

# **Central Hill local engagement plan**

**Delivering better, together.**



**September  
2023**

# Introduction

This is your Local Engagement Plan. It sets out how we will engage with you about the future of your estate and achieve our goals of supporting you, empowering you and amplifying your voice within this process.

Any engagement with you about renewal will follow these guidelines, building on the Estate Renewal Resident Engagement Framework we consulted on between February and April 2023.

The final Framework has now been published. You can find this at [centralhill.commonplace.is](http://centralhill.commonplace.is), or you can request a paper copy by visiting us at the weekly drop in.

## Renewal at Central Hill

In 2017, the council assessed the different ways that we could renew your estate and determined that demolition and rebuilding was the best option. Since then, a lot has changed, including updates to building regulations, a substantial rise in the cost of building and materials, and the recent decision to move all services from Homes for Lambeth back to the council.

We're still committed to working with you to renew your estate, but are taking a step back to review the different options. This review will include refurbishment, retrofit, the demolition and rebuilding of the estate or a combination of both.

### 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.



# Our promises

As set out in the Framework, we want you to be at the heart of this process and feel empowered to shape the future of your home. That's why we have promised to:

1

## Be honest

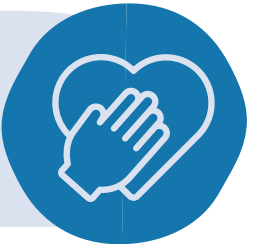
By approaching all engagement with integrity, being open and transparent, and delivering on our promises.



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.





# The year ahead

**At Central Hill, we are at the Options Appraisal stage of the estate renewal process. This means that we are reviewing the different ways your estate can be renewed.**

For more information about the estate renewal process please see page 11 of the Estate Renewal Resident Engagement Framework.

It is really important that residents are involved in this process as this is your estate and your homes. In the timeline below we've set out what this looks like and how we would like you to get involved.

We will contact you closer to the time with more information about when and where any activities are. We will also keep this timeline updated and, if things change, share an updated version with you.

