

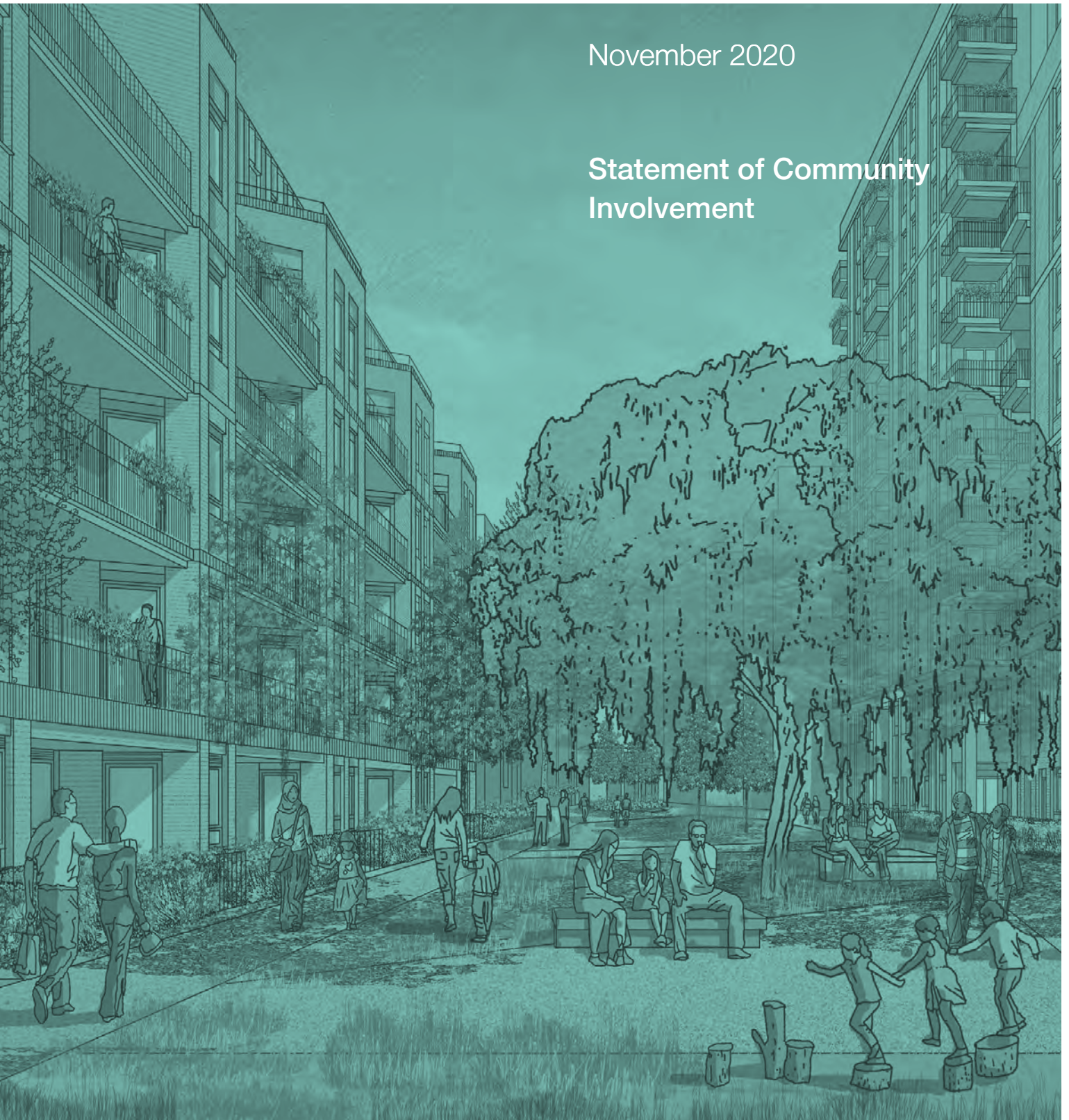
CAMBRIDGE ROAD ESTATE – PLANNING APPLICATION 20/02942/FUL

STATEMENT OF COMMUNITY INVOLVEMENT

****NO AMENDMENT TO DOCUMENT SINCE SUBMISSION OF
APPLICATION IN NOVEMBER 2020 – ORIGINAL SUBMISSION DOCUMENT****

November 2020

Statement of Community
Involvement



The Applicant

Cambridge Road (Kingston) Ltd

c/o Countryside Properties
Aurora House
71-75 Uxbridge Road
Ealing
London W5 5SL

The project site

Cambridge Road Estate Project hub

2 Tadlow
Washington Road
Kingston Upon Thames
Surrey
KT1 3JL

Application forms

Covering letter

Application Form and Notices

CIL Additional Information Form

Design proposals

Planning Statement

Design and Access Statement

- Vol.1 - The Masterplan
- Vol.2 - The Detailed Component

The Masterplan

- Parameter Plans
- Illustrative Plans
- Design Guidelines

Phase 1 Architecture and Landscape

- GA Plans, Sections and Elevations

Supporting information

Statement of Community Involvement

Rehousing Strategy

Financial Viability Appraisal

Draft Estate Management Strategy

Transport Assessment

Phase 1 Travel Plan

Car Parking Management Plan

Servicing and Delivery Management Plan

Construction Logistics Plan

Construction Method Statement and Construction
Management Plan

Sustainable Design and Construction Statement
(Including Circular Economy Statement)

Environmental Statement

- Non Technical Summary
- Vol.1 – Technical Reports
- Vol.2 – Technical Appendices
- Vol.3 - Townscape and Visual Impact
Assessment

Energy Statement (Including Overheating

Assessment and Whole Life Cycle Assessment)

Daylight and Sunlight

Internal Assessment of the Detailed Component

External Assessment of the Illustrative Masterplan

Extraction and Ventilation Strategy

Noise Impact Assessment

Arboricultural Report and Tree Conditions Survey

Arboricultural Impact Assessment & Method
Statement

Preliminary Ecological and Bat Survey Report

Biodiversity Net Gain Assessment

Archaeology and Heritage Assessment

Ground Conditions Assessment

Utilities Report

Flood Risk Assessment

Phase 1 Drainage Statement

Fire Strategy Report

Accessibility Audit

Health Impact Assessment

Equalities Impact Assessment

CAMBRIDGE ROAD ESTATE

STATEMENT OF COMMUNITY INVOLVEMENT

HYBRID OUTLINE PLANNING APPLICATION

YOUR
CRE
CAMBRIDGE ROAD ESTATE



NOVEMBER 2020

www.cambridgeroadestate.com


COUNTRYSIDE
Places People Love


THE BOROUGH OF
**KINGSTON
UPON THAMES**

CONTENTS

A	GLOSSARY OF TERMS	4
1.	SUMMARY OF FINDINGS	5
1.1.	Summary of findings	7
1.2.	Cambridge Road Estate Redevelopment Plan	9
2.	INTRODUCTION	11
2.1.	Overview of project	12
2.4.	Estate Regeneration Ballot	13
2.3	Project Team	14
2.4	Soundings Engagement Principles	14
3.	PEOPLE & PLACE	17
2.5.	Site history and context	18
3.2.	Local development	20
4.	ENGAGEMENT	21
4.1.	Engagement approach, aims and objectives	22
4.2.	Methodology	23
4.3.	Engagement tools	24
4.3.	Schedule of engagement	26
5.	FINDINGS AND RESPONSES	31
5.1.	Stage 1 Engagement	32
5.2.	Stage 2 Engagement	42
5.3.	Stage 3 Engagement	58
5.4.	Landlord Offer & Regeneration Ballot	70
5.5.	Stage 4 Engagement	78
6.	APPENDICES	91



GLOSSARY OF TERMS

This section provides an overview of terms used throughout this Statement of Community Involvement.

GLOSSARY OF TERMS

CRE - The Cambridge Road Estate.

RBK - The Royal Borough of Kingston upon Thames or “the Council”. RBK is the “Landlord” for the CRE.

Countryside - Countryside is the UK’s leading mixed-tenure developer. Countryside is working in partnership with RBK to deliver the regeneration of the CRE.

JVP - Joint Venture Partnership between RBK and Countryside.

GLA - Greater London Authority (GLA), also referred to as “City Hall”, is the regional governance body of London.

CRERA - The Cambridge Road Estate Residents Association (CRERA) is a Voluntary Organisation which represents the residents of the Cambridge Estate.

RSG - The Resident Steering Group (RSG) was established in 2017 and was made up of CRE residents, the three chairs of CREst, CRERA and One Norbiton, and the three local ward councillors. The RSG worked with the Council on the regeneration programme and helped to select our joint venture partner for the regeneration, Countryside, and was involved in the recruitment and monitoring of the independent advisor, PPCR.’

PPCR - Public Participation Consultation and Research were selected by representatives from the RSG to provide independent support to Cambridge Road Estate residents. PPCR has provided support to residents on all aspects of the regeneration plans, contributed ideas and suggestions in the development of consultations, and were involved in the development of The Landlord Offer.

BALLOT - Since 18 July 2018, the Mayor of London requires any landlord seeking GLA funding for estate regeneration projects which involve the demolition of social homes to show that residents have supported their proposals through a ballot.

MASTERPLAN - Is a plan that comprises three dimensional images and text describing how an area will be developed.

PLANNING APPLICATION - Formal approval sought from a local planning authority allowing a proposed development to proceed.

HYBRID OUTLINE APPLICATION - A planning permission outline may reserve, for later consideration, some matters not relating to the principles of the proposed development. Matters reserved at outline stage can include access, appearance, layout, scale and landscaping. Matters reserved at outline stage can include access, appearance, layout, scale and landscaping.

PHASING - describes the order in which parts of the masterplan will be built and describes what this will include.

1

SUMMARY OF FINDINGS

This Chapter provides an overview of the project and outlines the engagement approach undertaken to inform the preparation of a business case.



1. EXECUTIVE SUMMARY



930
individual residents
have helped to shape
the masterplan

532
came to fun days,
exhibitions or the
Tadlow Hub

863
met our housing team
to find out more

86%
turnout at the ballot

73%
of eligible residents voted yes in the ballot backing
plans to regenerate the estate to deliver new high-
quality, 'greener' homes, new gardens, play areas,
streets and community facilities, and a brighter, safer
neighbourhood

1.1. SUMMARY OF FINDINGS

Throughout the engagement process, estate residents and estate neighbours had opportunities to feedback on both the consultation process and the proposed masterplan. The findings are presented in stages.

CONSULTATION PROCESS

The consultation took place over four stages and building up to the masterplan. Estate residents and neighbours were supported when asked to respond during these stages. This was to ensure they had opportunities to be involved and respond to consultation questions and key information they were interested in.

Cambridge Road Estate residents were broadly positive about regeneration; although, to begin with, many residents had limited understanding of the regeneration plans and processes. Often, their priority was on issues to do with the housing offer, timelines, phasing and decant options. A lesser priority or less attention was made, initially, to the masterplan design.

Residents were also interested in the ballot process and the offer. This led to focused work to help inform residents in stage three.

Residents who neighboured the estate were interested in the masterplan design and the location and design of the public spaces.

As shown throughout this document, the consultation process was responsive to these key interests through holding a range of engagement events including separate neighbour discussions, topic-specific workshops, one-to-one meetings with the housing team for individual queries and fun days which allowed families with children to attend.

NEW HOMES

Eligibility for a new home was an important issue for clarification and many questions were raised regarding the move-out process in this respect. Residents also had tenure-specific queries about the proposed new homes and were able to raise their individual housing (offer) queries in one-to-one meetings with an on-site housing team at events, in-person on a daily basis, and also by telephone and email.

Leaseholders were interested in the valuation and prices of their existing properties and alternative options to staying on the estate. Secure tenants were interested in details and designs of new replacement homes and their key interests included: layout and sizes (many feel existing flats are quite generous); options for disabled people / access; energy and costs; and typology of buildings.

Once shown the details, many positive comments were received from residents about the design and quality of the new homes with the proposed energy efficiency measures and fire safety and security measures which were seen as welcome improvements for the estate. Secure tenants were particularly pleased with the options available and the variety of finishes to choose from for their new home.

Residents asked questions about the construction of the new homes and the timing around this process.

Estate residents asked about maintenance issues and whether these would be addressed in the interim period and these were directed to a dedicated maintenance team.

Both estate residents and neighbours stated that they wanted the heights and distribution of new homes to provide good levels of daylight and sunlight. Neighbours were particularly concerned about height of buildings on edges of estate along Vincent Road, Piper Road and Rowlls Road and made suggestions for buffers such as tree lines.

COMMUNITY FACILITIES

Piper Hall is an well used and valued community facility. This informed the need for a replacement community facility as part of the regeneration plans. The provision of a community centre was strongly encouraged by residents as it was perceived that there were not currently safe spaces for young people to enjoy. There was a strong call for an accessible centre with the provision of numerous youth activities but also flexible space that would cater for the diversity and diverse needs of local people.

The proposed location for the new community centre was debated by some who believed it should be in the centre of the estate. However, it was well supported by others as a space that would overlook the outdoor space with the possibility of linking with and being available to the surrounding area.

Additional suggestions for facilities that could benefit the area included GP surgery, a pharmacy, a school and a nursery.

GREEN SPACES, PLAY SPACES AND SAFE STREETS

Estate residents, especially young people, expressed that the existing green space on the estate tends to be unsafe and not fit for purpose. They were interested in seeing how the new spaces would maximise activity and how the designs would encourage ecology and biodiversity and protect existing wildlife.

The proposed provision of outdoor spaces within the Cambridge Road Estate were widely supported for providing different uses such as play, sport and relaxation designed for the enjoyment of all ages. Some described these spaces as becoming a destination or hub with the possibility of community events. Estate residents and neighbours were also pleased with the retention of Madingley Green and the memorial tree.

The proposed design and access arrangement for the residential courtyards were also well supported with discussions raised about the benefits of safety and privacy within these spaces.

The layout of the existing estate was described as difficult to navigate and unsafe at times. Streets on the estate were seen to be unsafe at particular times of the day and when to vehicles cut through Cambridge Road Estate as a short cut (rat runs). The proposed design and layout of streets and buildings were received positively by residents due to the natural surveillance features and lighting, as well as the traffic calming measures which create a prioritisation of pedestrian and cyclist routes.

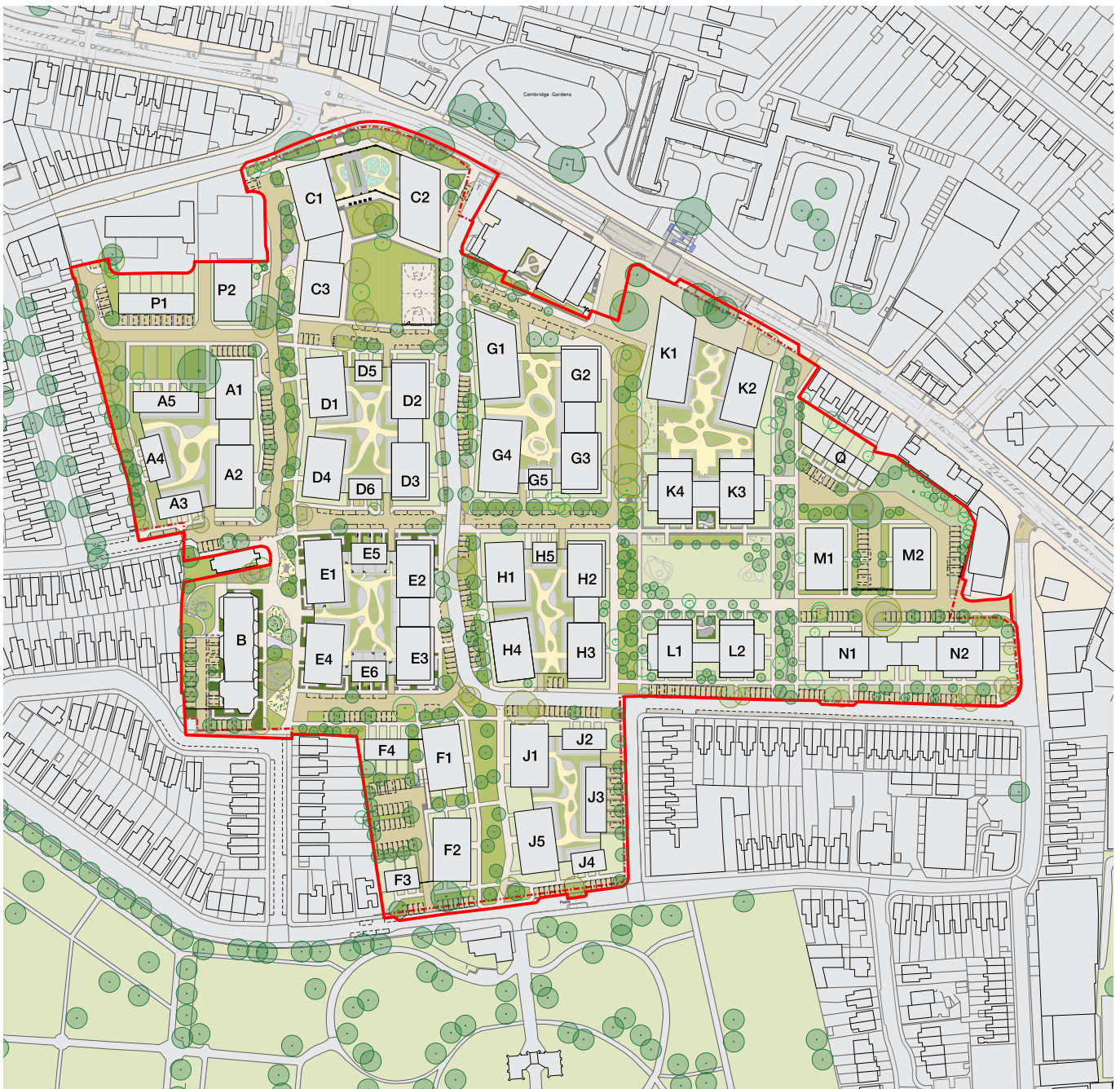
Parking was a widely discussed topic throughout the engagement with some concern about local capacity for car parking. Residents reported that, at present, non-residents park on the estate and that resident have to use parking spaces situated outside the estate, on Rowlls Road.

