

**Consultation on
Lambeth Council's
Draft Liveability Strategy**

**Consultation Report
Date: October 2021**

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1. Introduction

1.1 Background

Lambeth Council has approved a plan for the rebuilding of six estates across the borough and the development of a programme of development on smaller areas of council land. This plan will provide better homes for current residents and more homes for those waiting on the council's housing lists, helping to tackle the housing crisis. The planning and construction for these estates will extend over a number of years meaning ongoing change and some disruption.

We know this will impact on residents living on the estates and their surroundings. Both the council and Homes for Lambeth (HFL) want to help existing residents through this process as they prepare to move into brand new homes. The council and HFL take our responsibilities and commitments seriously: we will make sure those estates remain good places to live through the process, which will take time.

Our proposals

As a result the council and HFL have signed up to a Liveability Commitment for these estates. This will make sure that there is shared and dedicated focus on planning for and managing services and development in a way that takes account of the challenges that living through substantial changes brings.

These commitments build on the resident Key Guarantees and HFL's resident engagement programme:

- Commitment 1 - Your home and local neighbourhood
- Commitment 2 - Your and your family's health, education and wellbeing
- Commitment 3 – Managing the rebuilding process

See Appendix A for full list of the Commitments.

2. The consultation

2.1 Consultation objectives

The construction of these estates will extend over a number of years meaning ongoing change and disruption. We know this will impact on residents living on the estates and their surroundings. We consulted with residents on our Commitments to plan deliver and manage services for residents living on our regeneration estates.

Our consultation objectives (Tell people about our plans, provide a range of opportunities for people to have their say, for us to assess the acceptability of our proposals, etc.)

We carried out our consultation to understand if residents agree with our commitments and to also make residents aware of our commitment to tackle the effects of regeneration on their estates.

2.2 Who we consulted

Consultation was carried out with all residents on the 6 regeneration estates (South Lambeth Estate, Westbury Estate, Knights Walk Estate, Fenwick Estate, Cressingham Gardens, Central Hill Estate)

We also consulted with the Leader of the Council Claire Holland, Housing Cabinet Member Maria Kay, and Ward Councillors:

Central Hill - Cllrs Matthew Bennett; Jennifer Braithwaite; Pete Elliott;

Cressingham - Cllrs Mary Atkins; Marcia Cameron; Ben Kind;

Fenwick - Cllrs Tina Valcarcel; Andy Wilson; Timothy Windle

Knights Walk - Cllrs David Amos; Jon Davies; Joanne Simpson;

South Lambeth - Cllrs Lucy Caldicott; Mahamed Hashi; Mohamed Jaser

Westbury - Cllrs Linda Bray; Nigel Haselden; Christopher Wellbelove

2.3 When we consulted

The consultation ran from 31 August - 28 September 2021

2.4 How we consulted

We sent emails out to all registered emails; Letter drop with freepost envelopes and we had a consultation page on Lambeth Council's Consultation website

2.4.1 Digital activity

Lambeth Consultation webpage, stakeholder email and online survey

2.4.2 Print activity

Hand delivered letters with freepost envelopes

3. Responses from members of the public

3.1 Summary of results

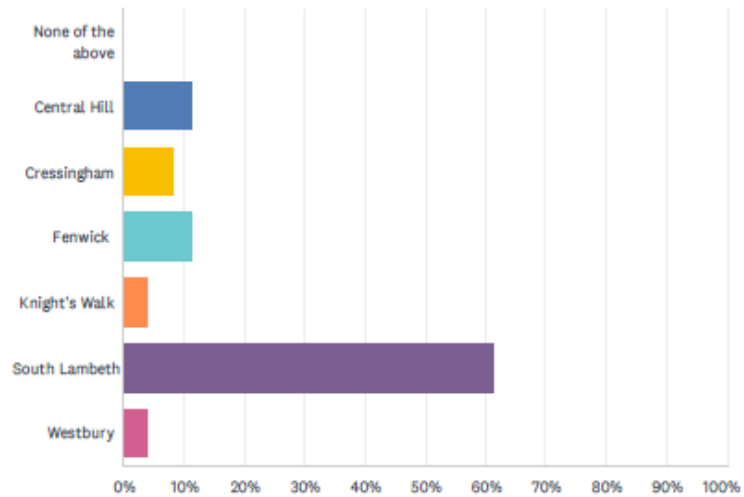
A total of Total of 155 completed responses were received, 98 of which were online and 57 were postal responses.