## Key



Estate newsletter



Weekly drop-ins



REG meeting



### 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.

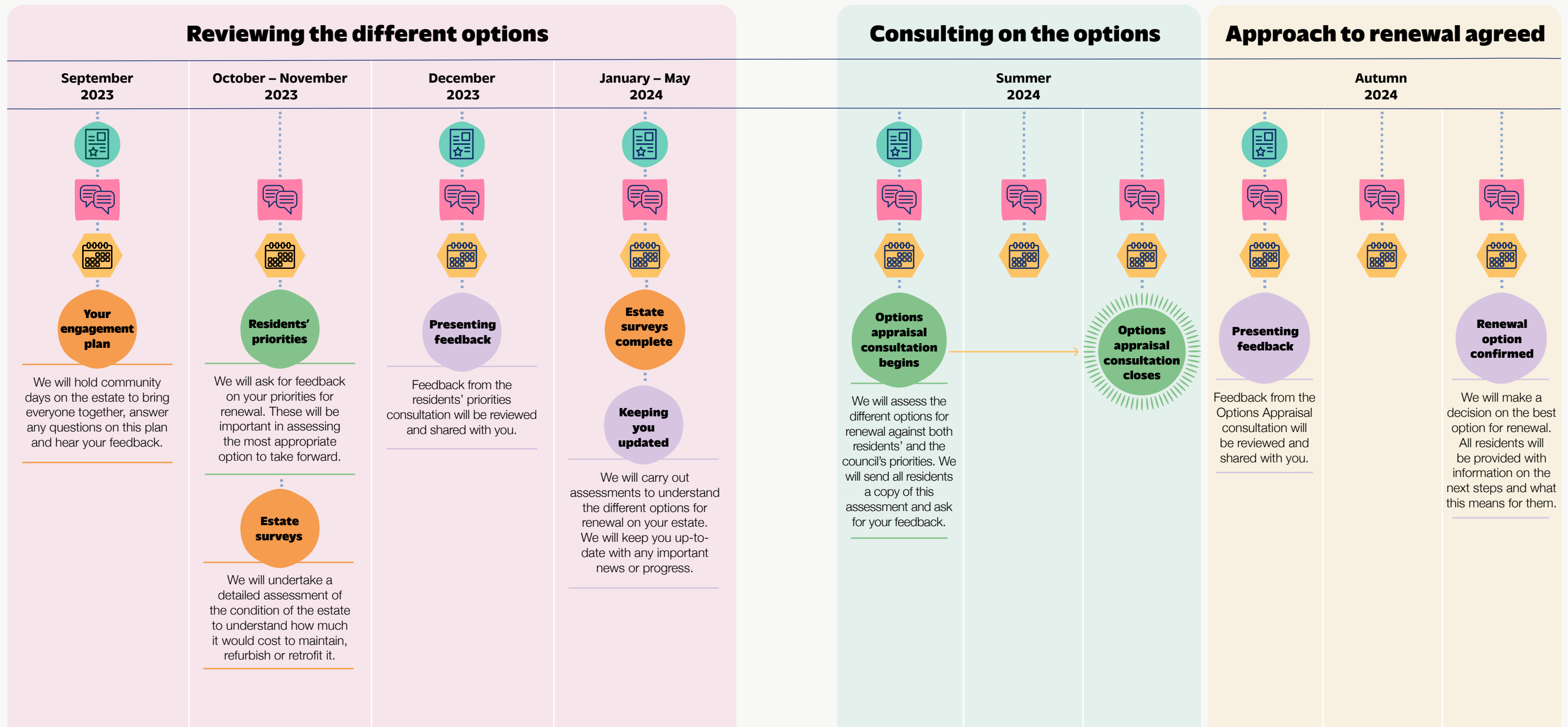


### Informing

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

## What is an options appraisal?

This is the process used to evaluate each of the ways your estate could be renewed including ongoing maintenance, refurbishment/retrofit, demolition and rebuild or a combination of these.



# Deciding on the best option

We want to ensure that we choose the best option for renewal at Central Hill. We will work with you to assess the following important factors;



## Value

Does it deliver value for money and do we have the money to deliver it?  
*E.g. do the benefits balance with the price of delivery?*



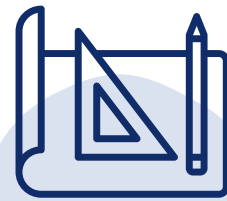
## Residents' priorities

Does it deliver what residents want and need?  
*E.g. more useable public spaces and better quality homes*



## Wider benefits

Does it deliver for Lambeth?  
*E.g. new homes, job and training opportunities and public space*



## Deliverability

Are there any barriers to delivering it?  
*E.g. are there structural issues to consider?*



## Sustainability

Does it support the council's commitment to be net zero and help address the climate emergency?  
*E.g. does it reduce the overall carbon emissions of the estate? Is it more energy efficient?*



# Coming up

We will provide information about the next steps in the quarterly newsletter so that you'll always have the latest information about how things are progressing at Central Hill – here's what happening over the next few months;

## September

### End of summer community BBQ

To learn more and to share your feedback on this plan, attend our end of summer BBQ where you can discuss the next steps for the renewal of your estate, including a programme for the year ahead.

**Attend the community BBQ and join us for an afternoon of fun and free food**

When: **Thursday 28 September**

Where: **In front of the Resource Centre**

Time: **3 – 7pm**



## October - November

### Residents' priorities consultation

Over the next few months we'll be consulting with you about your priorities for the renewal of your estate.

We'll hold events where we will provide more information about the options appraisal process and how you will feed into our decision making. We'll also share what we think your priorities are, based on what you've already told us.