Improving the pressure on local public transport was also mentioned with suggestions for bus routes within the estate.

1.2. CAMBRIDGE ROAD ESTATE REDEVELOPMENT PLAN

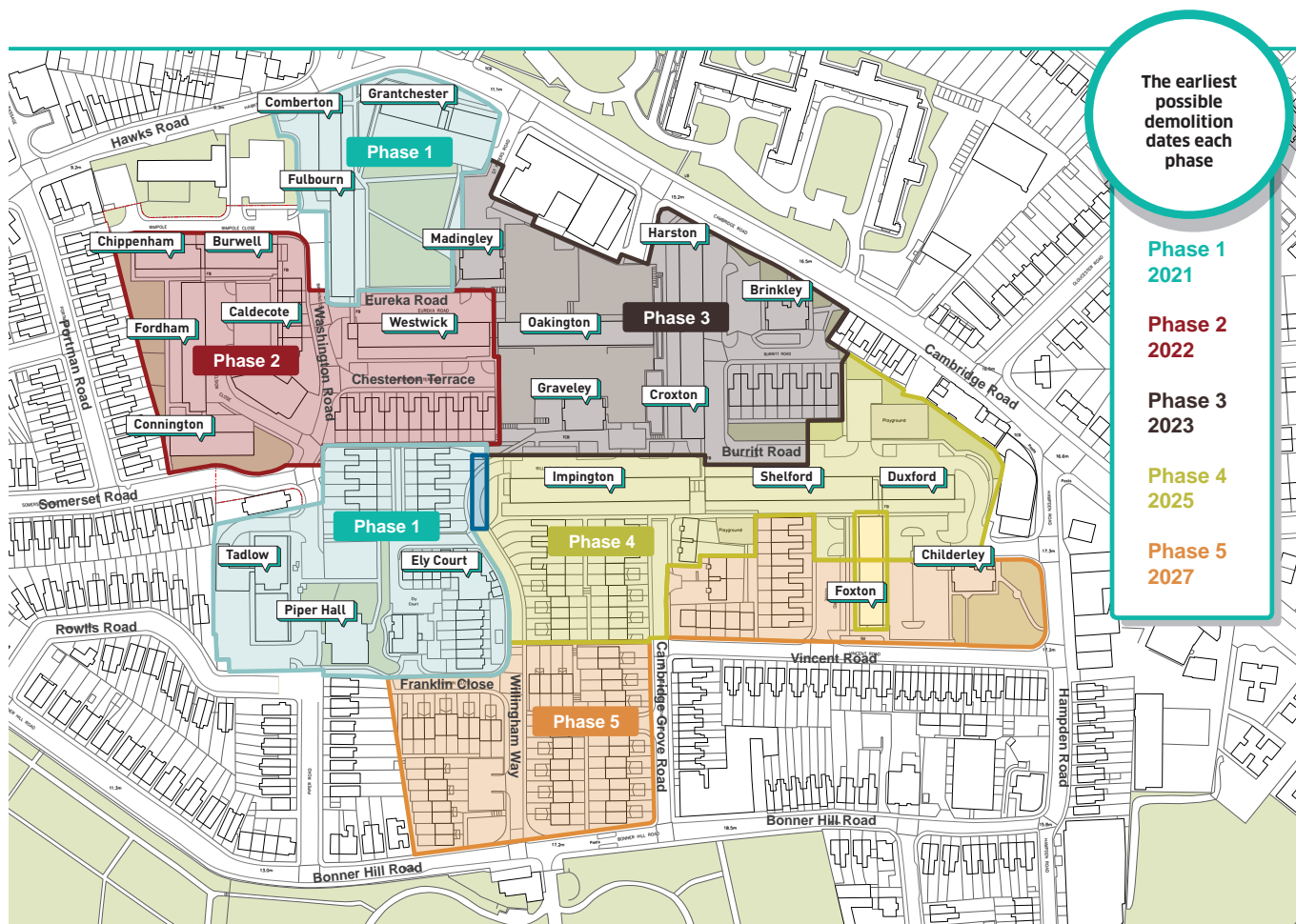
The masterplan map shows the Cambridge Road Estate redevelopment plan. We worked with residents to progress the masterplan. To ensure that we met the aspirations of the community, we focused on 5 key principles shaped at Stage 1 by the engagement:

- Character and local identity;
- A series of green and outdoor spaces;
- Well-connected,
- Safe and active streets;
- A variety of great homes; and
- Sustainable environments and future.



The masterplan includes a phasing strategy for the Cambridge Road Estate redevelopment developed based on resident feedback. The phasing has been carefully planned to minimise disruption for residents, so that they can remain together with their neighbours and move around the same time.

The map illustrates the phasing strategy. The detail of Phase 1 has just been consulted on, as detailed in this document and will begin being constructed in late June 2021, subject to planning approval.



The earliest possible demolition dates each phase

Phase 1
2021

Phase 2
2022

Phase 3
2023

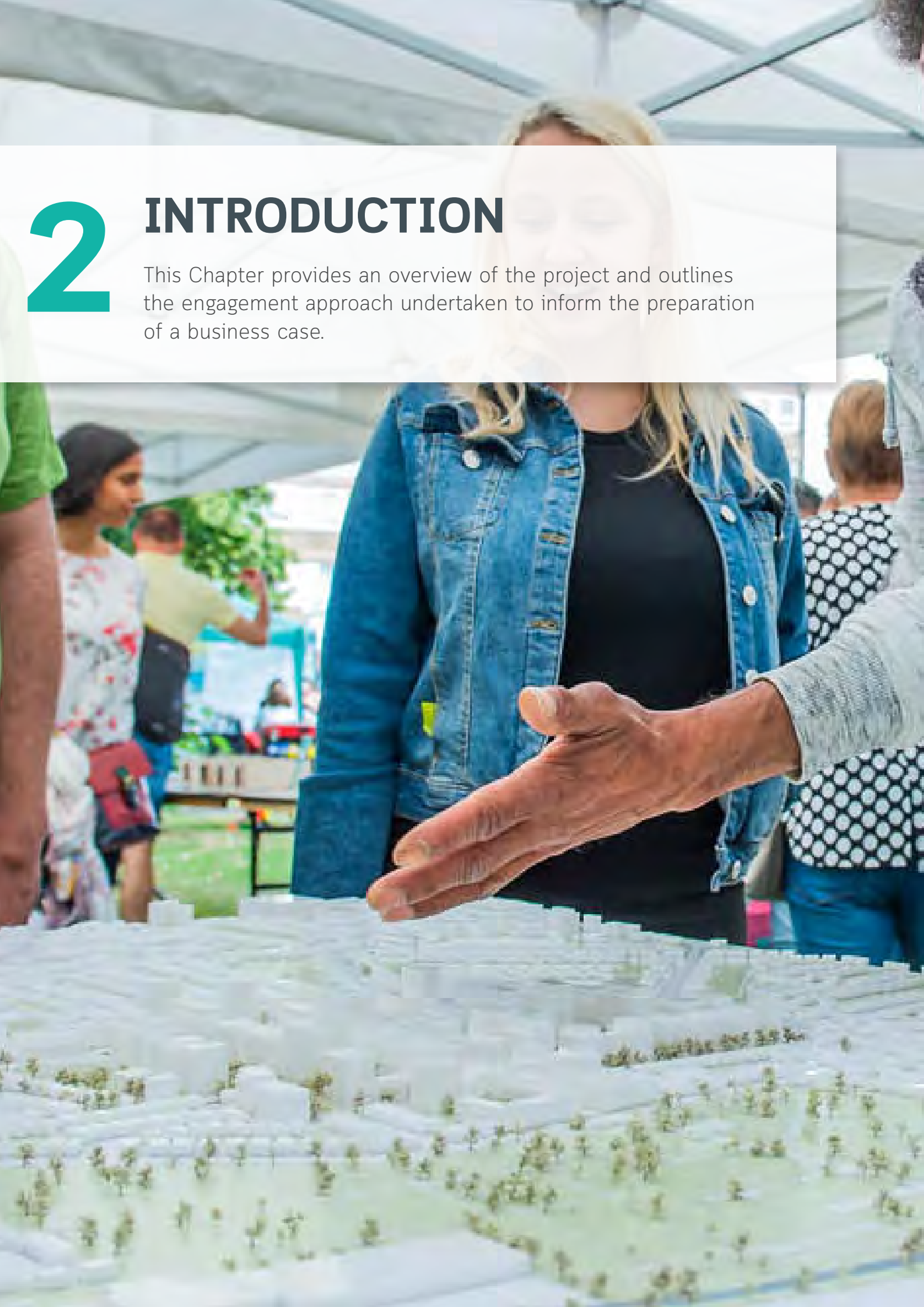
Phase 4
2025

Phase 5
2027

2

INTRODUCTION

This Chapter provides an overview of the project and outlines the engagement approach undertaken to inform the preparation of a business case.



2. INTRODUCTION

2.1. OVERVIEW OF PROJECT

The regeneration scheme, a partnership between Royal Borough of Kingston upon Thames (RBK) and Countryside, intends to socially, environmentally and economically enhance the quality of the built environment, addressing issues such as poor connectivity and permeability, lack of natural surveillance and under-utilisation of public spaces.

The redevelopment of Cambridge Road Estate is anticipated to span over 10 years, from 2021 delivering approximately 2,170 new high-quality, 'greener' homes: a mix of flats, maisonettes and houses of various sizes. The new neighbourhood will replace existing Council homes, and include a minimum of an additional 114 council homes, new gardens, play areas, streets and community facilities, and a brighter, safer neighbourhood.

As part of regeneration of Cambridge Road Estate, a series of consultation activities had previously taken place which led to Countryside being appointed as the housing developer that work with RBK. These consultation activities are detailed in the table on the right.

A Hybrid Application has now been submitted for the Cambridge Road Estate Masterplan by appointed architects, Patel Taylor involving the comprehensive redevelopment of the existing estate to provide residential units and flexible commercial/retail/business/community floorspace comprising:

- Approximately 2,170 residential units with 455 in full detail within Phase 1; and
- Approximately 3,593sqm of flexible commercial/retail/business/community floorspace.

This document outlines the engagement process for the development of the masterplan principles and designs and detailed designs for phase 1 of Cambridge Road Estate which was led by Soundings and commenced in 2019. The overall regeneration process that took place before this is outlined in the box on the right.

PRE-JVP APPOINTMENT ENGAGEMENT

2016

- The Council instructed BDP to test 14 potential redevelopment options which ranged from keeping some of the current homes and building some new ones through to fully redeveloping all homes. Three options were shortlisted and residents were consulted through a range of drop ins and a full survey of all residents. The preferred option was comprehensive redevelopment and replacement of all homes.

2017

- A 'Strategic Development Brief' was developed with residents giving their views - this guided how a housing developer was chosen. See the 'Shortlisted' and 'Rejected' options documents.
- Competitive Tender Process.
- Resident Steering Group was set up to work with Council on the regeneration programme and the appointment of the Joint Venture Partner.

2018

- A 'Meet the Bidders' consultation day was held with residents, where three shortlisted developers presented their ideas and designs for the regeneration.
- Three representative from the Resident Steering Group members take part in dialogue sessions with the bidders on evolving a masterplan (see Page 15)
- Royal Borough of Kingston Upon Thames selected Countryside as the Joint Venture Partner for the redevelopment of the estate. Following this, Patel Taylor developed a masterplan for the area.

2019

- The housing developer Countryside was chosen as the Council's development partner and an independent advisor PPCR was appointed to support residents for the masterplanning and ballot.
- Visits to other regeneration sites in London.
- Electoral Reform Services (ERS) appointed to run the independent ballot.

2.2. ESTATE REGENERATION BALLOT

As part of the Cambridge Road Estate (CRE) regeneration proposals, the Royal Borough of Kingston Upon Thames gave CRE residents a choice about the regeneration by allowing them to vote on their homes.

In February 2018, the Mayor of London announced that all housing estate regeneration projects should hold a resident ballot where the Greater London Authority (GLA) provides funding for councils to enable them to build social or council housing. The final GLA guidance was published on 18 July 2018. The GLA now requires any landlord to hold a ballot of local residents before it will fund regeneration schemes that: involve the demolition of any social housing; the building of 150 or more new homes.

In July 2018 the Council committed to local residents, under the new administration, by taking a decision at a Full Council meeting, to proceed with a voluntary ballot of residents living on the Estate.

The consultation process undertaken culminated in a ballot on whether to accept a masterplan and landlord offer.

2.3. PROJECT TEAM

The core team is made up of the Joint Venture Partnership between RBK and Countryside, the architect Patel Taylor and Soundings community engagement consultants.

2.4. SOUNDINGS ENGAGEMENT PRINCIPLES

Embedded in Soundings' principles is impartiality, transparency, ensuring the delivery of a collaborative design process (working both top-down and bottom-up) and ensuring the establishment of a legacy. Underpinning their approach to a project, Soundings develop a deep understanding of the places and people situated in the areas they operate in.

CRE PROJECT TEAM



ROYAL BOROUGH OF KINGSTON UPON THAMES

Located in the Royal Borough of Kingston upon Thames in South West London, the Cambridge Road Estate (CRE) is the borough's largest regeneration programme.

The Council, as landlord, has embarked upon a comprehensive regeneration of the neighbourhood which aims to deliver 2,170 new homes over the next 10-15 years, including at least 767 council rented homes, with the promise of outdoor space for every household, job opportunities and overall improvements to health and well-being.

COUNTRYSIDE

Countryside is the UK's leading mixed-tenure developer through its two divisions, Partnerships and Housebuilding. With over 60 years' experience, they continue to make a positive impact with regeneration schemes in London, the South East, the North West, the Midlands and Yorkshire, often partnering with local authorities and housing associations.

PATEL TAYLOR

Patel Taylor has an integrated approach to architecture, landscape and urban design proposes a framework that helps improve and reinforce a sense of place. They create bespoke architecture that responds to the communities they serve.

SOUNDINGS

Soundings are neutral community engagement experts, which creatively support the complex design process surrounding various urban regeneration projects in London and across the UK. Our ethos revolves around the development of fine-tuned, unique consultation strategies and encouraging sustained liaison and collaboration with local communities.



Patel Taylor



2.5. EMERGING PROPOSALS

MARCH 2018



Proposals shown during Dialogue sessions.

JUNE 2018



Resident consultation day

MAY 2019



Updates are made based on feedback received at the first public exhibition.

JULY 2019



Updates are made based on feedback received at the second public exhibition.

FEBRUARY 2020



Updates made following the Ballot.

NOVEMBER 2020



Final updates made following the Phase 1 consultation.

3

PEOPLE & PLACE

This chapter provides details about the history and context of the Cambridge Road Estate site and information about the local community.



3. PEOPLE & PLACE

3.1. SITE HISTORY AND CONTEXT

The Cambridge Road Estate has been through changes over the past 50 years.

The modern-day Cambridge Road Estate was built in 1969. Today there are around 1,810 people living in this community, living in 832 properties on the Estate. Of these 782 are currently occupied by social tenants, private tenants or homeowners. There are 675 (81%) council tenanted (social rent) homes and 157 (19%) leasehold/freehold properties on the Estate. Children and young people aged 0 to 15 years old make up 26% of the community.

