



Estate Renewal Resident Engagement Framework

This document is available in alternative languages upon request, please contact engagement@lambeth.gov.uk

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Contact

For more information or, if you have any questions about this Framework, please email engagement@lambeth.gov.uk

A fresh start

A word from Councillor Adilypour

We know that having a **good home** is one of the most important things in life. It becomes even more important when times are tough, as we know they have been for many of Lambeth's residents over the past few years.



Estate renewal is about transforming **your homes and estate to create better places to live.**

This means making real improvements to your homes, using sustainable systems to help you manage energy bills and using green spaces and good design to ensure they are fit for the future.

It also means **delivering much-needed new affordable homes** for future generations, who are growing up during the worst housing crisis London has seen in a century.

We know that clear, open and meaningful resident engagement is central to the success of the renewal of your estate.

This new engagement framework sets out **how we will work with you, how we will support you and how we will make sure all our residents' diverse voices are heard.**

Thank you!

Since we published our draft version of this document in February 2023, over a third of residents across the renewal estates have come forward to share feedback.

You have been generous with your time, whether on the doorstep, attending an event, or by filling out our surveys online.

This document has been updated to reflect your feedback and will now 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.

You said, we will do

To help develop this framework, we ran a consultation with residents of Central Hill, Cressingham Gardens, Fenwick Estate, Knights Walk, South Lambeth and Westbury from 28 February to 24 April 2023.

Over 600 residents took part, with feedback showing:

66%

Strongly Agree or Agree with the aim to "Support"

72%

Strongly Agree or Agree with the aim to "Amplify"

76%

Strongly Agree or Agree with the aim to "Empower"

There were also a number of themes that came up in the written feedback which have been summarised here, alongside details of how we will respond.

Themes

Our response

Be inclusive in our approach to engagement

- Tailor engagement to the residents of each estate, and keep this under review so that our approach remains targeted
- Produce materials in alternative languages and formats
- Hold events at a variety of times and at easy to reach locations
- Provide a wide variety of channels for residents to engage with us

Make short-term improvements to estates while decisions are being made

- Undertake surveys on all estates to identify where short-term improvements are needed
- Bring empty homes back into use where possible
- Continue to invest in maintenance works as needed

Less talk and more action

- Create a tailored engagement plan for all renewal estates detailing how we are putting this framework into action
- Communicate a clear, deliverable plan for the renewal of the estate and stick to it

More and better communication

- Issue a quarterly newsletter to all renewal estates and publish this on each estate's webpage
- A dedicated engagement officer and regular drop-in sessions on each estate where residents can get information or ask questions

What is ...

Estate renewal

This refers to a programme to renew or improve an estate. It could include 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.

The feedback loop

This is when we ask residents for feedback and then share a summary of what we've heard. This enables us to be transparent with you and show you how we've responded to feedback. You can then continue to feedback on every version of the plans as they develop.

Co-design

This means actively involving residents in the design of your estate and giving you the tools and information to help make some of the decisions with us.

Refurbishment

This is when we make improvements to the estate but don't fundamentally change the buildings or layout. It can include things like painting and decorating, installing new flooring and windows or making changes to your homes like installing new kitchens or bathrooms.

Retrofit

This is when we carry out work to preserve the existing structures that are already in place. This could include things like insulating walls and replacing doors and windows to improve energy efficiency or installing a new energy system like a ground or air source heat pump.

Maintenance programme

This is when we identify what areas of your estate need maintaining, and how often, in order to keep them in safe and good working order. This could include things such as testing the fire safety systems or upkeep of the communal areas. Usually this would be a five or ten year programme of rolling works, planned out to ensure the estate is well-maintained in the long term.

Surveys

We use surveys to assess the condition of your homes and estate to inform our planning for their improvement.

Surveys can mean a home visit with a surveyor to look at your windows or other fixtures, or it could be use of a drone to take aerial photos of the roof.

The project team

The council will always lead on any proposals for the renewal of your estate but we will usually be supported by a number of different partners.

This helps us to ensure we have the right expertise in place to best design and deliver improvements to your estate. Our team may include:



Independent Tenant and Leaseholder Advisors (ITLA) to provide independent support and advice to residents about estate renewal. This is a commitment in the Key Guarantees which we will continue to provide.



Training Providers to equip residents with skills and knowledge so that you are empowered to engage on technical topics like co-design or construction.



Architects to lead the design of any proposals for your estate, engaging closely with residents. We will also have experts in sustainability in our design team to ensure any projects contribute towards our commitment to reaching net zero by 2030.