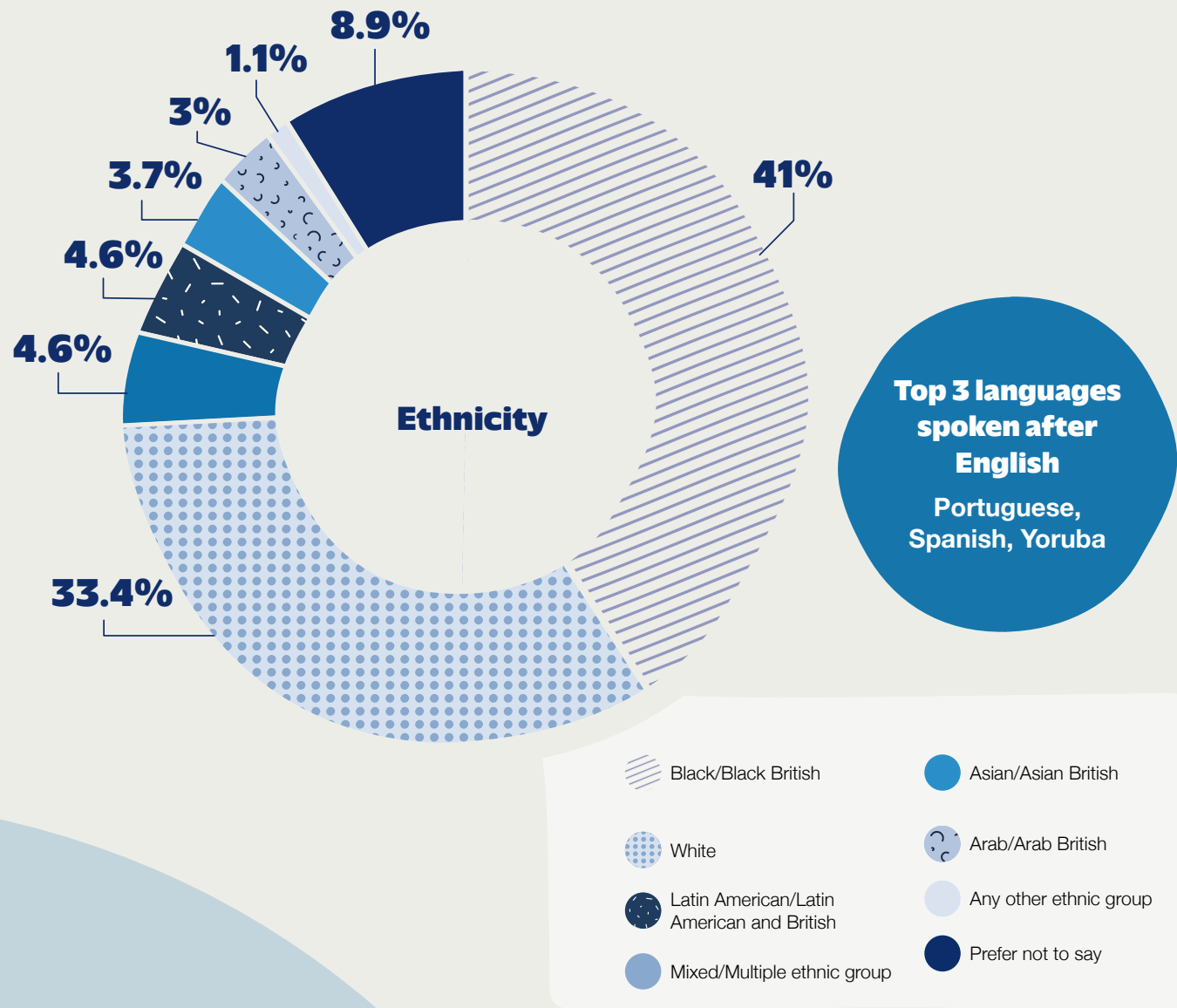
You'll also be invited to take part in different activities to help us understand what's most important to you about the future of your estate.