The estate itself is arranged in four 15 storey high-rise blocks alongside five storey block of flats with elevated walkways and some two storey houses. Some facilities exist including a hall, a hub, play equipment and a MUGA. Cambridge Road Estate has community organisations and champions working to make this a place where everyone can thrive.

Since 2015 Kingston Council had been considering ways to improve the Cambridge Road Estate for its residents. This included ways to improve the quality of housing for current residents, allowing tenants and leaseholders to benefit from higher quality new

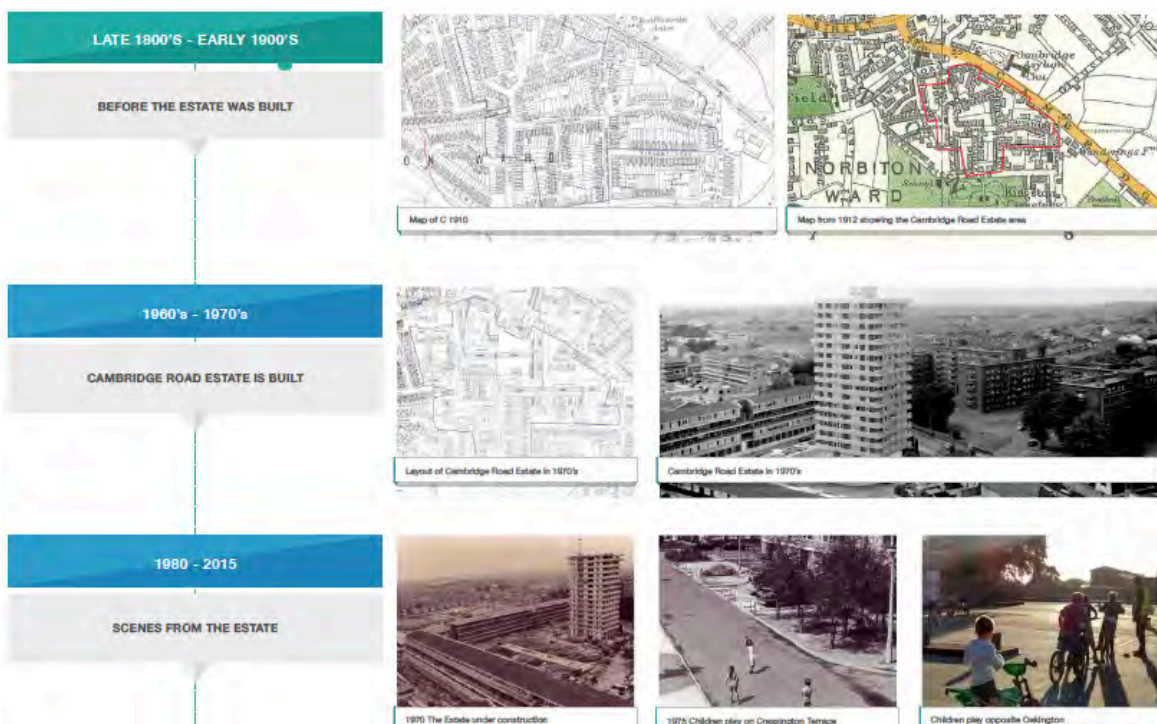
homes, and better accessibility and connectivity across public spaces of the estate.

This was also an opportunity to build a significant number of additional homes including additional social rented homes with improved and new public spaces, parks, play spaces and community spaces which will go hand in hand with opportunities for employment, training, health and well-being for residents and economic opportunities for local businesses.

In May 2019, the Council, with the support of Resident Steering Group representatives, selected developer Countryside as their preferred development partner. The Council then produced a proposal to build new homes on the estate and received money from the Mayor of London to do this.

The current masterplan draws inspiration from the history of the estate and how it has evolved, learning from both the positives and negatives of its past.

The current masterplan defines the Cambridge Road Estate as a place to live and to enjoy. Reintroducing the Cambridge Grove Road as a stronger north-south connection, as it was before World War I, will help make public spaces easier and safer to use.



3.2. THE LOCAL COMMUNITY

832

There are 832 properties on the Site, 782 of which are currently occupied by social tenants, private tenants or homeowners. There are 675 (81%) council tenanted (social rent) homes and 157 (19%) leasehold/freehold properties on the Site.

178

178 older people (aged 65+) live on the estate

488

488 residents speak a language other than English. Of these, 84 cannot speak English well or at all

4,711

CRE is the most disadvantaged area in Kingston with an Index of Multiple Deprivation rank of 4,711 which places it in the 20% most deprived neighbourhood in England

1,190

There are 1,190 working-age adults (aged 16-64) living on the estate

220

220 children and young people age 5-15 live on the estate

45%

It is an ethnically diverse area with nearly half (45%) of the residents Non-White and nearly a quarter of households on the estate have nobody aged 16 or over speaking English as a main language.

1,420

A number of adult residents can be considered vulnerable (having a long-term health problem or disability). Of 1,420 residents with a health problem or disability, the day-to-day activities of 328 are limited a little or a lot

3.3. LOCAL AMENITIES

The map below shows the location of key local infrastructure including train stations, schools, community centres, and cultural and recreational facilities in relation to Cambridge Road Estate.

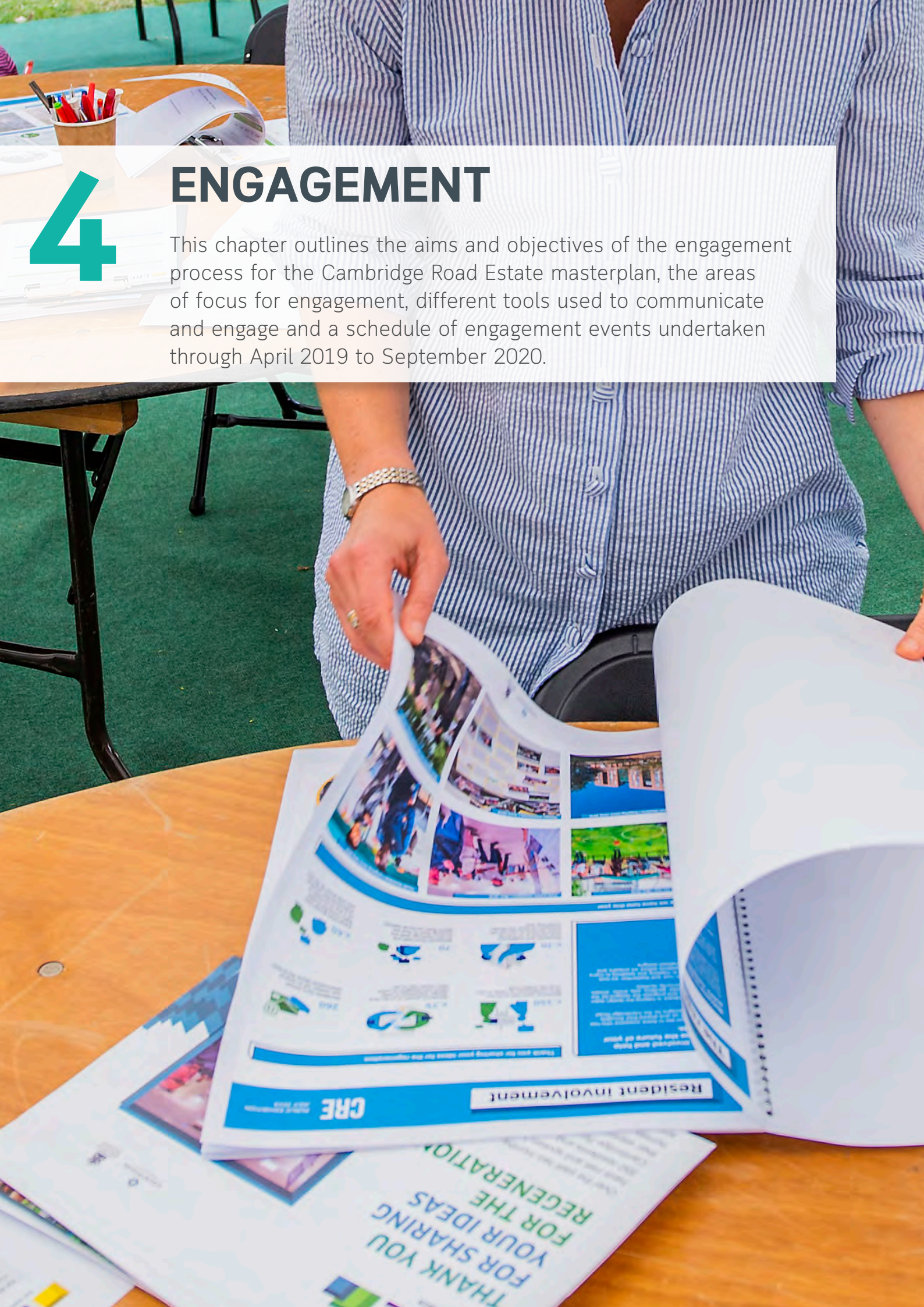


Map of Cambridge Road Estate and the surrounding area

4

ENGAGEMENT

This chapter outlines the aims and objectives of the engagement process for the Cambridge Road Estate masterplan, the areas of focus for engagement, different tools used to communicate and engage and a schedule of engagement events undertaken through April 2019 to September 2020.



4. ENGAGEMENT

4.1. ENGAGEMENT APPROACH, AIMS AND OBJECTIVES

The regeneration scheme, a Joint Venture Partnership between Royal Borough of Kingston upon Thames and Countryside, will deliver approximately 2,170 new homes: a mix of flats, maisonettes and houses of various sizes.

Pre-Application discussions and workshops have been held with RBK's planning department, Planning and Design Meetings and workshops were also held with RBK's highway, landscape and energy departments.

Building on the extensive consultation that was undertaken to inform the Original Masterplan proposals, the Cambridge Road Estate engagement team has continued to engage with local residents through meetings and public exhibitions to ensure local views and considerations inform the proposed development.

Soundings were appointed by Countryside in April 2019 to undertake engagement with the residents in relation to the redevelopment of Cambridge Road Estate.

A JOINED UP CRE ENGAGEMENT TEAM

A dedicated engagement team was assembled from across the CRE LLP team with the sole remit of engaging with the community and involving them in the regeneration process. The intention was to provide residents with a consistency and easily accessible expertise.

LOCAL PRESENCE

The CRE engagement team was based in RBK's Tadlow Hub situated on the estate. From March 2019 through to September 2020 the Tadlow Hub was extended to accommodate CRE regeneration team staff, made up of RBK housing officers and the Countryside project team. This enabled staff closely involved with the regeneration to be present and available to the community on a day to day basis. This has enabled staff as closely involved with the regeneration as possible and specifically to be present and available to the community on a day to day basis.

The hub was also developed into a permanent exhibition with the latest designs and includes a 3D model of the proposed masterplan. This provided residents and neighbours the opportunity to visit staff, discuss their concerns, and ask questions about the regeneration of the estate, as well as visit a model show kitchen and bathroom in Stage 3. In addition to being open daily during the week, the hub was also open late evenings and on weekends during key events to enable residents to visit the exhibition and meet staff.

4.2. METHODOLOGY

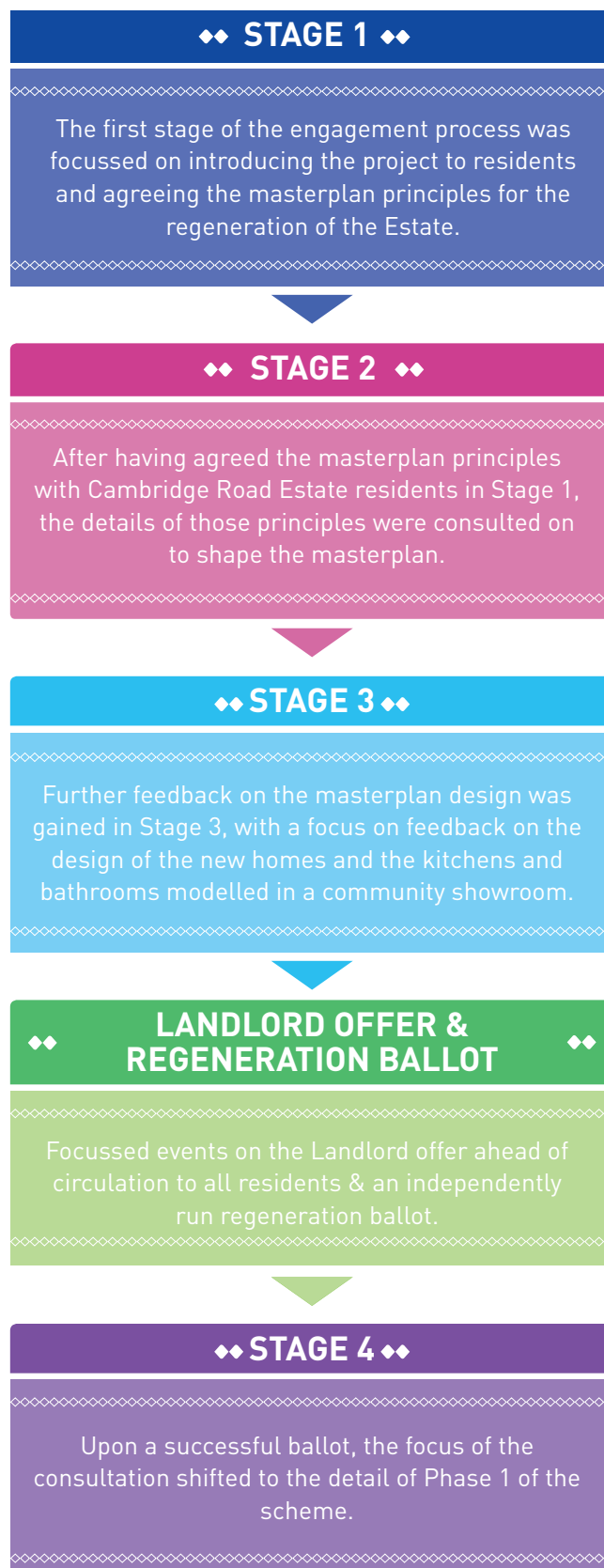
The engagement process was split into four stages and during each stage, a range of engagement events were held. Each stage included a public exhibition where the latest designs were presented, and community feedback was invited. Throughout the process, we also retrieved feedback on the engagement programme and tools which were often adapted to respond to residents' and neighbour's needs.

Communications, such as newsletters, flyers, posters and banners, emails and website updates were used at each stage to share upcoming event dates, invite the community along to be part of the conversation and share a summary of the feedback received to date.

The engagement process focussed on acquiring feedback and contribution on the design of new homes, community facilities, and public open spaces in the masterplan.

Throughout the engagement process, a variety of consultation tools were used to provide a range of ways for residents to get information, be involved, and give feedback. These tools ranged from initial stakeholder mapping research to identify key people and groups in the local area, to running public workshops where the community were invited to input into the design of each element of the masterplan.

Each tool employed during the process is detailed below. A logo and graphic identity were developed for the Cambridge Road Estate redevelopment programme which was used consistently throughout all communications and media to ensure the community recognise the materials and events.



4.3. ENGAGEMENT TOOLS

STAKEHOLDER MAPPING AND DATABASE

At the outset of the programme we undertook a mapping exercise to identify key stakeholders in the local area. From this initial desk research, we were able to build a database of key businesses and organisations that would be relevant to the project moving forward. The database was separated into a number of categories including: resident groups/associations, faith groups, arts and culture, education, and political. The database was also added to following each engagement event as community members signed up to receive notifications throughout the engagement process.

WEBSITE, EMAIL, PHONELINE

At the beginning of the engagement process we set up a website (www.cambridgeroadestate.com) which included key information about the redevelopment, upcoming engagement events and ways to contact the project team to find out more information. A dedicated email address (creregen@kingston.gov.uk) and phonenumber (0800 304 76 33) were also set up and in operation for the duration of the project, with emails sent to our stakeholder database prior to the events for each stage.

NEWSLETTER, FLYERS AND POSTERS

A number of communication tools were used throughout the engagement process to spread awareness of the Cambridge Road Estate redevelopment and share information on upcoming engagement events. A newsletter was produced and was distributed at each stage sharing findings from the previous stage and notice of upcoming events. Flyers were distributed to the estate and surrounding areas (where relevant) about 1-2 weeks before the events commenced for each stage of engagement, reaching approximately 800-1,000 properties. The distribution areas for the newsletters and flyers can be viewed at Appendix 7.1. Large posters and banners were also displayed on the estate leading up to the events for each stage. Text message communications were circulated ahead of events.

