



Lambeth



# Draft Estate Renewal Resident Engagement Framework

This document is available in alternative languages upon request, please contact [engagement@lambeth.gov.uk](mailto:engagement@lambeth.gov.uk)

# A fresh start

## A word from Councillor Adilypour

We know the housing crisis in Lambeth needs bold and decisive action and despite delivering hundreds of new council homes since 2017, the council must do better for our residents.

Last year's Kerslake Review into accelerating affordable housing delivery made this clear – there is lots to do and improvements are needed in how we communicate with our residents and deliver estate renewal.

### We must deliver better together.

That is why we have created a draft Estate Renewal Resident Engagement Framework setting out the new way the council will communicate and engage with residents on Lambeth's estates earmarked for improvements. We know we haven't communicated with you as well as we could have, and we want to do better.

This plan sets out our commitment to you – being transparent, honest and open, working in partnership with our residents to agree the future of your estates.

This Framework is the first step in fulfilling our promise to reset our relationship with residents. But to get this right we need your feedback. So please read the document, share and discuss it with your neighbours to help us improve and build upon it.



**The purpose of this Framework is to set the standards for what great community engagement looks like, agree a set of rules that everyone must follow when communicating about estate renewal and create a to-do list that will enable residents to see how we are meeting the Framework's aims and promises.**

This document is a starting point. We want to hear from you about whether we are getting this right, what you like, and what's missing.

## What is ...

### Estate renewal

This refers to a programme to renew or improve a neighbourhood. This could be improvements to your homes, the built environment (such as the pavements or green spaces) or other local amenities. This is also sometimes called estate regeneration.

The focus can be on refurbishment, which involves keeping what is there but making it better, or it can be on rebuilding, which looks to demolish what is there and build something new. Or it can be something in between.

### A masterplan

We often use the word 'masterplan' when talking about estate renewal. This is a design which considers the future of the estate as a whole, rather than a plan for just one part of it.

### Community engagement

For us, this means working with and involving residents about plans that affect them and their homes. This can be delivered in lots of different ways, such as:



**Informing:** You receive **clear information** about what is happening, what it means and how the decision was made.



**Consulting:** You're asked for your opinion on **different options** and this feedback **influences the final plans**.



**Involving:** You're invited to take part in the delivery of renewal via **workshops, meetings and resident panels**.



**Collaborating:** You are **part of decision-making** about the renewal of your estate.



**Empowering:** You have the final say on the most important decisions. For example, via **a residents' ballot on a proposed masterplan for estate renewal**.

## What you have already told us...

We are not starting from scratch. We have already had hundreds of conversations with residents who have told us how they would like to be involved, how they want us to communicate and what we need to do better.

**From these conversations, some themes have emerged:**



Give **certainty** around the process, timescales, and the impact.



Be **clear** about what you can influence and what you can't.



Be **honest** and make sure that all conversations are open and respectful.



Take a long-term and **resourced** approach to community engagement.



Be **inclusive** and determined to make sure everyone's voice is heard.



Provide **opportunities** for more involvement and local decision-making.



## Our aims

Using these themes as a starting point, we have developed three overarching goals for all estate renewal resident engagement.

### 1. Support

We will be open and honest, working to build trust with you and support you to get involved throughout the process. This includes being honest about where we cannot take feedback on board and why.

#### How?



We will give you all the information and training you need to build your knowledge, confidence and ability to participate in the process.



We will listen and respond, valuing your input and showing how it has had an impact.



We will be present and visible on your estate through a dedicated and skilled engagement resource, including providing Independent Tenant and Leaseholder Advisors.

### 2. Amplify

We will provide a platform for all voices to be heard, especially those that are under-represented, face significant housing inequalities or don't currently find it easy to engage with us. This includes consistently monitoring our engagement and making changes if we are not reaching certain groups.

#### How?



We will take the time to fully understand the community and use this understanding to inform our communications and engagement activity.



We will deliver creative, tailored approaches that encourage engagement from all sections of the community.



We will establish safe spaces, on-site and online, to enable everyone's involvement.

### 3. Empower

We will create opportunities for residents to influence decisions about the future of your estates, and we will enable you to deliver change. This means being genuinely collaborative and working with you to co-design plans for your estate.

#### How?



We will maximise opportunities for individuals and communities to influence and take control of issues that affect their lives.



We will take a collaborative approach to design work and will maintain that approach through delivery.



We will provide opportunities for residents to deliver local projects.



# Our promises

We want to become an example of best practice in engagement for estate renewal, where you are at the heart of this process and feel empowered to shape the future of your home.

We recognise this has not been the case previously. That's why we are making five promises to you.

## We promise to:

1

### Be honest

By approaching all engagement with integrity, being open and transparent, and delivering on our promises.

2

### Be respectful

By valuing all contributions equally and fostering an atmosphere of mutual respect and trust.

3

### Be open-minded

By ensuring our engagement is never a tick box exercise and that you can genuinely shape the future of your estate.

4

### Be flexible

By continuously assessing our engagement, striving to make it better.

5

### Put your voice first

By guaranteeing you a right to ballot, in line with the Mayor of London's guidance.



# Have your say

The consultation is now open and running until 24 April 2023. You can have your say on the draft Estate Renewal Resident Engagement Framework by:

- Going to [lambethref.commonplace.is](https://lambethref.commonplace.is) and completing the online survey
- Completing the survey on the next page and dropping it into the new feedback box on your estate by **24 April 2023**
- Attending an event on your estate and speaking to us – details of when these are taking place can be found in your estate newsletter
- Emailing us at [engagement@lambeth.gov.uk](mailto:engagement@lambeth.gov.uk)
- Contacting your dedicated Resident Engagement Officer – their contact details can be found in your estate newsletter

## Next steps

### February – April 2023

8-week consultation period on the draft framework.

### April – June 2023

Considering your feedback and drafting an updated framework.

### June – July 2023

Subject to approval, the framework will be published alongside a draft Estate Engagement Plan for your estate.



Scan here to fill out our survey online

# Survey

## About you

Name:

Address:

Email:

## The Framework

We have set out three main aims for engaging with the local community. We will identify local actions and targets for each of the aims laid out to measure how well we are doing. We would like to know what you think about them.

 **Support** – we will be open and honest, working to build trust.

Strongly disagree  Disagree  Neutral  Agree  Strongly agree

We have already detailed some actions that we would like to do to achieve this aim on page 6. What else can we do to **support** you?

 **Amplify** – we will provide a platform for all voices to be heard.

Strongly disagree  Disagree  Neutral  Agree  Strongly agree

We have already detailed some actions that we would like to do to achieve this aim on page 7. What else can we do to **amplify** your voice?

 **Empower** – we will create opportunities for residents to influence decisions.

Strongly disagree  Disagree  Neutral  Agree  Strongly agree

We have already detailed some actions that we would like to do to achieve this aim on page 7. What else can we do to **empower** you?

What training and support would you like to see locally to help you and your neighbours take part in the Estate Renewal programme? Select all options which interest you.

- How to get involved with a residents' panel
- How to get involved with a youth panel
- How to participate in co-design workshops
- How to understand the masterplanning process
- How to understand the construction process

Are you interested in any other training sessions?

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Which times and methods would you find best to reach you? Select all options which apply to you.

- Weekday daytime
- Weekend daytime
- Weekday evenings
- Weekend evenings
- At meetings or events
- By WhatsApp / text
- By email
- By post

Would any other methods be convenient?

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Do you have any other comments about the draft Estate Renewal Resident Engagement Framework?