We will then review all of the feedback we receive and share this with you to make sure we've understood your priorities correctly.

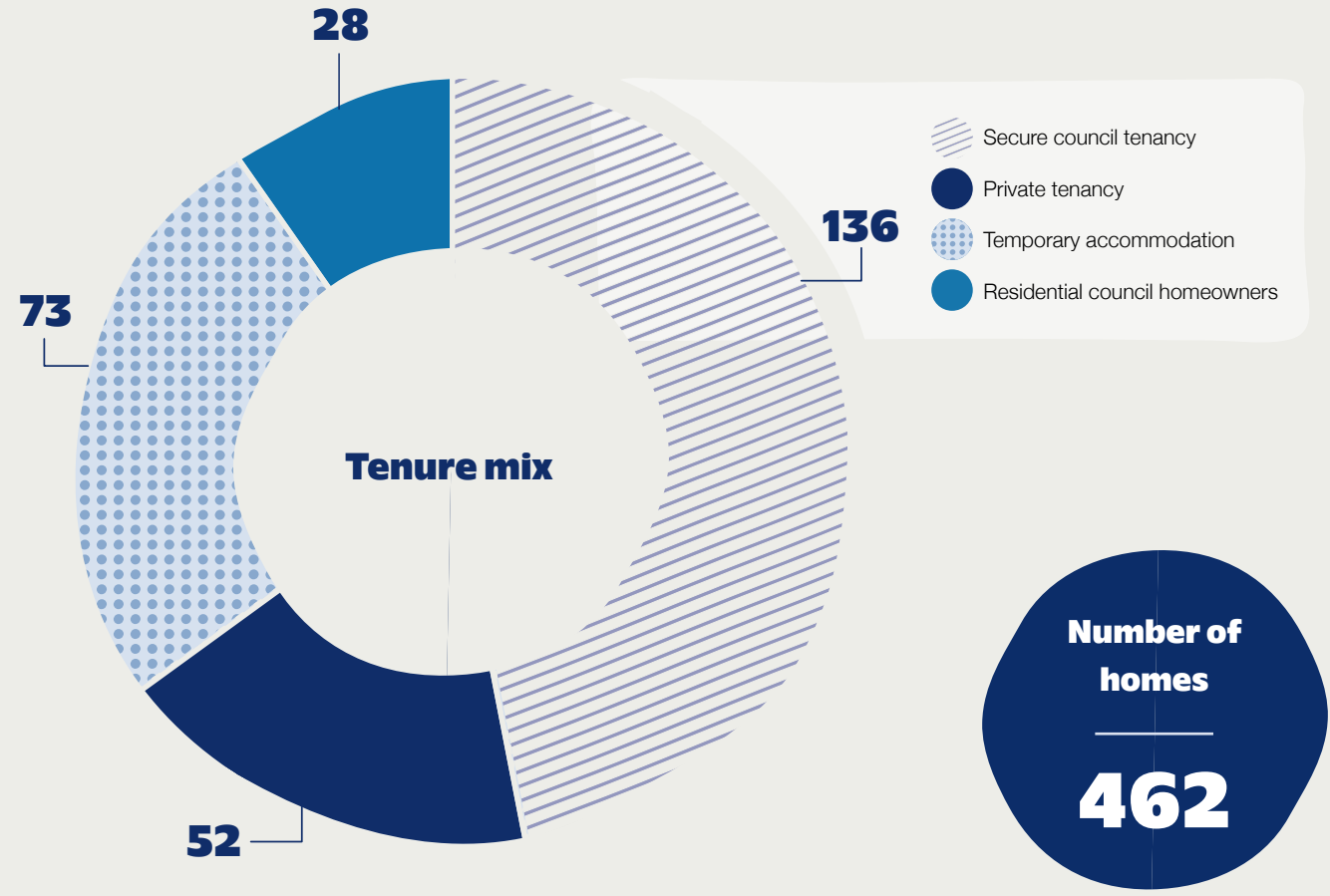
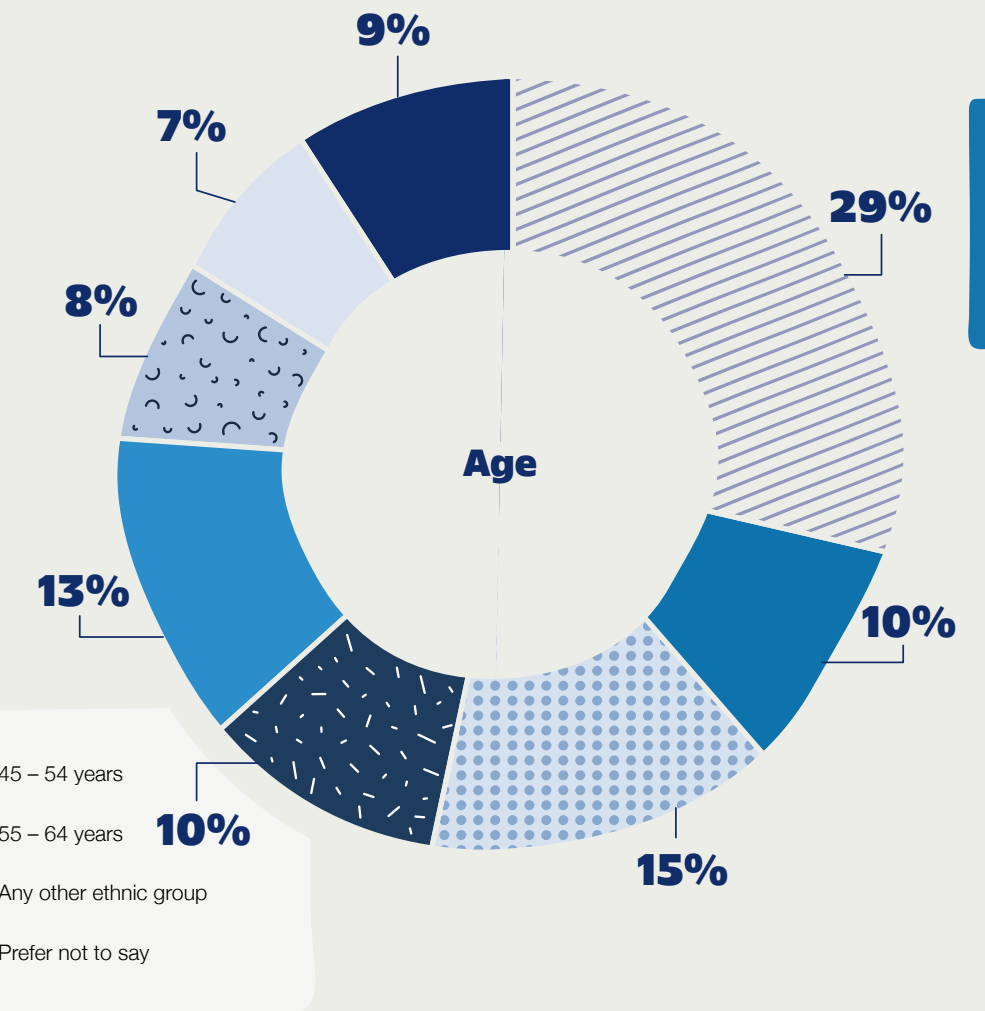