ONE-TO-ONE MEETINGS

Following the stakeholder mapping exercise, we approached a number of organisations who were within close proximity to Cambridge Road Estate or had pre-existing links to the estate/local community. In total, we held ten one-to-one meetings during Stages 1 and 2. The purpose of the one-to-one meetings was to introduce ourselves and the upcoming engagement programme, find out more information about the organisation and any pre-existing links they had to Cambridge Road Estate, and find out their issues and aspirations for the area.

PUBLIC WORKSHOPS

Our engagement process involved six public workshops with the estate residents and neighbours. These workshops enabled residents to engage in more depth of specific design themes: the design of new homes, community facilities and gardens, play spaces and streets including what types of activities could take place.

YOUTH WORKSHOPS

Throughout Stage 1 four workshops were held with 18 young people to help them understand and influence proposals to build new homes, play spaces, streets and facilities on their estate.

WALKABOUTS

As part of the youth and public workshops we included a walkabout element. The purpose of walkabouts was to encourage conversations about certain elements of the existing estate such as play spaces, open spaces, courtyard design and wayfinding whilst being stood in the physical space.

RESIDENTS AND NEIGHBOURS MEETINGS

Specific sessions were held with resident and neighbouring resident groups on a regular basis to share information and feedback to these groups.

SITE VISITS

CRE residents were invited on a free tour of one of Countryside's current regeneration schemes, Acton Gardens. This gave them the opportunity to see what the new homes, community facilities and neighbourhood could be like. The visits were scheduled on weekdays, weekends, mornings and evenings, and accessible vehicles were hired to accommodate any residents who wished to attend. The regeneration team accompanied visits to talk to residents and answer their questions.

OUTREACH: ESTATE POP-UPS, DOOR KNOCKING AND PHONE CALLS

The purpose of this outreach was to engage with residents who had not been reached through other engagement tools and between events.

The team would 'pop-up' around building entrances or key locations where residents were walking to and from so as to reach as many people as possible, and have flyers/newsletters on hand to share with people and help engage in conversation.

The door knocking involved the team making their way around the estate, knocking on each door in pairs to check in and see how each resident feels about the proposed regeneration, and if they have any questions or require further information. A record was kept of the flats/blocks visited, residents spoken to, and their feedback.

CRE residents were also contacted via phone. The purpose of this was to understand whether each household was up to date with the proposed regeneration plans, consultation process and ballot.

PUBLIC EXHIBITIONS

At each stage, a public exhibition was held where up to date designs for the masterplan were exhibited. Each exhibition lasted two days and provided an opportunity for the estate residents and neighbours to view designs for residential buildings and their layouts, the public park, public realm and ground floor unit uses. Translation services were arranged for public exhibition events.

Information was displayed on large foam boards but also in interactive formats including, 3D touch screen walk-through of Acton Gardens, models for typical layouts of all homes and samples of finishes eligible residents could choose from. A showroom was installed where residents could drop-in anytime to see and comment on full-size examples of a bathroom and kitchen that could be built in the new homes.

The showroom featured an interactive screen so that residents could take a virtual tour of a home at Acton Gardens.

At each exhibition, we encouraged the community to submit feedback via a feedback form, all of which were collated and analysed. The feedback was included in a stage report which was submitted to Patel Taylor to assist with the development of their proposals.

TADLOW HUB

The Cambridge Road Engagement team, made up of RBK housing officers and the Countryside project team moved into a vacant property on the ground floor of Tadlow House on the estate which also served as a permanent exhibition of the latest designs and includes a 3D model of the proposed masterplan. The regeneration office was situated adjacent to the exhibition. This provided residents and neighbours the opportunity to visit staff and discuss their concerns and ask questions about the regeneration of the estate, as well as visit a model show kitchen and bathroom in Stage 3.

VOX POPS

Video recordings of shorts interviews with residents were carried out at different stages of the project. In the early stages, the interviews were focussed on residents' experiences of living on the estate and their aspirations for the regeneration. At exhibitions in the later stages, the interviews were carried out to record residents' and neighbours feedback on the proposals they had viewed. All of the vox pops were edited and shared via the CRE communication channels and at events.

4.4. SCHEDULE OF ENGAGEMENT

DATE	EVENTS/COMMUNICATIONS
ONGOING ENGAGEMENT	
19.05.19	
18.06.19	
29.07.19	
14.08.19	
19.08.19	
11.09.19	
18.09.19	
25.09.19	
28.09.19	Acton Gardens site visits
21.11.19	
27.11.19	
10.12.19	
30.01.20	
11.02.20	
22.02.20	
25.02.20	
07.03.20	
STAGE 1 ENGAGEMENT	
Communications	
-	Website launched
04.06.19	835 x Newsletter 1 distributed on CRE sharing Stage 1 event details
15.06.19	1013 x Letters distributed to neighbours
17.06.19	836 x Flyers distributed on CRE for Replay Session 1
00.00.00	Posters displayed around Cambridge Road Estate sharing Stage 1 event details
00.00.00	Emails/letters to stakeholders inviting them to meetings
Engagement Events	
25.02.19	Resident Steering Group Meeting
25.03.19	Resident Steering Group Meeting
00.04.19	Youth Panel meeting
00.04.19	Youth Panel meeting
29.04.19	Resident Steering Group Meeting

DATE	EVENTS/COMMUNICATIONS
00.05.19	Youth Panel meeting
00.05.19	Youth Panel meeting
18.05.19	First public exhibition - day 1
20.05.19	First public exhibition - day 2
03.06.19	Resident Steering Group Meeting
10.06.19	Estate pop-up
18.06.19	Estate pop-up
18.06.19	RSG Meeting
27.06.19	Replay session 1
10.06.19	Design of new homes
13.06.19	Design for the community facility (2 sessions)
15.06.19	Design of public and open spaces
25.06.19	Estate pop-up
1 to 1s	
RBK School / stakeholder engagement	
20.09.19	King Athlestan
26.09.19	Kings Oak
16.10.19	Kings Oak
23.10.19	Kings Oak
25.09.19	St Joseph's
01.10.19	St Joseph's
03.10.19	St Johns
15.10.29	St Johns
16.09.19	Coombe Boys Secondary
28.10.19	Coombe Girls Secondary
-	Hollyfield Secondary
18.10.19	Fulham Football Federation
27.06.19	Mind Kingston
-	Bull & Bush Hotel
-	Kingston Residents Scrutiny Panel
26.11.19	Archway Parish Rooms

DATE	EVENTS/COMMUNICATIONS
14.10.19	Islamic Resource Centre Kingston
17.10.19	Norbiton Scout Group
-	KRiSP - Kingston Residents' Scrutiny Panel
25.07.19	Refugee Action Kingston
STAGE 2 ENGAGEMENT	
Communications	
01.07.19	837 x Newsletter 2 distributed on CRE
02.07.19	1013 x Flyers distributed to neighbours
21.09.19	835 x Flyers distributed on CRE for replay sessions
Engagement Events	
02.07.19	Estate pop-up
09.07.19	Estate pop-up
09.07.19	Neighbours Forum Session
12.07.19	Door knocking (RBK)
14.07.19	Beach Day and Public Exhibition
15.07.19	Public Exhibition
17.07.19	Your new homes, kitchens, bathrooms
18.07.19	Your new community centre, how it might work
20.07.19	Your new parks, play areas, streets and security
29.07.19	Resident Steering Group Meeting
06.09.19	Replay session 2
STAGE 3 ENGAGEMENT	
Communications	
21.01.20	836 x Flyers distributed on CRE for exhibition
29.01.20	836 x Flyers distributed on CRE for ballot
00.08.00	Flyer distributed sharing Community Showroom event details
13.11.19	Flyer distributed sharing Landlord Offer event (myth buster) details
Engagement events	
02.09.19	Resident Steering Group Meeting
09.09.19	Community Showroom Launch
27.09.19	Community Showroom Open Day
30.08.19	Information Session for residents of Registered Providers
07.10.19	Resident Steering Group Meeting
24.10.19	Resident Steering Group Meeting (Sustainability Session)
09.10.19	Refugee Action Kingston
13.11.19	Resident Steering Group Meeting

DATE	EVENTS/COMMUNICATIONS
Door Knocking	
00.06.19	Door knocking
00.09.19	Door knocking
05.11.19	Door knocking
06.11.19	Door knocking
08.11.19	Door knocking
14.11.19	Door knocking
21.11.19	Door knocking
22.11.19	Door knocking
27.11.19	Door knocking
28.11.19	Door knocking
LANDLORD OFFER & REGENERATION BALLOT	
04.12.19	Landlord Offer Drop-in event
07.12.19	Landlord Offer Drop-in event
11.12.19	Landlord Offer Drop-in event
12.12.19	Landlord Offer Drop-in event
14.12.19	Landlord Offer Drop-in event
16.12.19	Resident Steering Group Meeting
17.12.19	Women of CRE
08.02.20	Ballot Exhibition - Day 1
10.02.20	Ballot Exhibition - Day 2
24.02.20	Voting opened
18.03.20	Voting closed
23.03.20	Ballot outcome announced
Door Knocking	
00.01.20	Door knocking
00.02.20	Door knocking
00.03.20	Door knocking
STAGE 4 ENGAGEMENT	
Communications	
16.07.20	Journey map letter circulated
06.08.20	1,900 x Phase 1 consultation booklets delivered to CRE residents and neighbours
Engagement Events	
21.05.20	Residents Steering Group Meeting (virtual)
28.05.20	Sunflower Street Residents Association Meeting (virtual)
06.08.20	Masterplan and phase 1 consultation (printed)
12.11.20	Sunflower Street Residents Association Meeting (virtual)

5

FINDINGS & RESPONSES

At each of the four stages of the engagement process, estate residents and estate neighbours had an opportunity to feedback on both the consultation process and the proposed masterplan. The feedback was incorporated into stage reports and submitted to Patel Taylor to assist with design development.

The key themes consulted on were embedded within the design process and subsequently Patel Taylor and the JVP responded to each theme noting how the design proposals have developed and responded to the feedback received.

This chapter gives a detailed account of each event that took place throughout the four stages of the projects, the key feedback themes identified throughout the engagement process and the responses provided to each theme.



5. FINDINGS AND RESPONSES

5.1. STAGE 1 ENGAGEMENT

PURPOSE OF STAGE 1

Stage 1 of the four-stage engagement process focussed on introducing the project to Cambridge Road Estate residents and agreeing the masterplan principles for the regeneration of Cambridge Road Estate.

The aims of Stage 1 were to:

- Build relationships with residents and introduce the team
- Build awareness and understanding of the proposals, consultation, and ballot
- Encourage residents to get involved in the engagement process
- Identify areas of interest, topics, themes (through activities on the day)
- Introduce the CRE hub as a constant point of contact

STAGE 1 ENGAGEMENT EVENTS



ONE-TO-ONE MEETINGS

Schools engagement

Fulham Football Federation

Mind Kingston

Bull & Bush Hotel

Kingston Residents Scrutiny Panel (KRiSP)

Archway Parish Rooms

Islamic Resource Centre Kingston

Norbiton Scout Group

Refugee Action Kingston



GROUP MEETINGS

Resident Steering Group Meeting



WORKSHOPS

4 Youth Panel meetings

Design of new homes

Design for the community facility

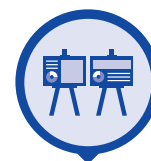
Design of public open spaces



OUTREACH

Estate Pop-ups

Doorknocking



EXHIBITION

2-day Launch & Public Exhibition



ONE-TO-ONE MEETINGS

82 groups/organisations on the estate (26), in the consultation boundary (13) or in the wider area (45) were identified and invited for a meeting through e-mail. The purpose of the meetings was to introduce the team and the upcoming engagement programme, find out more information about the organisation and any pre-existing links they had to Cambridge Road Estate, and find out their issues and aspirations for the area.

18.10.19 Fulham Football Federation

COMMUNITY FACILITIES

- Strong knowledge of youth on estate, and believes they currently lack a real community centre or youth club to hang out at.
- Strong ideas/input into design of public spaces and community centre.

27.06.18 Mind Kingston

COMMUNITY FACILITIES

- Used to have a drop-in session on the estate and consider regeneration could be a trigger for anxiety as typical of issues they deal with that can cause mental health problems related to housing/neighbourhood concerns.
- See regeneration as a long-term benefit to mental health given current poor housing and neighbourhood issues.

Bull & Bush Hotel

RETAIL

- Owner was under the impression that the hotel would be re-provided for within the regeneration, but concerned as this is not shown on draft masterplan. Interested in any potential retail units in redeveloped estate.

Kingston Residents Scrutiny Panel (KRiSP)

CONSULTATION PROCESS

- Concerned about leaflets/communication (misinformation) from opposition campaign groups causing concern among residents.
- Generally supportive of regeneration and consultation process.

26.11.19 Archway Parish Rooms

COMMUNITY FACILITIES

- Concerned that the Archway Parish Rooms not being included within the regeneration boundary line does not acknowledge the spiritual aspect of community, and particularly if this community is going to increase significantly in size and would likely place additional use/pressure on the church to support the increase of residents.
- Would like clarification over the role of the Church in the regeneration scheme.

25.07.19 Refugee Action Kingston

CONSULTATION PROCESS

- Discussed a range of options for next steps, including having a plain English flyer translated, having an information table at an upcoming event facilitated by RAK, and providing a tour of the hub for RAK clients.



OUTREACH

18.05.19 Day 1

20.05.19 Day 2

OVERVIEW

Over a period of five weeks, each Tuesday afternoon from approximately 3pm - 6pm representatives from Soundings and RBK spent time around building entrances, balconies and other key locations on the estate in order to reach residents coming and going.

Conversations were focussed on being informal, rather than actively questioning residents, and instead used to speak to people about the consultation process and upcoming events, having flyers and newsletters on hand if people had not already received them.

Total number of people engaged: 67

- Generally, we spoke to a mixture of residents who ranged from knowing nothing, to a little, or a lot about the regeneration and consultation process. By the final week of pop ups however, progress was noted whereby many people spoken to were well aware of the consultation process, and that many had attended previous events.



GROUP MEETINGS

25.02.19 Resident Steering Group Meeting 1

OVERVIEW

The first meeting for engaging a representative group of CRE residents involved a presentation with the following agenda items: resident engagement; community newsletters; Devonshire Solicitors; procurement and ballot update; update on ITHA procurement; and masterplanning on designing the homes and public realm. Due to the time constraints, it was agreed that the second half of the session with resident feedback would take place at the next meeting.

Total number of RSG members engaged: 7

- No feedback

25.03.19 Resident Steering Group Meeting 2

OVERVIEW

The meeting had the following agenda items: procurement and ballot update; update on ITHA procurement; and capacity building on building strong communities. These topics were presented to RSG members followed by a workshop session on Capacity building on building strong communities: The five keystones and how you put them into practice.

Total number of RSG members engaged: 8

CONSULTATION PROCESS

- RSG member wanted to know how the Council will be involving residents with disabilities and learning difficulties and ensure that residents are not being coerced. RBK officer explained that the Council will be working with support organisations and will be visiting residents in their homes. Information will be accessible.

29.04.19 Resident Steering Group Meeting 3

OVERVIEW

The meeting had the following agenda items: procurement; resident ballot; PPCR; engagement programme; and community board. It was confirmed that the decision to appoint Countryside was ratified at the full council and that Countryside would be invited to attend the next RSG meeting.

Total number of RSG members engaged: 8

BALLOT

- There was a discussion on the ballot question, as some members did not like the wording agreed at the SHAP committee. It was stated that it needed to be balanced and that ERS had stated at the SHAP meeting that they had originally suggested 'do you support the council's plan of the regeneration on your estate'. Norbiton ward councillor stated that residents had seen the two options for the question at the public meeting, before the wording had been agreed by the Council. It was raised that the question did not include the term 'regeneration'. It was agreed that messages needed to be clear and transparent so residents understood what they were voting on.

CONSULTATION PROCESS

- RSG member asked how they would be dealing with language barriers and disabilities. PPCR rep stated that they are collecting language issues through the door knocking, and they would arrange home visits with interpreters.
- RSG member felt that there should be an event between the second and third exhibitions, so there is a chance to feed back and makes changes. It was agreed to have sessions after each stage of the programme.
- It is suggested that there be an obligation to consult the Community Board as standard on board reports. The makeup of the board has to be discussed and it is suggested that the board needs to represent the tenures, and include ward councillors.

03.06.19 Resident Steering Group Meeting 4

OVERVIEW

The meeting had the following agenda items: review of the community day; PPCR monitoring report; community board/RSG; and second exhibition and 50th Anniversary celebration.