Summary of post code analysis and demographics

Majority of the respondents, 61% were from South Lambeth estate.

Q1 What estate do you live in?

Answered: 98 Skipped: 0

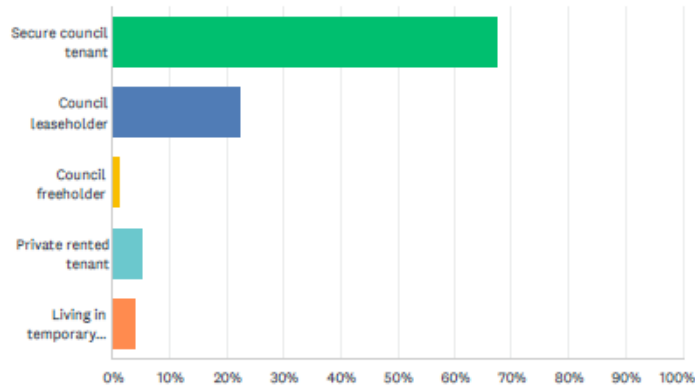


ANSWER CHOICES	RESPONSES
None of the above	0.00% 0
Central Hill	11.22% 11
Cressingham	8.16% 8
Fenwick	11.22% 11
Knight's Walk	4.08% 4
South Lambeth	61.22% 60
Westbury	4.08% 4
TOTAL	98

When asked what their current housing situation was, majority of respondents 67% stated that they were secure council tenants and only 1% were a council freeholder.

Q2 What is your current housing situation?

Answered: 98 Skipped: 0

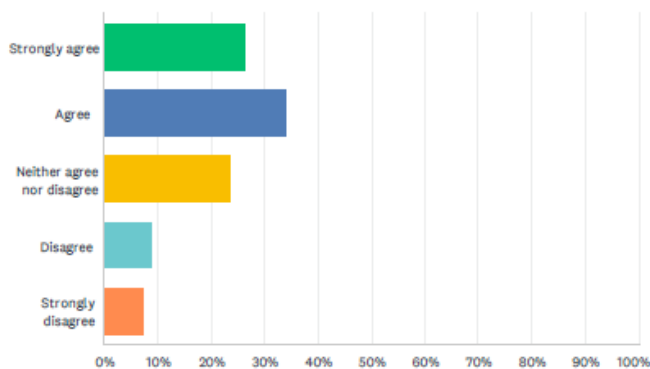


ANSWER CHOICES	RESPONSES	
Secure council tenant	67.35%	66
Council leaseholder	22.45%	22
Council freeholder	1.02%	1
Private rented tenant	5.10%	5
Living in temporary accommodation	4.08%	4
TOTAL		98

When asked the following question about the Liveability Commitment 1, Your home and local neighbourhood (see appendix A), responses received were:

Q3 When thinking about the regeneration works and your experience of living in your current home, and on the estate, to what extent do you agree or disagree these are the right things to focus on?