Planning professionals to ensure that any redevelopment proposals, or significant changes to the estate, can be delivered within planning policy and to lead the planning application process.



Engagement professionals to support consultation with residents and help to gather and analyse feedback. Engagement will always be led by the council but we sometimes work with experts to make sure we are reaching out as widely as possible.



Delivery partner / building contractors to carry out retrofit, refurbishment or redevelopment works and be responsible for minimising any impact on residents.

Community engagement

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

01. Inform

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

02. Consult

You are asked for your opinion on **different options** and this feedback **influences the final plans**.

03. Involve

You are invited to take part in the delivery of renewal via **workshops, meetings and resident panels**.

04. Collaborate

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

05. Empower

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

Community engagement in action



Inform

Simple newsletters, flyers and posters

Social media and e-newsletters

Regularly updated FAQs

Regularly updated estate webpages

Explainer videos and webinars

Dedicated Engagement Officer based on site



Consult

Direct contact with the project team via email, phone, or in-person

Public exhibition events and pop-ups near you

Surveys and questionnaires

Drop-ins, coffee mornings and breakfast clubs

Resident panels

Online meetings or webinars



Involve



Collaborate

Door-knocking

Study trips to visit similar projects

Workshops

Meetings with local groups

Consultation hub on the estate



Empower

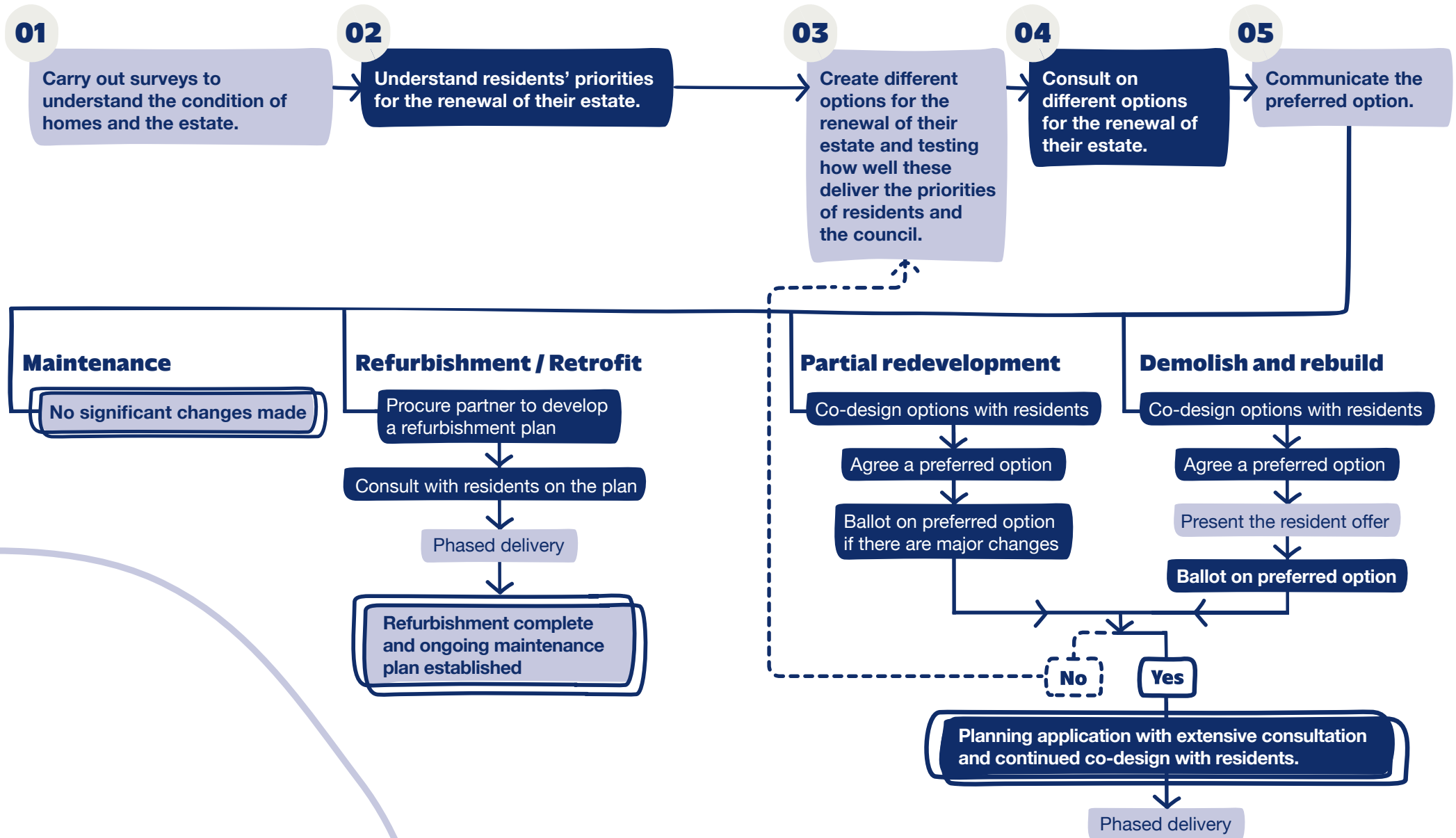
A resident ballot

Delivery of local projects

The renewal process

The diagram below sets out the process for how we will engage with residents about estate renewal and at which points you can get involved.

 = Opportunities for you to get involved





Our aims

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?



Training

We will give you all the information and training you need to participate fully in the process.



Feedback loop

We will listen to your feedback and show how it has influenced our decision making.



Face to face

We will be visible on your estate and provide Independent Tenant and Leaseholder Advisors.

2. Amplify

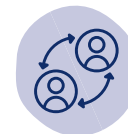
We will provide a platform for all voices to be heard, especially those that are under-represented, face significant housing inequalities or don't currently find it easy to engage with us. This includes consistently monitoring our engagement and making changes if we are not reaching certain groups.

How?



Getting to know you

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



A tailored approach

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



Safe spaces

We will establish safe spaces, in person 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?



Maximise opportunities

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



Co-design

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



Locally led

We will provide opportunities for residents to deliver local projects.

Our promises

We want to become an example of best practice in engagement around 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 is 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.

- Only share information which we are confident is accurate and in as much detail as available at the time
- Ensure you have the most up-to-date information before responding to questions