Total number of RSG members engaged: 8

INFRASTRUCTURE

- RSG member asked about infrastructure. Countryside needs to undertake detailed impact assessment and work with the transport network and availability, which is currently being commissioned. Some parts have been done e.g. sewerage. Council has an infrastructure delivery plan but needs to be updated for this programme and masterplan design. Highway surveys approximately end of July (data),
- RSG member asked a question about local K buses. The plan includes bus access (roads designed to loop in and out), but delivering buses into the estate requires TfL decision.

CONSTRUCTION

- RSG member stated that those working from home may be most disturbed. Soundings responded that there is a plan to meet with neighbours to discuss this and help minimise it. RSG member said that some neighbours to CRE have only just been informed. Soundings confirmed that priority has been to CRE residents on the estate to date, that this is the start of the process and will be giving more information to the wider neighbourhood.

CONSULTATION PROCESS

- RSG member commented on the number of CRE/neighbours at the event. Confirmed that Tadlow Hub has been refurbished and open for residents, outreach onto the estate by Soundings and RBK will commence next week alongside pop-ups, word of mouth, and align with other activities to catch people, school drop off times.
 - Norbiton ward councillor recommended knocking on residents doors to deliver information.
 - RSG member queried whether any negative responses at the event. It was reported that height and density of buildings and the process were the questions/concerns, but that most residents that came along were open and wanted more detail. Regeneration is generally positive from neighbouring streets but they had questions on disturbance.
 - RSG member updated on the 'recruitment' event and confirmed that interested residents (from the community day) have been invited to the next RSG meeting.
 - RSG member suggested residents should be at the centre of the planning and has offered ideas on themes and activities.
-



WORKSHOPS

00.04.00	Youth Panel Meeting 1
00.04.00	Youth Panel Meeting 2
00.05.00	Youth Panel Meeting 3
00.05.00	Youth Panel Meeting 4

OVERVIEW

ZCD Architects ran four sessions with young people from CRE to analyse four spaces within the neighbourhood exploring how their feelings about safety shift after dark along with more nuanced observations about connectivity.

By the end of the four sessions they were able to provide the young people with the skills that they need to potentially continue their involvement on the project and help meaningfully shape the masterplan and layout of the estate.

Total number of young people engaged: 18

- Total number of residents engaged: 10
- Total number of non-estate residents engaged: 8

NEW HOMES

- Of the eleven responses to a question asking where young people's favourite place to hang out in the area, only three were indoors 'at home'.
- Stairs, lifts, bikes and bin areas were mentioned nine times as the worst places on the estate. Two of the responses were the tower blocks; Madingley and Brinkley and two were more personal 'my area' and 'near Z's house'.
- Stairs, lifts, bikes and bins are vertical circulation and ancillary spaces. The layout and siting of these spaces is critical, but are often tucked away and unsafe. Young people are highly sensitive to this kind of poor planning, they need to use these spaces frequently. Phased development can have a further negative impact in the same way, as connecting routes become convoluted and poorly overlooked.

GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM

- Of the eleven responses to a question asking where young people's favourite place to hang out in the area, three were the J Pitch, two were Cambridge Gardens, two were Kingsmeadow and one a friend's yard.
- There were eleven responses about their favourite memory growing up in the area, five were about sport - playing in the J Pitch (one in the dark!) or playing football. One was a game called 'manhunt' which can be played around the estate. There was one memory about the park, one about the youth club and one about a sports club. Only two were 'indoors' - one was being at home and one was moving house.
- Cambridge Gardens and Kingsmeadow are spaces nearby and show that young people value external spaces in their local area and are not restricted to their own estate.



EXHIBITIONS

18.05.19 Day 1

20.05.19 Day 2

OVERVIEW

The launch exhibition events were held as a fun day for residents with food, activities and information stalls concentrated around the community hub, with satellite signs and activities throughout the estate. The purpose was to introduce the team and the project to residents and neighbours with activities for all ages.

Total number of people engaged: 186

- Total number of residents engaged: 89
- Secure tenant: 32, Temporary: 3, Unknown: 54
- Total number of non-estate residents engaged: 88
- Uncategorised: 9
- Total number of feedback forms: 80

CONSULTATION PROCESS

- Estate residents were very interested in the housing offer, timelines, phasing and decant options with less focus on the masterplan design
- Residents were interested in understanding the phasing options and timelines, and the process for residents that want to stay on the estate and for those that would like to move elsewhere
- Estate neighbours were more interested in the masterplan design and public spaces
- Many residents had limited understanding of the regeneration plans and next steps
- Many were broadly positive about regeneration, depending on the housing offer
- Many were unclear about the ballot process

NEW HOMES

Residents were interested in details and designs of new replacement homes, key interests included:

- Typology and size of buildings (many feel that current sizes are quite generous)
- Heights and distribution - concerns about height of mansion blocks along Vincent road and close proximity of block B to existing houses
- Tenure-specific queries : secure tenants (design of replacement homes and service charges); leaseholders (valuation and prices,alternative options to staying on the estate) . Options for disabled people / access
- Energy and the associated costs

GARDENS, PLAY SPACES AND STREETS

- Neighbours were concerned about traffic impact, construction and noise, sunlight, and pressure on infrastructure
 - Green spaces - positive feedback, interest in ecology and biodiversity, preserving trees, providing different uses such as play, sport and relaxation, retaining Madingley Green and memorial tree.
 - Parking provision for residents and the wider area - Interest to understand parking provision for residents and wider area
 - Traffic - concerns about increase in traffic and queries about public transport improvements. Rat runs are concern.
-

5.2. STAGE 1 ENGAGEMENT RESPONSE

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
NEW HOMES	<p>Residents were primarily interested in housing offer, timelines, phasing and decant options.</p> <p>Specific interest in details and designs of new replacement homes.</p>	<ul style="list-style-type: none"> • Further workshop and events were focussed on clarifying the housing offer. • The phasing strategy and timelines were consulted on so that they could be developed taking into account to resident needs and aspirations. • A dedicated housing team was able to hold one-to-one meetings with households to discuss their housing offer queries.
COMMUNITY FACILITIES	<p>Specific groups met during the one-to-one meetings were keen to know how they could be involved in developing the proposals for community facilities.</p>	<ul style="list-style-type: none"> • Workshops focussing on the community facilities invited people to come together to discuss the community facility design and programme of activities in detail.
GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM	<p>Estate neighbours were interested in the public open spaces and how the designs would encourage ecology and biodiversity and protect existing wildlife.</p>	<ul style="list-style-type: none"> • An ecologist was appointed to help consider how existing ecology could be enhanced and how to provide new wildlife habitats.

5.3. STAGE 2 ENGAGEMENT

PURPOSE OF STAGE 2

Having consulted on the agreed the masterplan principles with Cambridge Road Estate residents in Stage 1, the details of those principles were explored with residents.

STAGE 2 ENGAGEMENT EVENTS



GROUP MEETINGS

Resident Steering
Group Meeting

Neighbours Forum
Session



WORKSHOPS

Your new homes,
kitchens and bathrooms

Your new community
centre, how it might
work

Your new parks, play
areas, streets and
security



OUTREACH

Estate Pop-ups

Door knocking



EXHIBITIONS

50th Celebrations and
Public Exhibition

Public Exhibition

Replay Session 1



GROUP MEETINGS

09.07.19 Neighbours Forum Session

OVERVIEW

The purpose of the meeting was to respond to concerns raised by neighbours of the CRE during Stage 1 engagement, to present our thinking on how these would be addressed and to ask for their input, thoughts and ideas.

Total number of people engaged: 11

MASTERPLAN, HEIGHTS AND DENSITY

Proposals

- Higher buildings are located to north of the site so there will be lesser impact of loss of sunlight on neighbouring homes
- Masterplan proposes 13 storeys along Cambridge Road edge and the mass of buildings in the centre of the site
- Marker buildings located around sites edge and are a slightly different shape/design to others and help viewer orientate themselves
- Ely Court is planned to be demolished to make way for a more comprehensive masterplan
- Space for retail use along Cambridge Road
- Masterplan design is an iterative process

Response

- Concerns that housing placement is too close and too high behind neighbouring homes on Rowlls Road
- Concern about Victorian Cottages on Vincent Road looking at 8 storey blocks, and estate residents will be able to look into neighbouring gardens
- Concerns that what the masterplan currently proposes is too dense and high and does not fit within context of the local area

STREET LAYOUT

Proposals

- Currently investigating options to avoid rat running on the estate
- Streets to have walking and cycling emphasis and traffic calming interventions
- Discussions happening with Transport for London about establishing a bus route through the top right of estate

Response

- Concerns from neighbours that Piper Road is currently a quiet crescent, and this potentially becoming a main through route
 - Concerns that a shortage of car parking on the estate will spill onto neighbouring streets
-

SOCIAL INFRASTRUCTURE

Proposals

- Archway Parish Rooms and Hawks Road Clinic to stay as is, as these sit outside of regeneration boundary
- NHS have not currently been involved in regeneration plans, but there may be an opportunity for future alignment if they plan to upgrade the Hawks Road Clinic
- Bull & Bush Hotel included within the regeneration boundary
- Community centre to be provided and located on the north side of the site, to replace Piper Hall

Response

- Concern that an increase in residents will put pressure on local services, including health, education and utilities. A detailed assessment is being carried out and will inform the planning application if the estate residents vote yes
- Concerns that a school is not incorporated into the masterplan, however this is iterative and demand/capacity can be determined as plans progress

ECOLOGY

Proposals

- Ecology company 'Greengage' employed to carry out a primary ecological assessment
- A number of mature trees which currently exist on the site will be retained, including the Willow outside Piper Hall

Response

- Concerns about a protected Poplar tree in the car park behind the Council housing office - will this remain?
- Feel that the masterplan design encloses green space, whereas current design is open and you can walk through the estate and enjoy it
- Currently the public spaces are able to be shared by non-estate residents, concern that the masterplan design does not encourage this
- Comment that Acton Garden feels sterile and barren
- Comment that there are ecological processes and priority species on the current estate that have not been taken into account or acknowledged
- Interest in having an ecological focussed workshop, with ecologist and landscape architects

CONSTRUCTION

- Construction impacts are required to be mitigated as outlined in planning permission and published beforehand, and includes; routes; hours; environmental requirements; communication; appearance and condition of surrounding roads; and keeping popular routes intact.
- Countryside are a member of the considerate constructors scheme

- Construction management plan will be developed for each phase of construction with performance indicators
- Quickest start date is Spring 2021 and with a timeframe of 10 - 15 years to complete
- Construction phasings are self-contained to reduce the feeling of living on a constant construction site
- Phase 1 could take approximately 2-3 years
- Access routes for phase 1 are still be developed - opening the road at the top of the estate near Hawks Road Clinic suggested
- Each phase of construction to be a finished piece, and phasing to work eastwards
- Tower blocks would come down from phase 2 onwards.

OTHER POINTS

- Estate residents are currently being guided through the regeneration process, with Council officers identifying specific needs and community structures. The phased construction process and one move aspiration to revolve around residents housing needs
- Once the estate is built, Royal Borough of Kingston will remain the freeholder of the site, but maintenance responsibility is yet to be decided.

29.07.19 Resident Steering Group Meeting

OVERVIEW

The meeting had the following agenda items: resident engagement; masterplanning update; summer programme; PPCR report; Landlord offer; and communications update.

Total number of people engaged: 7

CONSULTATION

- RSG member asked about the percentage of the estate that have engaged so far. Soundings rep said will be looking at this and have seen an increasing number of new residents attending the session.
- RSG member noted the hard work that residents put into the 50th event. It was discussed and agreed by all that the impact of resident involvement in the masterplanning should be visualised so their contribution is clear.
- RSG member suggested the Acton Gardens trip could be filmed and put this on the website. CS rep said following up on RSG idea they are installing a demonstration kitchen and bathroom and a touch screen to be able to look at apartments furnished and unfurnished and will also do some short videos and perhaps interviews with Acton Gardens visit. RSG member said could you do 3D on the phases rather than paper print to be able to visualise how it happens.
- RSG member asked about language barriers and RBK responded that often residents have someone that does this for them.
- RSG member asked about discussions with residents and PPCR confirmed that their approach is to encourage residents to gather the information they need to make an informed choice.

-
- RSG member asked about Ely court residents - RBK officers are having discussions with their landlord Clarion and looking at the options.
 - PPCR gave an overview of their next steps and have reviewed data and will focus on the lower turnout areas.
 - RBK officer gave a leaflet out and explained the thematic approach to communications and campaign approach: a range of myth-busting and providing information. RBK officer asked for feedback from RSG about information residents need and other methods so that they are accessible. RSG member asked about the wording - it was confirmed that this is high level but the next versions will elaborate on the information. RSG member commented on the design of the document and ways to make it more personal. RBK will be writing to residents alongside this and will be tenure specific and will share with RSG to review the letters
 - RBK officer asked RSG about new members to the group. RSG member said there are sub groups which might offer an alternative route. It was unanimously agreed that the RSG Core group should be for CRE residents.
 - RBK officer asked RSG if they would want to shape the agenda so that the meetings reflect the areas they want to hear about and discuss. RSG agreed.

PHASING AND CONSTRUCTION

- RSG member asked about arranging the removal companies and RBK officer said we will show residents what the package (support and options) is for residents so that they know more.
 - RSG member asked about two parts of Phase 1 and the community centre. CS rep explained that 1a and 1b do slightly different jobs and will overlap in start time in order to signal work has commenced and to provide new homes for residents to minimise disruption for people so can move phase 2. Will have to provide a temporary community facility.
 - RSG member talked about concerns about Madingley Green as a community asset and central area for future estate. CS rep said that Madingley Green is being retained in the scheme and this illustrates why resident input into the design is so important.
 - RSG member worried that it will increase the disruption. CS rep said this is why they will have very good construction management and detailed plans for vehicles and staff. Noise reduction methods will be used such as monarflex and stages well planned to minimise any impact through considerate site management. Residents had a bad experience with the student site and CS rep said this wasn't acceptable. Planning permission will have stringent conditions and work will be strictly managed.
 - RSG member wanted a promise about construction times and days and automatic communication to residents if there are changes. It was suggested that this will be covered in the landlord offer.
-



OUTREACH

18.06.19	Estate pop-up event
25.06.19	Estate pop-up event
02.07.19	Estate pop-up event

OVERVIEW

Over a period of five weeks, each Tuesday afternoon from approximately 3pm - 6pm representatives from Soundings and RBK spent time around building entrances, balconies and other key locations on the estate in order to reach residents coming and going.

Conversations were focussed on being informal, rather than actively questioning residents, and instead used to speak to people about the consultation process and upcoming events, having flyers and newsletters on hand if people had not already received them.

Generally, we spoke to a mixture of residents who ranged from knowing nothing, to a little, or a lot about the regeneration and consultation process. By the final week of pop ups however, many people spoken to were well aware of the consultation process, and had been to previous events.

Total number of people engaged: 67

CONSULTATION PROCESS

- Varying levels of understanding of the regeneration plans; some had attended or intended to attend engagement events while others were not aware of the process.
- Some very positive about the regeneration plans.
- A few unhappy residents regarding the regeneration plans
- Requests for translators; Turkish, etc.
- Residents and neighbours added to the database to be contacted about the regeneration plans.
- Arranged meetings with the Housing Landlord Services.

COMMUNITY FACILITIES

- Suggestion for re-opening the Surrey Leisure Centre and providing space for music/film studios, function rooms and gym facilities.

GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM

- Query about re-introducing car parking permits for residents on the estate was raised.
-



OUTREACH

Various dates Door knocking

OVERVIEW

Door knocking was aimed at talking to residents about a range of topics related to regeneration to help shape the information and sessions that were being planned and to promote engagement opportunities.

Total number of people engaged: 393

- 614 doors knocked
- 193 Properties knocked 3 x or more

Total number of feedback forms: 281

- Non-resident: 1
- Non-resident leaseholder/freeholder: 1
- Resident freeholder: 10
- Resident leaseholder: 14
- Secure tenant: 212
- Temporary accommodation resident: 32
- Unsure: 11



DROP-IN EXHIBITIONS

14.07.19 Day 1

15.07.19 Day 2

OVERVIEW

Two drop-in exhibitions were held at Madingley Green as part of the Cambridge Road Estate 50th anniversary and in the Hub in July which took place on a Sunday afternoon and Monday evening. Information was displayed at these events on large exhibition boards.

This exhibition was focussed on responding to feedback raised during the first stage of engagement and providing more details on certain elements of the draft masterplan, such as building heights and construction phasing.