Answered: 68 Skipped: 30

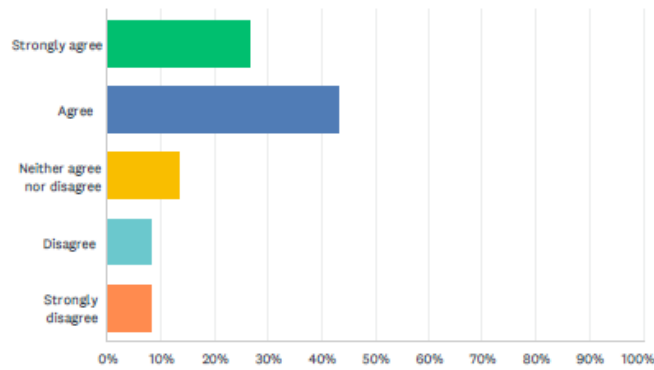


ANSWER CHOICES	RESPONSES	
Strongly agree	26.47%	18
Agree	33.82%	23
Neither agree nor disagree	23.53%	16
Disagree	8.82%	6
Strongly disagree	7.35%	5
TOTAL		68

When asked the following question about the Liveability Commitment 2, Your and your family’s health, education and wellbeing (see appendix A), responses received were where majority, 43% agreed that the council were focusing on the right things.

Q5 When thinking about the regeneration works and your families' wellbeing and health, to what extent do you agree or disagree these are the right things to focus on?

Answered: 60 Skipped: 38

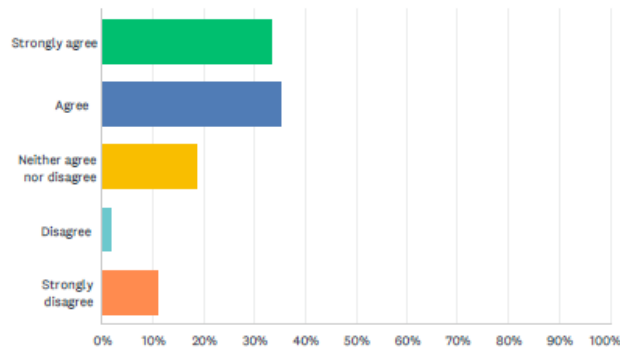


ANSWER CHOICES	RESPONSES	
Strongly agree	26.67%	16
Agree	43.33%	26
Neither agree nor disagree	13.33%	8
Disagree	8.33%	5
Strongly disagree	8.33%	5
TOTAL		60

When asked the following question about the Liveability Commitment 3, Managing the rebuilding process (see appendix A), responses received were:

Q7 When thinking about how the council manages the construction on the estates, and how it might impact residents, to what extent do you agree or disagree these are the right things to focus on?

Answered: 54 Skipped: 44

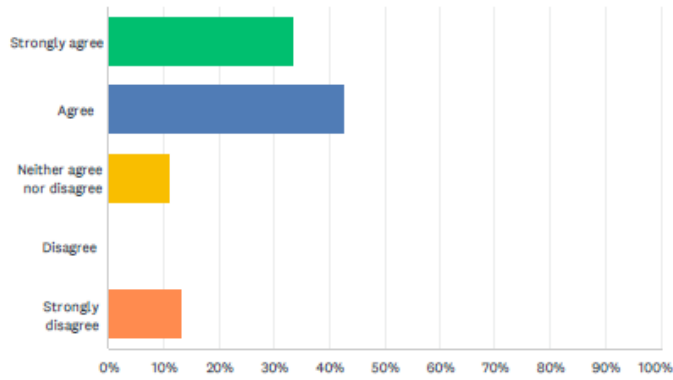


ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	18
Agree	35.19%	19
Neither agree nor disagree	18.52%	10
Disagree	1.85%	1
Strongly disagree	11.11%	6
TOTAL		54

Majority of respondents, over 43% agreed with this statement.

Q9 We are committed to ensuring these Liveability commitments support all our residents regardless of age, gender, pregnancy, gender identity, marital status, race, religion or belief, disability or sexual orientation, to what extent do you agree or disagree with this?