# Amplifying your voice

It's important that everyone can be part of shaping the future of their estate. To do this, we need to understand your community, so our engagement can meet your needs.



**72% of residents** said they prefer to be contacted by email



Figures based on 2022 household surveys, which 70% of residents responded to and feedback from the Estate Renewal Resident Engagement Framework consultation.



# Empowering residents

To help reach as many residents as possible, we have developed a plan for how we will engage with you. This is based on both what you've told us and what we know about the community at Central Hill.

## Reaching everyone

We know that there is a vibrant and diverse community living at Central Hill and that different people want to be engaged in different ways. To help ensure that we are reaching everyone and that they have the opportunity to engage, we are committed to:

- Translating all materials into Portuguese, Spanish, Yoruba and any other languages on request, with translated versions published online and at the engagement hubs
- Using both printed and digital materials
- Coming to you – with events and drop-ins on the estate, as well as door-knocking to speak to those unable to make it
- Providing a feedback box at the Central Hill Resource Centre where you can post written feedback anytime
- Hosting all key information on your estate webpage at [centralhill.commonplace.is](http://centralhill.commonplace.is)
- Holding all events in easy-to-reach locations, at a range of times and with activities for younger people to help ensure everyone is able to attend
- Holding events and training specifically for young people living at Central Hill
- Ensuring all engagement is mindful of any religious or cultural holidays and events, with no events held on Sundays

## Keeping you up to date

There are a number of ways that we will regularly communicate information about your estate with you. These include:

- A quarterly estate newsletter
- Using email as our main way of contacting you as requested
- Text alerts with any important information
- Regular updates to your estate webpage at [centralhill.commonplace.is](http://centralhill.commonplace.is)
- Weekly drop-ins at the Central Hill Resource Centre
- Letters with any important updates not included in the newsletter or specific to your home
- Monthly meetings with the Resident Engagement Group
- Quarterly meetings with the youth panel

# Supporting you

We want to ensure that you have the tools you need to meaningfully engage with the renewal of your estate. As part of this, we will design a package of training to help support you.



## Options appraisal training

We will run training workshops to equip you with the skills and knowledge you need to meaningfully participate in the options appraisal consultation. The sessions will be fun, interactive and easy to understand and suitable for anyone over the age of 18.



## Explaining technical language

Where we do have to use technical language, we will always try to explain what we mean clearly. An easy-to-use glossary explaining frequently used terms can be found on page 6 of the Estate Renewal Resident Engagement Framework.



## Getting involved in a Resident Engagement Group

Your Resident Engagement Group (REG) meets regularly to discuss the renewal of your estate. It provides guidance and feedback to the council and helps make key decisions, such as the appointment of your Independent Tenant and Leaseholder Advisors (ITLAs). If you're interested in joining, or just finding out a bit more about how it works, please contact your resident engagement officer.



## Amplifying young voices

We are looking for young volunteers to form a new resident youth panel that will act as the voice of residents aged 13–18 to help shape the future of the estate. If you're interested in joining, or simply finding out more, please get in touch with your resident engagement team.



# Your key contacts

If you have any questions, need materials printed or translated, or simply want to speak to someone, you can get in touch by emailing [centralhill@lambeth.gov.uk](mailto:centralhill@lambeth.gov.uk)



## Drop-in and see us

We hold regular drop-in sessions at the Central Hill Resource Centre, High Limes on **Thursdays, 11 am – 4pm**

## Tell us what you think

You can share feedback with us on this estate engagement plan by:



Emailing  
[centralhill@lambeth.gov.uk](mailto:centralhill@lambeth.gov.uk)



Posting written feedback in your estate feedback box, located at the **Central Hill Resource Hub**



Speaking to your Resident Engagement Team  
[centralhill@lambeth.gov.uk](mailto:centralhill@lambeth.gov.uk)

## Translations on request



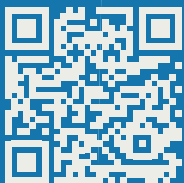
Para solicitar la información en español envíe un correo electrónico



Para solicitar as informações em português envie um email



Si aad u codsato macluumaadka warqaddan ku qoran oo af-Soomaali ah fadlan emayl



Scan me to visit the  
**Central Hill webpage**

[centralhill.commonplace.is](http://centralhill.commonplace.is)