Total number of people engaged: 132

- Total number of residents engaged: 68
- Secure tenant: 21 Resident leaseholder: 5 Unknown: 42
- Total number of non-estate residents engaged: 30
- Uncategorised: 34
- Total number of feedback forms: 54

CONSULTATION PROCESS

- General support for the scheme
- Residents were happy with the opportunity to choose some design aspects of the new homes
- Query about how much will neighbours' concerns about the scheme be taken into account was raised
- Many comments happy with how helpful the team were and how well the event was organised
- Neighbours expressed issues with the maps presented supposedly being non-representative of current layouts and sizes

NEW HOMES

- Support for the choice of designs for homes
- Concern about heights
- Concern about fire brigade accessibility / fire safety measures
- Concern about placement of windows
- Separate kitchens preferred, especially for Indian families
- Query about availability of 4-bedroom homes
- Concern that the new homes will be smaller than the existing homes
- Support for modern feel and aesthetic of homes
- Particularly positive response to the proposed new safe play spaces for kids
- Neighbours ask that sufficient parking is provided so as not to negatively impact neighbouring roads
- Some requests for more green space which is not dedicated to play
- What leasehold flats and maisonettes are available?
- Happy with the storage provided in new homes
- Neighbours concerned about height of buildings on edges of estate - Piper Road and Rowlls Road, specifically about:
 - Natural light and privacy considered to be compromised
 - Buffers such as tree lines should be put in place to prevent a negative impact on neighbouring residents from the heights proposed

COMMUNITY FACILITIES

- Specific access and affordability requirements for the Scouts Group that currently use Piper Hall in the new community centre as they do not pay commercial rent in Piper Hall as it is a church facility; rely on a free facility
- The Scouts Group currently have a whole floor for storage of equipment and require easy access and secure storage
- The Scouts Group need safe play areas near the hall and need nearby parking facilities for minibuses and trailers
- Neighbour concerns about the funding and day to day governance of the community centre

GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM

- Residents happy with new communal areas for socialising between neighbours
- Residents support new safe play spaces for local kids
- Neighbour-specific comments:
- Support new safe play spaces for local kids
- Traffic and parking impacts on surrounding streets (especially Piper Road)
- Request for more and safer bicycle parking
- Respect private roads with the layout of the development
- Concerns about the traffic flow and safety around traffic
- Rat runs are a problem and the proposed layout and traffic calming measures do not seem sufficient to solve this
- Parking on Rowlls Road is an issue which needs to be alleviated
- Glad to see sustainability strongly considered
- Loss of trees - a grafted cherry tree on Piper Road in particular
- Would prefer that the open spaces are moved from the centre and closer to Piper Road for example
- Do not want to see the loss of trees, specifically would like the willow tree to remain and a preference for no London plains
- Open spaces should be pedestrianised and well landscaped

OTHER NEIGHBOUR-SPECIFIC COMMENTS

- Concern about height of buildings facing neighbours
- How will noise and dirt during construction be managed to not negatively impact the neighbours
- What will happen to the garages that people are renting on the estate?
- Where are the additional amenities i.e. schools, etc.



WORKSHOPS

Design workshops:

17.07.19	Your new homes, kitchens and bathrooms
18.07.19	Your new community centre, how it might work
20.07.19	Your new parks, play areas, streets and security

OVERVIEW

The second phase of design workshops, allowed for residents to go into further detail on each topic, based on the feedback received from the initial design workshops.

Total number of people engaged: 51

- Total number of residents engaged: 28
- Secure tenant: 11 Unknown: 17
- Total number of non-estate residents engaged: 6
- Uncategorised: 17
- Total number of feedback forms: 25

NEW HOMES

- How will construction traffic be managed?
- Dark kitchen worktop preferred
- Coloured tiles better for not showing dirt
- Some believe that there is not enough choice of colours for the bathroom tiles
- Some preference for no carpet in some cases due to allergies; plywood or vinyl suggested as an alternative
- Query about self-selection of materials paid for by the Council/developer and the resident pays the difference
- Some considered the mix and match approach to be restrictive
- Preference for tiles in the bathroom to be all one colour
- Query about being able to move from a ground floor property to a ground floor property in the new build
- Suggestions for larger balconies
- Request for all properties to be properly soundproofed

- Suggestion for the use of hempcrete in the construction
- Query about the choice of paint colour throughout the new home
- Request for a floorplan for a 3-bed home with a separated kitchen
- Other options on the tile board that are not available were often preferred e.g. Matt truffle
- Preference for a separate kitchen or a good extractor fan in the kitchen

COMMUNITY FACILITIES

- Concern about the lack of involvement of the parish rooms
- Current community centre not considered adequate for diverse needs
- Need enhanced environment for providing emotional, social and pastoral care
- Concern about public safety during construction
- Concern about mental health of residents

Suggestions included:

- Reading groups for confidence
- Printing and study facilities for students
- Spaces and activities suitable for special needs and disabilities e.g. sensory rooms/spaces
- Multi-cultural events
- Toddler play groups to help people meet their neighbours
- Most space for children to play near flats
- Boxing, judo, karate for young people and not just children - mixed age groups
- School breakfast club
- Community get togethers e.g. street parties
- Supplement outdoor gaming with indoor games (weather-dependent)
- Seating area for parents to watch children in the play area
- Open café space is better than coffee shop
- An internet café
- Tennis classes
- Try to deter ASB in seating areas
- Classes such as dance, exercise and DIY
- Science lab for experiments
- Live music / dance clubs for kids
- Shared raised beds

GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM

- Cambridge Gardens is a good precedent
- Cycle path alongside pedestrian paths
- Suggestion for a cycle hub / workshop

5.4. STAGE 2 ENGAGEMENT RESPONSE

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
NEW HOMES	That you would like options for open plan or separated kitchens.	
	That security is important and you would like to see security measures such as key fobs for buildings.	
	You would like to see more information about the options for your new homes in particular open plan or separated kitchens.	<ul style="list-style-type: none"> • Shown real life examples of the new homes and communal spaces • From our discussions with residents we have started updating the layouts of the new homes and shown how the layout of homes is being refined
	You like the layout of the houses, in particular the balconies and outdoor spaces.	<ul style="list-style-type: none"> • Bright homes with views to green outdoor spaces • 10% of all homes will be made wheelchair accessible
	You would like to know more about the quality of the new homes and communal areas and what they could look like.	<ul style="list-style-type: none"> • Every home will be built to high design standards • Every home will have its own balcony, terrace, or garden
	You would like to see more detail around the building heights and uses in relation to the neighbouring properties	<ul style="list-style-type: none"> • A mix of buildings for different locations • Shown all the locations of different types of buildings and their uses at the ground level • Showed indicative heights
	You wanted to know when existing homes would be demolished and when your new homes will be built	<ul style="list-style-type: none"> • Shown indicative phasing and timelines for the regeneration • In total the development may take around 10-15 years to build

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
NEW HOMES	You would like to understand how the new homes would be sustainable in the future and if the homes would be efficient to run.	<ul style="list-style-type: none"> • High quality sound insulation • Building orientation to maximize daylight and sunlight • Dual facing homes, maximizing daylight & natural ventilation • Minimal internal noise impacts from outside • Well insulated homes • Energy efficient homes • Photovoltaic cells that generate green energy from sunshine • High design standards • Electric car parking and charging points • Ground floor secure cycle parking • Energy efficient low carbon heating • Efficient energy saving ventilation systems • Highly efficient windows • Roof spaces used for photovoltaics
GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM	It's important to ensure safety and the feeling of safety during different times of day.	<ul style="list-style-type: none"> • A safe journey to your home: • Well-lit streets with clear sightlines • Active streets to play and relax • Homes overlook play areas & gardens • Key fobs to secure entrances • Traffic calming measures will be put in place
	Design and activities for outdoor public spaces should consider people of all ages.	<ul style="list-style-type: none"> • Level access for everyone.
	You would like to see special trees such as the memorial tree on Burrit road retained	<ul style="list-style-type: none"> • The masterplan layout has been developed to ensure that special trees are retained

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM	Avoid unused spaces. Make spaces on the new estate active and safe.	<ul style="list-style-type: none"> • New Open Spaces have been located to maximise informal surveillance and designed to maximise activity/usage. The scheme has also been subject to review by Secure By Design.
	You wanted to see more information about the types of green spaces and outdoor activity areas.	<ul style="list-style-type: none"> • Shown the types of uses considered for each of the new outdoor spaces.
	You would like us to learn from the existing estate which has 'unused spaces' and ensure new spaces maximize activity.	<ul style="list-style-type: none"> • Public spaces will be designed better • Higher quality and active uses • Every home benefits from their usable outdoor space.
	You would like to understand how new spaces compare to existing outdoor spaces on the estate.	<ul style="list-style-type: none"> • Shown how new spaces compare to existing outdoor spaces on the estate.
	You would like to see how pedestrians and vehicles move through the estate.	<ul style="list-style-type: none"> • Shown a drawing with walking and vehicle routes, and parking - around 900 parking spaces.
	You would like to understand parking numbers and locations.	<ul style="list-style-type: none"> • This has been communicated to residents as the masterplan has evolved
	You wanted to know what would be done to ensure safety at different times of day.	<ul style="list-style-type: none"> • This has been communicated to residents as the project evolved but we've sought to create a welcoming place that is active, therefore befitting from passive surveillance and supported by CCTV
	You wanted to see measures to avoid the new development creating rat runs (vehicles cutting through Cambridge Road Estate as a short cut) onto neighbouring streets.	<ul style="list-style-type: none"> • The streets and open spaces have been designed to avoid rat runs through the new development.
	You were interested in seeing more about how the new designs would encourage ecology and biodiversity and would like to understand what was being done to protect existing wildlife.	<ul style="list-style-type: none"> • Appointed an ecologist to help us consider how we can enhance existing ecology and provide new wildlife habitats.

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
GREEN SPACES, PLAY SPACES AND STREETS / PUBLIC REALM	<p>You wanted to know what environmental measures would be put in place to ensure the development is sustainable.</p>	<ul style="list-style-type: none"> • Shown examples of how the designs would encourage ecology and diversity • A variety of trees will be planted to enhance and encourage ecology and biodiversity • We understand the importance of retaining existing mature trees and incorporating them into the design • Biodiverse roofs combined with photovoltaics • Sustainable drainage systems • Rich species of native planting that will encourage biodiversity • Sensitive lighting in line with the Bat Conservation Trust • Bat and bird boxes within new buildings and on retained trees • Stag beetle loggeries within landscaped areas
COMMUNITY FACILITIES	<p>Celebrate the diversity and different ages of people on the estate</p> <hr/> <p>The community facilities need to be affordable and flexible to use.</p> <hr/> <p>You would like to look at types of activities and community initiatives that the new estate could provide</p> <hr/> <p>You would like to see a variety of activities like worship spaces, gym / boxing facilities, spaces to socialise and community kitchen in the community centre.</p> <hr/> <p>At the design workshops you told us that the community would be interested in finding out more about how they could be involved</p>	<ul style="list-style-type: none"> • A vibrant new space for everyone • Ongoing resident engagement in the design of the community centre

5.5. STAGE 3 ENGAGEMENT

PURPOSE OF STAGE 3

Further feedback on the masterplan design was gained in Stage 3, with a focus on feedback on the design of the new homes and the kitchens and bathrooms modelled in a community showroom.

STAGE 3 ENGAGEMENT EVENTS



ONE-TO-ONE MEETINGS

Refugee Action
Kingston
Landlord Offer Drop-ins



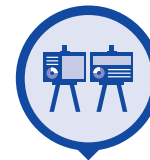
GROUP MEETINGS

Resident steering
Group Meeting (and
Sustainability Session)



OUTREACH

Door knocking



EXHIBITIONS

Community Showroom
Launch
Community Showroom
Open Day



ONE-TO-ONE MEETINGS

30.09.20 Information session for residents of Registered Providers

OVERVIEW

This was an information session where residents of Registered Providers on the CRE were able to come and talk to the team about the proposals and landlord offer for their tenure specifically. Although this was a targeted event, RP residents were part of communications and engagement events and able to contact or visit the team at any point.

Total number of people engaged: 5

Residents were taken around the exhibition boards and updated on the ballot and rehousing policy and options for residents of Registered Providers.

09.10.19 Refugee Action Kingston

OVERVIEW

Soundings partnered with Refugee Action Kingston (RAK), who has a well-established and regular presence on the estate, to engage with residents that may not have been involved in the consultation process so far perhaps due to language constraints and cultural concerns. A specific information session was advertised to homes on the estate who identified as having specific English as second language requirements, and also distributed by RAK to their clients and networks. Soundings presented an overview of the masterplan and consultation process, allowing time for different interpreters around the room to translate the information to attendees. There were five interpreters available who translated information into the following languages; Arabic, Punjabi, Tamil, Farsi and Pashtu.

Total number of people engaged: 14

- Total number of residents engaged: 7
- Total number of non-estate residents engaged: 7

CONSTRUCTION

- Common questions from this session related to the construction phasing timelines, and residents understanding which phase they were in, as well as understanding the options available for leaseholders.



ONE-TO-ONE MEETINGS

09.10.19 **Landlord Offer Drop-in**

OVERVIEW

Five sessions were held during the week, evenings and weekends to enable residents to attend. They were an opportunity to allow residents to ask questions and for the team to gauge their understanding on key aspects of the Landlord Offer.

Total number of residents attending: 61

- Number of secure tenants: 47
- Number of Freeholders / Leaseholders: 8
- Number of Temporary Accommodation tenants: 4
- Other: 2

Residents were also asked to complete a rehousing packing sheet list to enable the team to understand what support residents may require when moving home and to capture any individual household needs to inform the rehousing support package.

The team spoke with every resident so that support and information could be provided to ensure that every resident across tenures understood what the offer meant for their household and would be able to make informed decisions.



OUTREACH

Various dates **Doorknocking**

OVERVIEW

During November and December 2019, Soundings contacted Cambridge Road Estate residents initially via phone and then by door knocking on the estate. The purpose of this was to understand whether each household was up to date with the proposed regeneration plans and consultation process.

Total number of people engaged: 534 (households)

- Secure tenant: 309, Temporary Accommodation: 102, Housing Association: (Assured) 19, Private (PSL): 26, License: 5, Leaseholder: 32, Freeholder: 22, Not known: 19



GROUP MEETINGS

07.10.19 Resident Steering Group Meeting

OVERVIEW

The meeting had the following agenda items: ballot update; event feedback; resident and stakeholder engagement; landlord offer; and a PPCR update.

Total number of RSG members engaged: 6

BALLOT

- RSG member asked if the ballot extension (due to eligibility being extended to RP residents will push all the other dates and it was confirmed that it will shift but not shift by that much, and this is currently in discussion with GLA.

EVENT FEEDBACK

- RSG member raised the importance of managing expectations for show homes.

STAKEHOLDER ENGAGEMENT

- RSG member asked about discussions with the homeless support service to confirm that expectations are not raised.

LANDLORD OFFER

- RSG member asked about Landlord offer and whether a draft will come to RSG. RBK officer said she can't confirm at present and have taken account of the feedback from the Landlord Workshop sessions with the RSG. RSG member said Fed would like external feedback from partner Federation organisations. RSG member asked that this will come before the meeting so that it can be digested.
- RSG member suggested that themes sessions planned for November to December are added to the calendar with social activities

PPCR UPDATE

- RSG member asked about decanting and how well words such as this might translate. RBK officer said we are moving away from these terms to take on board feedback to use 'moving home'.

OTHER

- RSG member raised concerns that different tenures will get different fixtures and fittings and feels everyone should get the same. RBK officer added that properties are identical from the outside. RSG member added that private properties need to be sold and need a higher specification, which was discussed in dialogue sessions. Ward councillor added that elsewhere secure tenants are fitted with durability in mind to minimise maintenance costs. RBK officer said that agreement to the fit out of other tenure properties still needs to be agreed and that the current focus is on secure tenants.

24.10.19 Resident Steering Group Meeting

OVERVIEW

A special briefing was presented by sustainability experts provided for RSG members and ward councillors regarding the proposed energy strategy, renewable energy initiatives, efficiencies in the home, sustainable buildings, biodiversity and ecology.

Total number of RSG members invited: 11

A Countryside representative gave an update on the workshop (at an RSG meeting held on 13.11.19) and went through aspects of sustainability, social impact, energy, and the buildings fabric covered in the session noting the reduction in carbon and energy use between existing and new dwellings. Some notes from the update are provided below.