Answered: 54 Skipped: 44

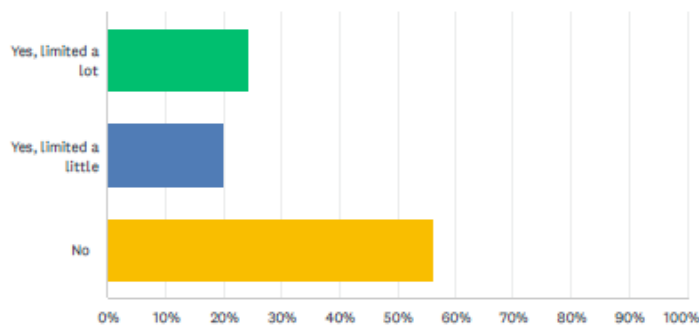


ANSWER CHOICES	RESPONSES
Strongly agree	33.33% 18
Agree	42.59% 23
Neither agree nor disagree	11.11% 6
Disagree	0.00% 0
Strongly disagree	12.96% 7
TOTAL	54

More than 50% of respondents said that their day to day activities were not limited due to a health problem or a disability.

Q14 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include problems related to old age

Answered: 50 Skipped: 48



ANSWER CHOICES	RESPONSES
Yes, limited a lot	24.00% 12
Yes, limited a little	20.00% 10
No	56.00% 28
TOTAL	50

Additional comments

“Adequate storage e.g. bikes Commitment to access to open space and maintenance of it”

“The problem is, you are already failing on these commitments. The communal areas of the estate are appallingly maintained. Planted areas are filled with weeds, the pay for parking bays have gone making it almost impossible to get trades people to come to the estate to do work on my property. Numbers 48 and 50 are already empty and have not been Brough back into use in line with point 6. The estate has also become a rat run for cars wishing to travel between Landor Road and Bedford Road.”

“need to improve on management, it is currently very bad management thoroughly. especially on managing regeneration and managing your own present properties. the developers are unfriendly and unprofessional when communicating with residents.”

“Enable and encourage residents to stay in their homes rather than moving off the estate due to impending regeneration as this maintains community. Foster a sense of community by minimising empty properties and linking temporary accommodation residents in with the residents association.”

“You don’t mention the stress and harmful effect on wellbeing from the regeneration process itself- otherwise healthy people will fell insecure and threatened by the prospect of losing their home in a lengthy, uncertain process. The best way to avoid this is NOT TO REGENERATE. Taking away someone’s home is an existential threat which is difficult to live with plus the complete lack of a timeframe and the estate becoming unrecognisable as so many pillars of the community leave because of your wish to dismantle people’s homes and environment- it’s not normal for anyone to live under that kind of threat. You have the power to relieve all this pressure, anxiety and dismay but you choose not to. Even if some good comes from rebuilding you have to weigh it against all this negativity and harm now. But no mention of this!!”

“Very vague and insufficient detail about what support you will be providing. For example, moving school children age can have detrimental impact on their education and life time attainment. Will you be providing extra tutoring support etc? The current support services provided by Lambeth are insufficient and you don't have the skills in house. How will you deal with elderly loneliness when they are moved away from their neighbours? People have died due to regeneration and there will be even higher numbers moving forward. Totally inadequate support. Simply stating intentions with no details is useless.”

“With regards to point 17, it is also critical that the work schedule is communicated to residents who are directly affected by building works. This includes timelines for disruptions and changes to these timelines. Additionally, the quality of the work and assurances that the work will be checked that it is done to a high standard is critical. Having just been through a major renovation, repairs have had to be done subsequently because of problems with the original work. This is difficult to swallow particularly after the sums that had to be paid for the work. There appears to be a lot of wasted money on these projects and that should be actively reduced.”

“With regards to point 7, how 'support' and 'advice' are defined is quite critical. These regeneration projects can cost leaseholders large sums of money, but they are given very little say in the process. There does not appear to be enough consideration on balancing the need to improve housing and the costs that are passed along to leaseholders.”

