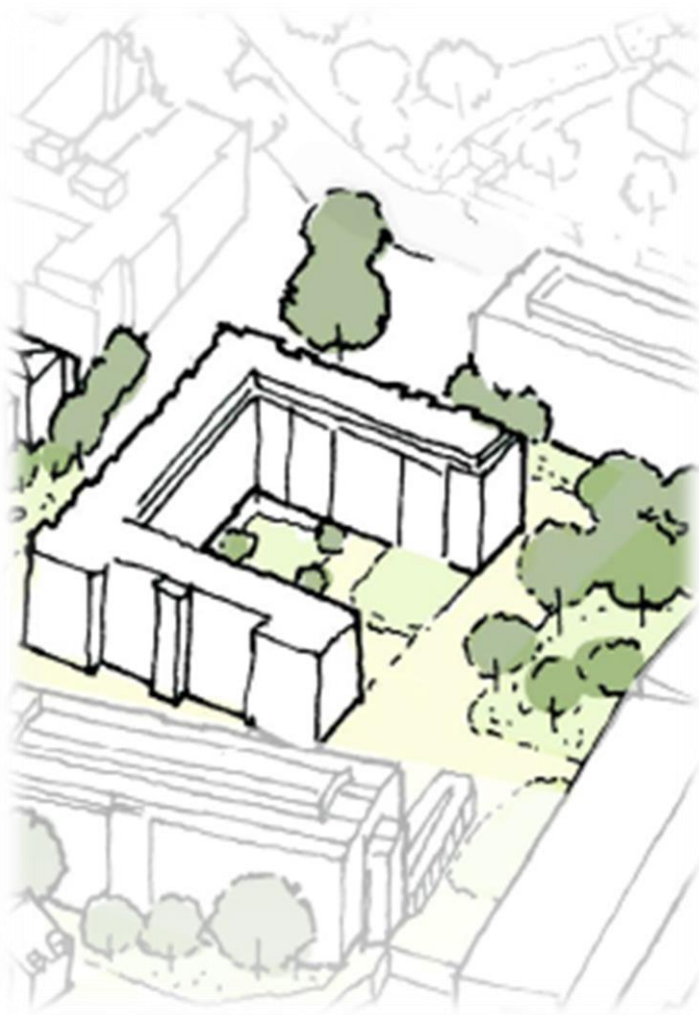


**The Co-Design workshop was held with Talbot Grove House on 20<sup>th</sup> February 2020, led by the Resident Engagement Team.**

**This was to establish each residents priorities for the refurbishment programme from the items available.**

**10 of you took part in this activity.**

**88%** of residents took part and shared their preferences for the refurb.



## Talbot Grove House Top 10

1. New windows

2. Internal decor

3. New Kitchens

4. New bathrroms

5. Heating renewal

6. Sound proofing

7. Video door entry  
system

8. CCTV

9. Communal decor

10. Recycling  
enclosure

## The resident engagement team arranged a co-design workshop with Talbot Grove House residents on the refurbishment of your homes.



We held this Co-Design workshop on 20<sup>th</sup> February 2020 for you to share your priorities.

To ensure that all preferences are treated as equal, we were planning to continue these co-design sessions with those that were not able to attend the workshop session. By carrying out three separate door-knocking sessions and offer other ways to take part.

Due to COVID 19 social distancing regulations we needed to change above strategy but still hoped to contact all residents and record their preferences. There are 34 homes in Morland House, 5 are empty, there were 29 households to make complete the co-design process

Those 5 empty properties in Morland House, are being

refurbished and some will be open to Lancaster West residents on the Local Lettings scheme.

Some refurbishment works are already underway in empty properties across Lancaster West Estate. We are looking to start the larger scale works across all block in late 2020 onwards. Each block has a specific amount allocated to spend on their refurbishment. This total varies according to the number of properties and the state of the buildings. The amount for **Talbot Grove House is £3.2 million pounds**. The residents that have taken part so far have shared their priorities and have found out that these preferences are subject to structural surveys, so that we can put safety first.

## Letting you know about the Co-Design Session.

**Paper invitation** First, we sent a paper invitation through the post to all 45 homes in Feb

**Digital invitation** Then we sent digital version to 2 of you using mailchimp in March. Unfortunately, we only hold a small number of Morland House resident's email details.

**Whatsapp** Using the existing Whatsapp group we sent a digital invite to the group. Sam and Fatima were helpful with sharing this event also.

**Poster** We placed posters in the noticeboards and the block hallways

## Attendance at the Co-Design Session

**40 Residents invited** There are 45 homes in Talbot Grove House, 5 of these are currently empty, this means 40 were invited to the co-design workshop.

**10 of you took part** Of the 40 household's invited to the workshop, 10 arrived to take part. They were able to discuss the refurb items available with neighbours. At this session, there were many questions regarding the items, The resident engagement team and the estate director were there to give further details. Each table had a facilitator to help with adding up totals and discussing budgets. Each resident was given a sheet with the items listed below and took part in a prioritisation exercise. This table shows the choices made on the day.