SUSTAINABILITY

- It was highlighted that important themes such as central heat production, energy efficient buildings and using technology to best advantage with consideration to future developments were covered including innovative ideas such as using energy from the Hogsmill.
 - Useful feedback from RSG was provided and is being followed up, such as the maintenance of ventilation systems.
 - RSG member asked about properties being cooler in the summer and Countryside rep said that there are regulations around airtight buildings and the importance of ventilation systems and reductions to buildings overheating.
 - Design of soil vent pipes was discussed and the importance of education for residents on waste disposal.
-



EXHIBITION

Community Showroom

09.09.19 **Launch Day 1**

28.09.19 **Day 2**

OVERVIEW

The third set of public exhibitions were formatted as 'community showrooms' with a show kitchen, bathroom, front door and utility space in Tadlow Hub to allow residents to see a real-life example of how parts of their new home could look.

This exhibition also presented what had been discussed and taken on board so far to CRE residents and for them to have a final say on the designs before the final exhibition and the ballot.

- Opportunity to visit new community showroom and view plans/models
- Encourage residents and visitors to visit the exhibition showing proposals for regeneration and participate in the consultation process
- Ensure residents can access information and support to understand what the proposals mean to them and answer any questions

Several children's activities were organised to entertain children on 28 Sept as this was a Saturday and provided entertainment for children of visiting parents.

Total number of people engaged: 128

- Total number of residents engaged: 80
- Secure tenant: 23 Resident Leaseholder: 2 Tenant of another landlord: 1 Not known: 54
- Total number of non-estate residents engaged: 17

17.12.19 Women of CRE

OVERVIEW

An event hosted to enable women living on CRE to attend the showroom and hub with translation opportunities, children's activities, and an all female team to answer questions and talk about the proposals. This was offered in response to some feedback from the local community to ensure we were taking into consideration differing needs on the estate.

The event was not well attended, but the offer was left open to community members to arrange this session again if there was interest for another date.

5.6. STAGE 3 ENGAGEMENT RESPONSE

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
NEW HOME	Current homes need improvements	<p>Thoughtfully designed new homes:</p> <ul style="list-style-type: none"> • Modern kitchens and bathrooms • Private outdoor space, it's own balcony, terrace or garden • Meet London Plan space standards & design standards and 'Secured by Design' standards • Modern heat and sound insulation • High quality and energy-efficient • Super-fast broadband • Corridors and doorways providing step-free easy access • Home design and layouts including choice of colours and finishes have been shaped by resident ideas. <p>Your new home (secure tenants) will come fitted with:</p> <ul style="list-style-type: none"> • Carpets • Flooring in bathrooms and kitchens • Blinds at all windows • Cooker, hob and extractor fan
	You want streets and homes that are accessible to those with mobility issues	<ul style="list-style-type: none"> • At least 10% designed to wheelchair access standards • Step-free access / wider door frames
	Lifts need to be much more reliable	New reliable, accessible lifts to homes
	Fire safety	<ul style="list-style-type: none"> • Your new home will be designed to meet modern fire safety regulations. • Modern fire safety standards • All blocks will be fitted with sprinklers and dry risers to provide water for fire fighting, and there will be efficient smoke ventilation in all communal corridors. • Bathrooms can be adjusted to specific mobility needs

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
COMMUNITY FACILITIES	You want a community centre suitable for all ages and interests	<ul style="list-style-type: none"> Spaces have been designed to be a flexible community space that can be used by the whole community
A SAFER NEW NEIGHBOURHOOD	Some of you feel unsafe and there is a fear of crime	<ul style="list-style-type: none"> Access to all main entrance and lobby doors will be by Key fob entry control and intercom systems. You will have an entry phone system so that you can see and talk to visitors before you let them in. Your new estate will meet Secured by Design standards. Secured by Design is a standard for the way in which the design of your home and estate will make you both feel and be safer. Secured by Design is an initiative approved by the Metropolitan Police proven to reduce crime by up to 87% in new developments.
	You want safer gardens, open spaces and streets	
MOVING HOME	Residents with cars need more secure, priority parking spaces	<ul style="list-style-type: none"> The new layout will light up unused or dark areas, and give clear views to public spaces from homes, to help make them safer. Vehicles will be kept away from open spaces and traffic calming will keep vehicle speeds down - helping to keep everyone safe.
	You want to make the roads safer	
MOVING HOME	Keeping in touch	<ul style="list-style-type: none"> We will keep in touch with you and work with you to find a suitable home.
	Visit your new home	<ul style="list-style-type: none"> You can visit your new home and have a look around before you move in. You can even start taking measurements.
	Your Moving Support Officer	<ul style="list-style-type: none"> You can meet your moving support officer who will help make sure you have all the support you need during the move.

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
MOVING HOME	Moving day	<ul style="list-style-type: none"> • You will get all the support you need with the move, from help moving boxes and packing/unpacking a van, through to making sure all your furniture is where you need it to be. • Checking everything is going well • Your moving support officer will stop by to check you are settled in and if there is anything else we can help with. • We will do all we can to make the move as easy as possible for you and your family. Most residents will only have to move once, straight into their new home.
SUSTAINABILITY	Energy efficiency	<ul style="list-style-type: none"> • The new estate will use less energy and help to reduce pollution and the effects of global warming. Your new homes will be better for the environment and kinder to your pocket too. • On average, new homes will use 60% less energy. • High-quality insulation will make it easier to keep your home warm in the winter and cool in the summer. • Solar panels will be installed to help reduce the electricity costs for communal areas. • An energy-efficient neighbourhood: <ul style="list-style-type: none"> • Modern home insulation • Solar panels to generate green energy • Water-saving fittings • Individual meters for water, electricity and heating • Green roofs to reduce rainwater runoff • Lower impact on the environment • Lower heating bills

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
MONEY MATTERS	Bills	<ul style="list-style-type: none"> • Your new home will be more energy-efficient, it will be cheaper to run. • All new homes will be fitted with water meters and water-saving features including spray taps, showers, and short/long flush toilets to keep costs and water usage down. • You will be able to choose your preferred electricity provider and control the amount of energy you use with your own thermostat.
	Service charge	<ul style="list-style-type: none"> • If you are a tenant you currently pay a service charge with your rent. • Leaseholders also pay a service charge. • Service charges for the new Cambridge Road Estate will be based on the actual cost of services for each block. Service charges cover things like: <ul style="list-style-type: none"> - Caretaking services - Grounds and lift maintenance - Heating, lighting and cleaning communal areas • We will make sure that your service charges are good value for money and that you can see exactly what you are paying for each year. We will confirm standards of service in advance with you. Contractors will be appointed on a competitive basis.
	Council tax	<ul style="list-style-type: none"> • Council tax charges will be assessed when the new homes are built. • The banding of property for Council Tax is not assessed by the Council, but by the Valuation Office Agency. • Usually, when a property is demolished and a new property of similar size is rebuilt in its place, the band of the new property would be similar to the band of the original property. It is possible that marginal differences in layout and design might mean that the new property is a band higher or lower. Generally there should be little or no change.

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
MONEY MATTERS		<ul style="list-style-type: none"> If you are on a low income or benefits, you may be eligible for a council tax reduction
	Housing Benefit/Universal Credit	<ul style="list-style-type: none"> If you are on a low income or receive benefits you may be eligible for support to help pay your rent, council tax, service charges.
	Right to buy	<ul style="list-style-type: none"> When the new homes are built, secure tenants will have the opportunity to buy their home. You will keep your right to buy subject to the cost floor rule You will keep your qualifying years for discount (even if you move temporarily)

5.7. LANDLORD OFFER & REGENERATION BALLOT

In January 2020, the Council announced the date of the ballot. Between 24 February - 18 March 2020, residents voted to decide whether the estate should be regenerated to deliver new high-quality, 'greener' homes that will take us into the future.

The focus of the engagement at this stage was on leading residents through the Landlord Offer and the masterplan materials, encouraging them to have detailed one-to-one conversations with the RBK/ Council team regarding their tenure and specific circumstances.

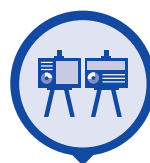
The ballot was open to eligible residents of the estate only. Voting eligibility is set out by the Greater London Authority (GLA) as follows.

- Current social tenants (council or housing association) with secure, assured or introductory tenancies.
- Named leaseholders or freeholders who have lived in their home for 12 months.
- Other residents, living on the Cambridge Road Estate who have been named applicants on the housing register for 12 months.

A document called the 'Landlord Offer' was delivered to everyone who was eligible to vote in the ballot. It included the designs and plans for the estate, the estimated numbers of new homes and the kind of homes they will be. It included details about the offer for social rent council tenants, freeholders and leaseholders, qualifying housing association residents, residents in temporary accommodation (TA), and tenants renting from a private landlord. The information and images in the Landlord Offer are the designs that eligible residents were asked to consider when voting in the Residents' Ballot. You can see the Landlord Offer in Appendix 7.9.

An information event for residents to find out everything they would need to know about The Landlord Offer and The Ballot took place on Saturday 8 February (12 - 4 pm) and Monday 10 February (4 - 8 pm) 2020. Drawings, models, and pictures were available.

LANDLORD OFFER & REGENERATION BALLOT ENGAGEMENT EVENTS



EXHIBITIONS

Landlord Offer Exhibition



OUTREACH

Door knocking



OUTREACH

Various
dates

Doorknocking

OVERVIEW

Between January and March 2020, door-knocking took place to have one-to-one conversations with residents to make sure they were made aware of the ballot dates, ballot process, landlord offer and masterplan proposals- making sure residents knew how to participate and understood key information, opportunity to ask questions to enable residents to make informed decisions and participate in the ballot. Door knocking was supplemented with phone calls to residents that we were unable to reach by door knocking.

Total number of people engaged: 616

- Secure tenant: 420 residents, 338 households
- Temporary accommodation: 132 residents, 92 households
- Leaseholder: 63 residents, 42 households
- Private tenants: 1 resident, 1 household

Door knocking was undertaken by the regeneration team (RBK and Countryside) to share key information with each household and respond to any questions the household had about the regeneration proposals, phasing, landlord offer, and ballot process. In-person translations were provided (including at home and hub visits) and on the phone to ensure all residents understood the offer and regeneration proposals and could ask questions or request clarifications



PUBLIC EXHIBITION

08.02.20 Day 1

10.02.20 Day 2

OVERVIEW

An information event for residents to find out everything they would need to know about The Landlord Offer and The Ballot with drawings, models, and pictures available.

- **Total number of residents attending: 99**
- Number of secure tenants: 66
- Number of Freeholders / Leaseholders: 11
- Number of Temporary Accommodation tenants: 15
- Other: 7

No feedback was gathered.

5.8. OUTCOME OF THE REGENERATION BALLOT

The ballot was run independently by Civica Election Services (CES), formerly known as Electoral Reform Services (ERS). After a three-week ballot period, voting closed on Wednesday 18 March 2020 at 5pm.

Residents of the Cambridge Road Estate in Kingston voted overwhelmingly in favour of plans to regenerate their neighbourhood in an estate regeneration ballot. On a turnout of 86%, 73% of eligible residents have backed plans to regenerate the estate. You can see the Council's Statement in Appendix 7.7.

The result of the ballot was announced on 20 March 2020 in a letter (see Appendix 7.10).

5.9. LANDLORD OFFER & ESTATE REGENERATION BALLOT RESPONSE

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
PHASE 1 BUILDINGS	Refinements to the masterplan	<ul style="list-style-type: none"> • Building C - Community centre moved closer to the main road to give a greater visual presence on the main road (Cambridge Road). • Building K - Blocks changed to mansion blocks. This allows for a greater number of dual aspect homes and a better relationship with the new park. Heights have also been reduced. Vehicle access amended to create uninterrupted green street linking Cambridge Road with Vincent Road. • Building L - Building L split into 2 blocks. Mansion block form to appear the same as K3 and K4. • Building M - Block shortened. A new biodiversity area has been created at the North of the block. Houses changed to plot Q. Some houses have been rotated to improve natural surveillance to the road. Block M4 removed. Vehicle access and parking amended to create more green space and prioritise walking. • Building N - Building N reduced to 2 blocks. Mansion block form to appear the same as K3 and K4. Improved walking and cycle access from Vincent Road to Cambridge Road and the new green. • Building Q - Vehicle access and street amended to improve outlook onto green space.

CAMBRIDGE ROAD ESTATE COMMUNITY CENTRE	Location	<ul style="list-style-type: none"> The community centre will be located between building blocks C1 and C2 and will have entrances onto Cambridge Road and Madingley.
	Flexible uses	<ul style="list-style-type: none"> The ground floor will be a single space which could be subdivided permanently to form smaller rooms or left flexible. The community centre will be split across two levels with an overall floor space of 1,150 sqm, which is twice as much as currently provided in Piper Hall. With a double-height space, the first floor will be split into two main areas either side of the central area.
	Consultation	<ul style="list-style-type: none"> We will continue to work with residents to design the community centre after the planning application has been approved
GREEN SPACES AND BIODIVERSITY	Green spaces	<ul style="list-style-type: none"> A variety of green spaces are proposed for the enjoyment of residents. Some spaces will be designed for play and exercise while others more for general relaxation and informal gatherings with friends and neighbours. The larger open green spaces are linked by green streets lined with trees and planting beds.
	Wildlife corridors	<ul style="list-style-type: none"> Landscaping along the streets and pathways which link the open green spaces provide the opportunity for the movement of wildlife along 'wildlife corridors'. In addition, bat and bird boxes will be incorporated into the buildings at appropriate locations.
	Trees	<ul style="list-style-type: none"> The masterplan keeps as many of the existing trees as possible and 94% of those trees categorised as being of high value. Additional tree planting will increase the overall number of trees on Cambridge Road Estate from 179 to around 400 with the introduction of new species-appropriate to their setting.

	Variety of habitats	<ul style="list-style-type: none">• The variety of spaces with different plant types and species is designed to attract wildlife as well as providing an interesting and varied environment for residents. Log piles and 'bug hotels' will provide feature points of interest.
	Sustainable Drainage Systems (SuDs)	<ul style="list-style-type: none">• These reduce the amount of rainwater that flows into the drains and, instead, allow it to evaporate or enter the ground naturally. The green living roofs on top of the buildings store rainwater, watering the planted areas which in turn provide more habitats for wildlife. Rain gardens will have areas in the ground which in the event of heavy rain will collect water that will soak into the soil.

5.10. STAGE 4 ENGAGEMENT

PURPOSE OF STAGE 4

Upon a successful ballot, the focus of the consultation shifted to the detail of Phase 1 of the scheme. Stage 4 involved consultation on the masterplan and the detail of phase 1 as well as communicating the intended ongoing engagement with residents beyond the planning application submission.

Stage 4 engagement took place during the Covid-19 pandemic. Due to government guidance regarding the Covid-19 pandemic we were unable to hold in-person consultation events. Therefore, the engagement activities were tailored to meet current social distancing requirements, while still ensuring it was inclusive for all. This manifested as comprehensive printed and online information and events.

STAGE 4 ENGAGEMENT EVENTS



GROUP MEETINGS

Residents Steering Group Meeting (virtual)

Sunflower RA Meetings (virtual)



EXHIBITIONS

Masterplan and phase 1 consultation (printed)



GROUP MEETINGS

21.05.20 Residents Steering Group Meeting

OVERVIEW

The meeting had the following agenda items: review of the community day; Masterplan updates; connections, landscape and ecology; introduction to phase 1 detailed design; design code; and next steps and continued engagement.

Total number of people engaged: 10

INFRASTRUCTURE

- Ward Councillor asked if existing connections would be maintained and if any consultation has been done with the local police. Patel Taylor responded that there has been continued dialogue with Secure by Design whose comments have been fed into the design. One of their interests is in avoiding short-cuts for people to run away during police pursuits.
- An estate resident asked about progress with improving bus services to the site. Countryside explained that there are ongoing discussions with TfL, who are mainly concerned about the loss of bus capacity. Therefore, the plans are being developed to ensure that it does not prejudice the ability for additional buses in the short and long-term.
- An estate resident asked if the masterplan would affect the current fleet of contracted bin lorries. Patel Taylor explained that access is being designed in line with the Council's standards on refuse collection, however, the design plans will not determine the frequency of collections.
- An estate resident stated that the 131 bus serving the estate is heavily congested and suggested that if another bus were to serve the estate, that it should also pass the hospital. Another resident added that the K4 bus route was also key. Countryside explained that there are live discussions with TfL around bus routes.

GREEN AND OPEN SPACES

- An estate resident asked if the large open space (the new east park) would be left as an open field or if there were any specific plans for this space. Patel Taylor explained that the spatial design, currently, can provide for open space in the centre (about the size of a 5-a-side football pitch), and along the sides: multiple meeting/seating areas, outdoor exercise equipment and rain gardens.
- An estate resident asked if there is a clear pathway through the park. Patel Taylor explained that they are avoiding having a hardscaped route through open spaces to ensure only emergency vehicle access.
- An estate resident asked about the safety of the pocket parks located near the roads. Patel Taylor explained that these spaces would be protected by a boundary of trees or railings. Further, most will be located in car-free spaces or where there would be very infrequent service vehicles.
- An estate resident asked if any of the tree species could promote parasitic wasps. Patel Taylor agreed to take away this point and clarify. Patel Taylor then gave an overview of some of the tree species that would be introduced to the site and explained that the variety of tree species will create an all year coverage and contribute to the character. Native species will also be incorporated.