“As well as I agree to the above commitments, I also believe that the whole of my area living in the home and my environment the community at large, meaning the road within my neighbourhood is just as important as the property wherein I live. There is pot holes there for many years and it’s getting worst, neighbour’s from around dumping their unwanted things in the front entrance of my neighbourhood, I want a clean house certainly just as important a clean environment! Thank you 🙏 ”

“Consider what is built in the neighbourhood is also beneficial and inclusive in developing the community. Involve All residents in affected areas of regeneration with support, guidance and helping not to split families apart due to the regeneration”

4. Our response:

These comments have been passed to the housing team to action them or include them in their action plans for the estate.

5. Next steps

The council will consider the comments received carefully and ensure that any feedback is incorporated into the processes put into place in the coming months as the build programme progresses.

Appendix A – Consultation communications

Commitment 1 - Your home and local neighbourhood

1. Your home will be continued to be maintained to make sure that it is safe, dry and warm, as any other council estate in the borough.
2. The communal areas and grounds of your estate will be kept clean and well maintained, and we will work with residents to minimise anti-social behaviour, including acting on those who misuse our properties.
3. We will keep open existing community facilities as long as possible, including children's play spaces.
4. There will be a dedicated named neighbourhood housing officers who will take responsibility for managing the estates while they are rebuilt. This officer will hold a surgery most weeks on the estate to deal with questions and issues and attend tenants and residents' associations meetings.
5. There will be a designated drop-in centre on or near each of the estates where independent advisors and other staff can meet you routinely, provision will also be made throughout the programme to ensure that groups of residents can meet on or near to the estate.
6. Any empty properties will be brought back into use, including for homeless families in Lambeth; where emptied homes can no longer be used, they will be secured and any garden or communal area kept tidy.
7. We will make sure that timely and accurate support is provided for leaseholder residents, who own their homes and have a right to good advice.

Commitment 2 - Your and your family's health, education and wellbeing

8. Help will be given to those residents who may have a health condition or disability that means they will find moving and/or the demolition and construction works particularly stressful, where a resident has an assessed social care need and is receiving support, these arrangements will continue.
9. For families with children at school, support will be given to assist with any move and/or return to school required as a result of the regeneration programme.
10. For families currently receiving assistance from the council's children's services teams, additional support will be given to help with any issues the regeneration programme may cause
11. We will work with local NHS teams to make sure new families or those who are pregnant can access good, local GP services.
12. Support will be available for residents to help make new connections with others in the

community through a tailored programme of activities, with particular focus on those people from diverse backgrounds.

13. There will be support for residents to access training and work opportunities.

Commitment 3 – Managing the rebuilding process

14. All of our building contractors will be required to have air quality management plans, and to monitor air quality to ensure any negative impact from demolition and re-build is being managed properly. They will sign up to and comply with “considerate constructor” standards.