- Communicate any changes to the programme in a timely manner
- Be honest about what residents can influence and what they can't
- Publish as much information as possible, except where it is in draft or commercially sensitive

2

Be respectful

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

- Acknowledge resident enquiries within three working days and respond to them within 10 working days
- Always be polite when speaking to residents and, in return, expect that residents will do the same when speaking with council staff
- Consider religious or cultural holidays or ceremonies when planning events

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.

- Be open to new ideas and take them into consideration where reasonably possible
- Where resident views or opinions are not taken on board, explain why
- Test ideas with the community

4

Be flexible

By continuously assessing our engagement, always striving to improve it.

- Ensure engagement with residents is held at a variety of times so that as many people as possible have the opportunity to take part
- Use a variety of online and face-to-face methods to engage with residents
- Explore and invest in new ways to engage that reach and reflect the community

5

Put your voice first

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

- Invest in a comprehensive programme of training and support for residents
- Engage with residents as early on in the process as possible to ensure they are able to be involved from the start
- Put any renewal proposals to a ballot

Putting our promises into action

Building on our promises, we have developed a set of standards which will underpin any engagement with you.

These standards will be included in toolkits and training for all estate renewal teams, and any external providers or partners will be required to sign up to them as part of our procurement process.

Monitoring and reporting

The council will be responsible for implementing the Framework and monitoring its success. We will regularly speak to residents so that we can gather independent feedback and use this to assess how we are doing and improve our engagement.

To measure the effectiveness of the Framework, and whether it's making a difference, we will:

- Design a **new resident engagement survey**, with input from our residents groups, and undertake this annually.
- **Publish an annual report** for residents setting out:
 - **the engagement activities** that have taken place over the previous year
 - the results of the **annual resident engagement survey**
 - **anonymised equalities and demographic data** of residents who have participated to ensure all communities have been able to participate
 - **an action plan for the following year** if there is underrepresentation of particular communities in the engagement process or to address any issues raised in the resident survey.
- **Undertake regular check-ins** with the Resident Engagement Groups (REGs) to review how engagement is being carried out and whether any changes are needed.
- **Consult with your independent resident advisor** on feedback they have gathered during their work with residents.
- Undertake an **equalities impact assessment of this framework** and publish any related recommendations.

Translations

Pour demander les informations contenues dans cette lettre en français, veuillez envoyer un e-mail **engagement@lambeth.gov.uk**

Para solicitar la información de esta carta en español envíe un correo electrónico **engagement@lambeth.gov.uk**

Para solicitar as informações desta carta em português envie um email **engagement@lambeth.gov.uk**

Per richiedere le informazioni contenute in questa lettera in italiano inviare un'e-mail **engagement@lambeth.gov.uk**