## Co-design session outcomes

Items available	Estimated cost	Res A	Res B	Res C	Res D	Res E	Res F	Res G	Res H	Res I	Res J	total
Windows & scaffolding	£870k	10	8	8	7	4	10	10	8	10	10	85
Heating renewal	£702k	6	7		2	1	9	8		2	2	37
New kitchens, asbestos & electrics	£512k		10		10	8		4	4	5	5	46
Internal decoration & finishes	£495k		6	9		5	8	9	9	1	1	48
Sound proofing	£438k	7	5			10			7	6	6	41
New bathrooms, asbestos & electrics	£365k		9	10	9			1	10	9	9	57
Communal lighting & electrics	£297k	5			8	9		2				24
Drainage	£125k	9	2		5				2	7	7	32
Roof repair	£93k	8	3									11
Video door entry	£52k			7	6			7	6	4	4	34
CCTV	£47k				3	7	7		5			22
Communal entrance door & lighting	£27k		4			6		3				13
Refuse recycling enclosure	£15k		1		1			6	3			11
Pest control	£16k								1			1
signage	£6.5k				5		6					11
Communal decoration	tbc					3		5		8	8	24
<b>Residents choice</b>												
<i>Ventilation</i>							5					5
<i>Lifts</i>						2				3		5

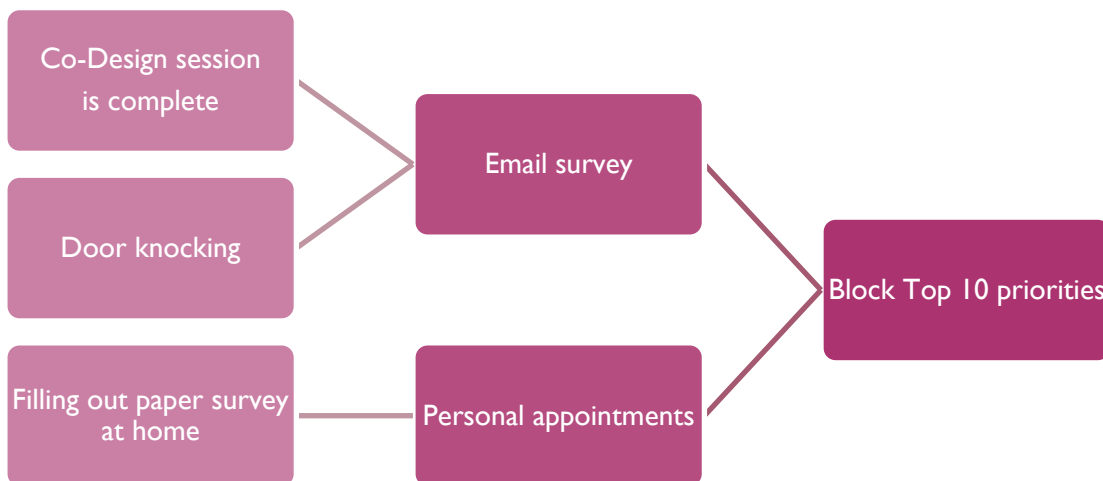
## Resident's choice

There are 2 empty spaces on each resident's priorities sheet. These spaces are **for you to add any** additional items we have missed out or that you feel are important to include. At the co-design workshop Residents of Talbot Grove House added 2 new items, these results appear at the bottom of the table above in italic.

Additional items suggested so far are: **Ventilation and Lifts**

## Next steps

Following the insights captured at the **Co-Design workshop** with 10 households. We delivered prioritisation surveys to all homes in March. This was to share the workshop results and to encourage the **remaining 37 households** take part in the next steps. So that we can establish the whole blocks Top 10 priorities for the Talbot Grove House refurbishment programme



**Due to COVID 19 social distancing protocol we were unable to deliver our usual post workshop engagement.**

**We would usually:**

1. Go **door knocking** at every home 3 times at different times of the day over some weeks and drop a note with anyone that was not home
2. Offer to make **1:1 or group appointments** at our onsite estate offices or at the Kensington Leisure Centre Café

However, we were still able to offer a drop off. Some residents requested that we **post** the co-design session sheets directly, so that you can **fill in at home** in your own time, to post back to our office, or call to request we pick them up.

We didn't have a current record of all resident's **email addresses to send the survey** using Mailchimp. So, we went back to basics and relied on community networks to find resident contacts and find the best way to complete the survey. Gathering phone numbers and emails.

## Making individual appointments

Three residents had requested to have an appointment at our office following the workshop, we were unable to complete these due to social distancing.

## Magic of Whatsapp!

Once we had established contact, sending a **pdf file of the survey** via Whatsapp followed by a **phone call session** was a very popular method in completing the prioritisation process.

## **Participation**

Of the 45 properties in Morland house, 5 are currently empty and 40 of them are occupied. We were able to speak with 32 households. There were some non-resident leaseholders that were hard to reach. Some of these properties have private tenants living in a leasehold property. This left us with 38 homes to survey, we were given preferences from 32 2 of which are living as private tenants, which means we captured **81% participation**

## **Overall results**

After we **combine all 32 of the residents' stated preferences** from all of our co-design sessions: the workshop, the door knock, the individual telephone appointments and the email responses, we were able to calculate the results of your Top 10 priorities for Talbot Grove House

## **Co-design is exactly what it says it is**

It's a process where the resident's design **with** the Lancaster West Neighbourhood Team. And decide what they want to have in the estate refurbishment.

This co-design process isn't possible without you, your ideas and your time. We could not have done this without your participation. Thank you so much for your help

We look forward to seeing you soon at other events 😊

Kind regards

Andrea Newton

Resident engagement lead