15. Safe route-ways will be provided for pedestrians, wheelchair users and those with prams and buggies.

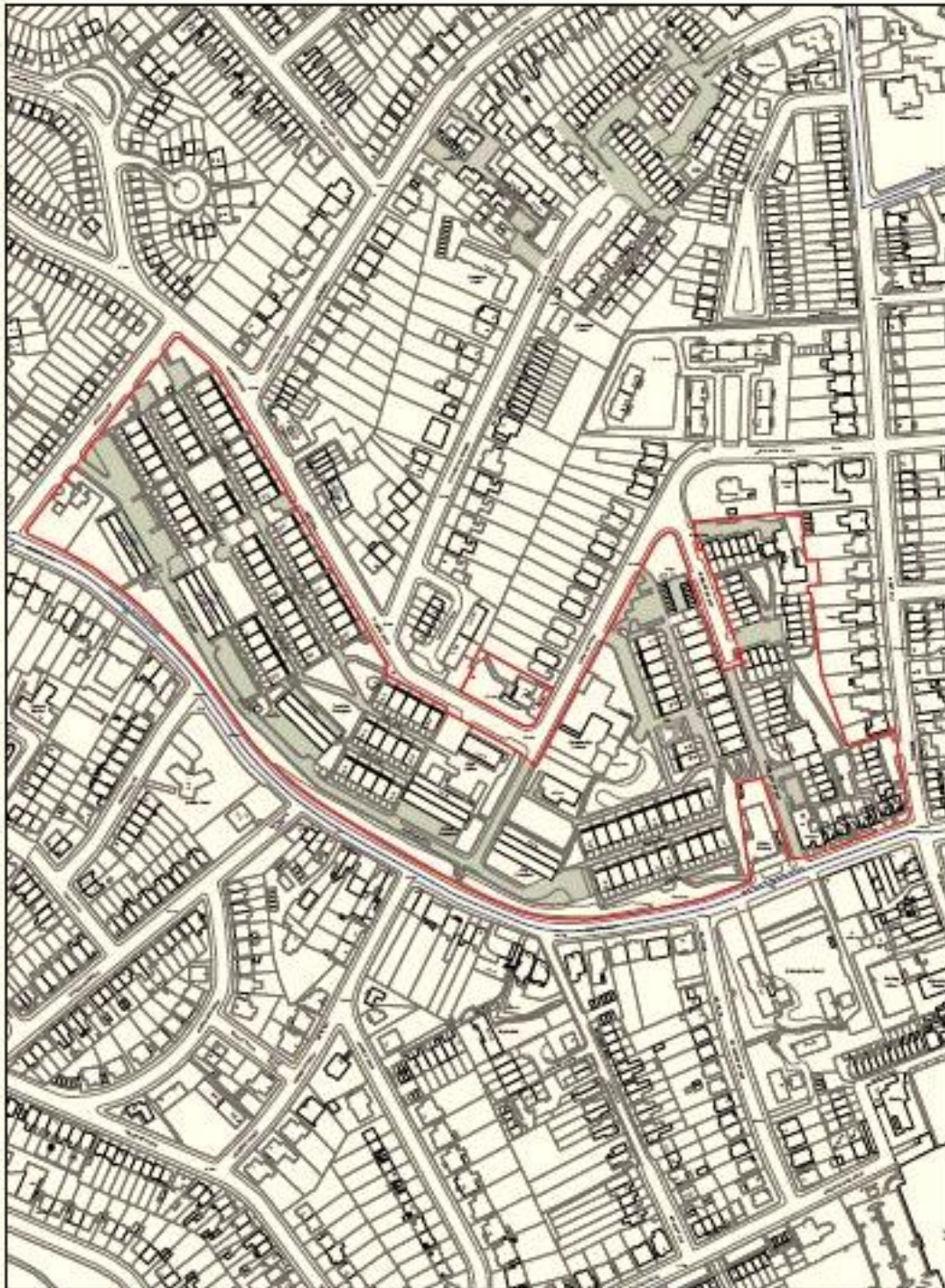
16. Access to parking areas and estate roads will be carefully managed to ensure that any temporary obstructions and dirt are cleared in a timely manner, and temporary access restrictions will be communicated to residents in advance.

17. Reporting arrangements will also be put in place so resident concerns can be highlighted and responded to quickly, with a direct telephone number to register any issues or concerns

Appendix B – Consultation distribution area

Central Hill and Westbury Estate maps attached.

Central Hill Estate Map



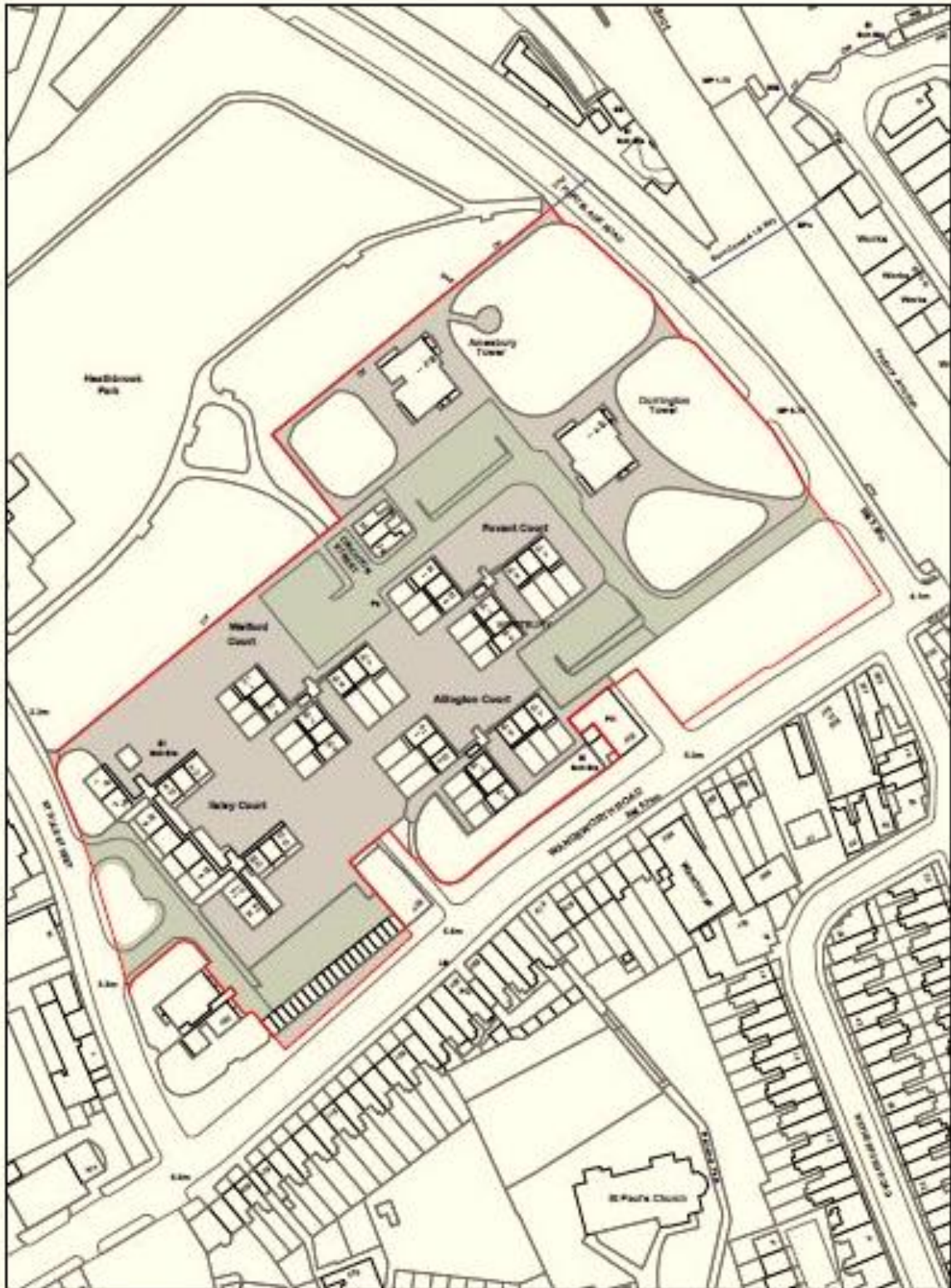
Central Hill
Estate Cleansing Contract : 2006

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

Housing Estate Road 12529 sq metres
Housing Footpath 3574 sq metres



1:2,000
Lambeth
Housing

Westbury Estate Map



Westbury
Estate Cleansing Contract : 2006

	Housing Estate Road	4845 sq metres
	Housing Footpath	6272 sq metres

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Housing 

Appendix C – List of stakeholders consulted

Elected members	Name
Leader of the Council	Claire Holland
Housing Cabinet Member	Maria Kay
Lambeth Councillors	Listed in 2.2
Other stakeholder or partners	
Estate residents	Estates listed in 2.2