- An estate resident questioned how creating isolated strips of green would promote richer ecology. Patel Taylor explained that the different habitats create varied biodiversity. The pocket parks are not focused on small areas, but rather spread across wider areas. We also need to consider this is a residential setting, not a woodland so there needs to be a balance.
- Patel Taylor confirmed that the memorial tree will be preserved.
- An estate resident asked if there would be any potential damage to homes through living roofs and if these roofs would give opportunities for house sparrows to nest. Patel Taylor explained that they do not anticipate any risk of damage, plant roots will not penetrate the waterproof membrane or concrete slabs beneath roofs. Green and brown roofs provide nesting opportunities for certain bird species.
- Ward Councillor enquired about striking a balance between green roofs and solar panels. Patel Taylor explained that it is possible for solar panel systems to be raised up to allow for biodiversity to be located beneath the solar panels. There are no exact plans on where these will be located, but further information will be shared when available.

NEW HOMES

- Ward Councillor stated that there is a high need for 3-bed homes. An estate resident added, there is a need for 4-bed homes also. Countryside explained that the housing mix is being informed by the housing needs surveys.
- An estate resident asked about the number of townhouses that will be provided. Patel Taylor advised that six will be provided in Phase 1.

COMMUNITY CENTRE

- An estate resident sought clarification on the ground floor part of the community centre. Patel Taylor confirmed the area shown in the Block C plan is the location of the community centre. This is a 2-storey space, and one of the aims of the ongoing consultation is to determine how best the community would want this to be set out as there is a balance to be struck between floor area and flexible double-height space.
- Soundings added that resident feedback has previously helped shape the community centre (e.g. estate residents wanted the community centre to be outward-facing). There will be further discussions with residents and other stakeholders on taking the community centre plan forward.
- An estate resident asked if the square footage of the community centre will be provided. Patel Taylor advised that as this falls within the detailed planning application, this information can be provided. Adding, the community centre could have space to provide for: an indoor tennis/badminton court, community kitchen and flexible workspace.
- An estate resident stated that long-term funding needs to be set up for the community centre. Countryside noted this point and advised that a sustainable business plan will be created, and this is an area of continued discussions.
- An estate resident sought clarification on the governance process; if the RSG would continue; if the same people would run the community centre; and if new people would be able to join in the running of the community centre. RBK explained that the Community Board will replace RSG, which is hoped to be operational by June. In the first instance, the core members of the community board will be formed of the 3 ward councillors and the 3 chairs of the RAs. The first task of the Community Board will be to agree on an approach to recruiting the additional board members which will take place during the next few months to ensure that the board is representative of residents on the estate.

CONSULTATION PROCESS

- A resident commented that the video conferencing style used for the meeting, although the presentation was informative, did not feel like a two-way conversation. The project team agreed to consider how to improve this. Soundings explained that the meeting was the start of the process to update residents.
- Soundings explained that information will be shared to residents in the final stage of the consultation through a booklet, which will also include a questionnaire for them to provide their feedback. The CRE team will be available to talk through the information over the phone, email or by post.
- An estate resident stated that thought needs to go into how to keep residents involved. All attendees agreed that these groups needed to be representative of the residents on the estate. RBK clarified that in the immediate future they would be working with the three RA chairs and the three ward councillors to do this on the community board

28.05.20 Sunflower Streets Residents Association meeting

OVERVIEW

The meeting had the following agenda items: an update since the last meeting; next steps; response to SSRA letter; Hawks Road Clinic; presenting Phase 1 proposals; access; open spaces; local transport; landscape / ecology; masterplan; heights; planning process; design code; construction access/impact; traffic impact; parking; design panel; and Covid-19 impact.

Total number of RA members engaged: 3

LOCAL INFRASTRUCTURE

- When SSRA asked about wider impact of increased density on other rail connections, Countryside advised TFL has not raised this as a concern so their main focus is bus routes.
- TFL will look at the proposal and comment on issues (e.g.: additional capacity on the rail line, the additional impact at each end of the line and any additional contributions required) and also consider Norbiton's rail capacity in light of the cumulative impact of wider developments across the area.
- SSRA reiterated that rail capacity is a big concern for SSRA members and expressed disappointment that this is not being looked at as part of the CRE regeneration.

NEW HOMES

- SSRA flagged the dwarfing on the edges of the estate and concerns on how this will impact the area's character, as per SSRA's letters of 4 May 20 and 26 Sept 19.
- SSRA expressed members' concern that other areas of the plan are more sympathetic to the design of the local area, and that vastly increased height of several areas of phase 1 in particular will be at the detriment to the local area.
- In response, the developers explained that the views from the existing streets and properties is one of the many factors to be taken into consideration and an ongoing part of the discussions. They will look at architectural ways to soften the effect and transition of the new buildings into the surrounding streets, and once this is available they will present it to the SSRA. Confirmed the request to think about the impact of the height, as expressed by the SSRA, is a point that is noted and they will respond on.

- Norbiton Ward Councillor asked how closely Countryside are working with the RBK planning department to ameliorate how something of the height of the buildings replacing Piper Hall (including car park in front of Tadlow) and Franklin Close are acceptable, Developers confirmed they have had lots of discussions and the SSRA comments have also been fed in. Confirmed that the RBK planning department had no adverse comments when presented with the current form of these proposed new buildings.
- SSRA explained concerns and shock that such tall buildings can be proposed by such small residential housing, at key points on the edge of the estate and in a way that will dominate the area, including views from Rowlls and Piper Roads.

Developers explained:

- SSRA asked for rationale of Phase 1 being split either side of the Phase 2 area, the developers explained the phasing takes into account lots of factors, from density to the need to minimise the movement of people off the estate. Phase 1 having the lowest density of homes was a key driver.
- Norbiton Ward Councillor asked what the split between council and private homes across Phase 1, developers explained that around 40% are council and shared equity, which is broadly consistent across the site, but added there will probably be a higher proportion of affordable homes in Phase 1.
- SSRA questioned whether there will be a covenant on leases to prohibit CRE residents from applying for a permit off the estate if they don't get a designated CRE parking space. Developers confirmed this is common practice, on other schemes, for the local planning authorities to restrict new residents from obtaining CPZ permits to existing zones, but the details have not been discussed as yet.
- Norbiton Ward Councillor explained that councillors are pushing for more electric car and mobility scooter charging points across the new CRE site.
- SSRA asked if plans will go to a design panel, and was advised that Design South East are the design review panel body with whom they've already had discussions about the scheme.
- When asked by SSRA whether changing housing needs in light of C19 will result in any revisions to the overall plan, confirmed existing residents have been surveyed to assess their housing needs.

12.11.20 Sunflower Streets Residents Association meeting

OVERVIEW

This meeting was held to provide an update on the masterplan proposals and forthcoming engagement with the group.

Total number of RA members engaged: 2

Points raised for discussion:

- Status of the acquisition of the NHS building
- Revisions to masterplan in relation to scale and dominance of the Phase 1 buildings
- Details of daylight / sunlight study
- Steps towards the process of statutory consultation were outlined and indicative timeframes provided
- Further engagement regarding construction management was offered

Supplementary to the consultation, the Sunflower RA raised the following points which were provided to the design team for consideration:

- Scale and dominance of the Phase 1 buildings
- Concerns about noise, dust, fumes etc. associated with Phase 1.
- Concerns about parking provision associated with Phase 1.
- Concerns about loss of light / sunlight resulting from the Phase 1 design.
- Concerns about the sustainability, nature conservation or impact on the natural environment associated with Phase 1.
- Concerns about the appearance and design of the Phase 1 buildings.
- Concerns about privacy associated with Phase 1.
- Fears that the formal planning process will be compromised by Kingston Council being a partner in the development



EXHIBITION

06.08.20 Masterplan and Phase 1 consultation

OVERVIEW

A 13-page guide (see Appendix 7.11) was delivered to every household at Cambridge Road Estate. This guide showed how the designs for Phase 1 buildings (C, B and E) and outdoor spaces, which will be the first parts of the masterplan to be built have progressed.

Total number of people engaged: 120

- Total number of CRE residents engaged: 77
- Secure tenant: 50, Resident Leaseholder: 5, Tenant of another landlord: 14, Other landlord: 6, Not known: 2
- Total number of non-estate residents engaged: 36
- Total number of feedback forms: 120

BUILDINGS B, C AND E

- Most are pleased with the quality of their replacement homes shown in the proposals.
- The design of the entrances has been well received with support for the security cameras, double entrance to building and post boxes being located at the main entrance
- Most support the design of the blocks and the materials selected are considered to compliment each other and to be warm and welcoming. It is considered to be modern and spacious with good internal layouts which are seen to provide much needed storage and living space for families.
- Many pleased to see secure parking in the building with some questions about cycle parking and electric car charging points
- Clarity requested on the access and safety measures for the under floor parking; location of street parking.
- Suggestion to include solar panels on the building

- Many are supportive of the set back on the top floor of building B and some see the heights and massing as comparable with current buildings and appropriate for providing new housing
- Some concerned about the balconies and the heights in relation to the Edwardian and Victorian housing on the neighbouring roads specifically in relation to local character, light and privacy. Some suggestions for buildings of greater height to be moved closer to the main road.
- Many are happy to have balconies on the properties with larger balconies proposed
Information about maintenance of the open spaces and the lifts requested with specific reference to clarity of lift capacity
- Queries about accessibility at entrances for people within wheelchairs or with buggies
- Query about who can access the car parking available
- Importance of soundproofing for the homes along the main road
- Query about the provision of 4-floor maisonettes mentioned in 2019 consultations
- Query about number of bedrooms available in the ground floor flats with their own entrance

COMMUNITY CENTRE

- Many positive responses about the community centre and considered to be a good feature for bring the community together
- Most support the proposed location of the community centre.
- Most are glad to see the provision of sports facilities
- Some would like for the community centre to have bookable space for events
- Suggestion for soundproofing of the community centre
- Suggestion gym facilities to be provided

GREEN AND OPEN SPACES

- Most like the open spaces, play areas and landscaping designs, as well as the quiet streets which encourage fewer motor vehicles and make it safer for pedestrians, cyclists and children playing.
- Most consider the play spaces to be an upgrade to those currently on the estate specifically in relation to the play equipment and variety of play spaces available and tailored to different age groups
- Most pleased to see the retention of the trees and especially the willow and cherry tree with some clarity requested on how the trees will be protected during construction
- Suggestion to use the tree planting to increase privacy and screen gardens on the east side of Piper Road
- Queries about what varieties of trees will be planted
- Support for private and rooftop gardens available to residents and the courtyard space which allows parents to see their children in the play area
- Proposed seating welcomed
- Suggestion to engage local people and especially young families in the planting process to build a sense of ownership

-
- Support for distribution of open spaces and habitats for plants and wildlife
 - Some concern about light for vegetation in internal courtyards due to heights of surrounding blocks
 - Query about the possibility of providing a community garden and/or allotment for growing plants and vegetables
 - Clarity requested on the structural impact of the proposed location of the rain garden on the foundations of adjacent Victorian homes with reference to regulations which require a 5m distance from a residential property and Kingston-upon-Thames' clay sub-base. An investigation of this by a Ground Engineering Professional was requested.

LOCAL INFRASTRUCTURE

- Support for the shops and workshop space provided
- Urged to consider how the new access route via Bonner Hill and Rowlls Road might see a major diversion of traffic which might put pressure upon the narrow Victorian Rowlls Road.
- Concern about pollution and traffic noise along the boundary of the cemetery which is a local nature reserve.
- Some concern about the pressure on local roads and carriageway infrastructure from additional residents.
- Queries about additional local resources including school places, GP surgeries and space in local hospitals.
- Some concern about the demand on the water and sewerage system from additional residents
- Clarity on access to Vincent Road requested with concern that what is currently a quiet road will become a thoroughfare

CONSTRUCTION

- A desire to see all construction traffic diverted from Somerset and Portman Road.
- Neighbours concerned about construction impacting the structures of their properties.
- A concern raised about the phasing plan due to the perceived construction impact on Madingley residents. Proposed building on Madingley Green in Phase 3 for Madingley residents' benefit.

CONSULTATION PROCESS

- Very positive comments about the level of engagement, format and detail in light of Covid-19 restrictions
- Some requests to see the results of the survey

OTHER COMMENTS

- Query about where the new housing office will be located and whether this could be in the community centre
-

5.11. STAGE 4 ENGAGEMENT

STAGE 4 RESPONSE

CATEGORY	RESIDENT FEEDBACK	ACTION / RESPONSE
BUILDINGS B, C AND E	Building heights	<ul style="list-style-type: none"> Will look at architectural ways to soften the effect and transition of the new buildings into the surrounding streets. Set back on top floor of building B.
	Security and access to underground parking	
	Secure parking, cycle parking, and electric charging points	
	Designated parking space	
	Sustainability	<ul style="list-style-type: none"> Solar panels
	Privacy and light	
	Accessibility	
	Soundproofing	
COMMUNITY CENTRE	Housing unit sizes	<ul style="list-style-type: none"> Six town houses will be provided in Phase 1.
	Proposed uses of the facility	<ul style="list-style-type: none"> Flexible double-height space. Further discussions with residents and other stakeholders on taking the community centre plan forward.
GREEN AND OPEN SPACES	Management and maintenance	<ul style="list-style-type: none"> A sustainable business plan will be created, and this is an area of continued discussions.
	Recreational activities in the new east park will provide	<ul style="list-style-type: none"> The spatial design, currently, can provide for open space in the centre (about the size of a 5-a-side football pitch), and along the sides: multiple meeting/seating areas, outdoor exercise equipment and rain gardens. Avoiding the creation of hardscaped routes through open spaces to ensure only emergency vehicle access.

GREEN AND OPEN SPACES	Safety in the open spaces	<ul style="list-style-type: none"> • Pocket park spaces would be protected by a boundary of trees or railings. • Further, most will be located in car-free spaces or where there would be very infrequent service vehicles.
	Tree species	<ul style="list-style-type: none"> • The variety of tree species will create an all year coverage and contribute to the character. Native species will also be incorporated. • The memorial tree will be preserved.
	Maintenance	
	Ecology	<ul style="list-style-type: none"> • The different habitats create varied biodiversity. The pocket parks are not focused on small areas, but rather spread across wider areas. We also need to consider this is a residential setting, not a woodland so there needs to be a balance. • Do not anticipate any risk of damage to roofs from green roofs. Plant roots will not penetrate the waterproof membrane or concrete slabs beneath roofs. Green and brown roofs provide nesting opportunities for certain bird species.
LOCAL INFRASTRUCTURE	A desire for improvements to local bus services, specifically considering buses 131, K4	<ul style="list-style-type: none"> • The plans are being developed to ensure that it does not prejudice the ability for additional buses in the short and long-term. • Ongoing discussions with TfL.
	Concerned about the affect on contracted bin lorries	<ul style="list-style-type: none"> • Access is being designed in line with the Council's standards on refuse collection, however, the design plans will not determine the frequency of collections.

LOCAL INFRASTRUCTURE	wider impact of increased density on other rail connections	<ul style="list-style-type: none"> • TFL has not raised this as a concern so their main focus is bus routes TFL will look at the proposal and comment on issues (e.g.: additional capacity on the rail line, • The additional impact at each end of the line and any additional contributions required) and also consider Norbiton's rail capacity in light of the cumulative impact of wider developments across the area.
CONSTRUCTION	Construction access	<ul style="list-style-type: none"> • Local Victorian roads are unsuitable for construction vehicles, and the principle has always been to use suitable main roads for access.

6

NEXT STEPS

This chapter outlines the next steps in the Cambridge Road Estate redevelopment process.



6. NEXT STEPS

ONGOING WIDER COMMUNICATIONS STRATEGY

Now that the regeneration has been supported by Cambridge Road Estate, this planning application for the new neighbourhood is being submitted for approval with the anticipation that the regeneration will commence in 2021.

In the case of a successful planning application, the team will:

- Be in touch with residents in phase 1 to start the rehousing process and support them with their move. Financial support will also be provided.
- Talk to residents in a lot more detail about how construction will be managed sensitively, keeping any disruption to a minimum.
- Involve residents in progressing the designs for the community centre, which will be a brilliant facility suitable for all to enjoy.

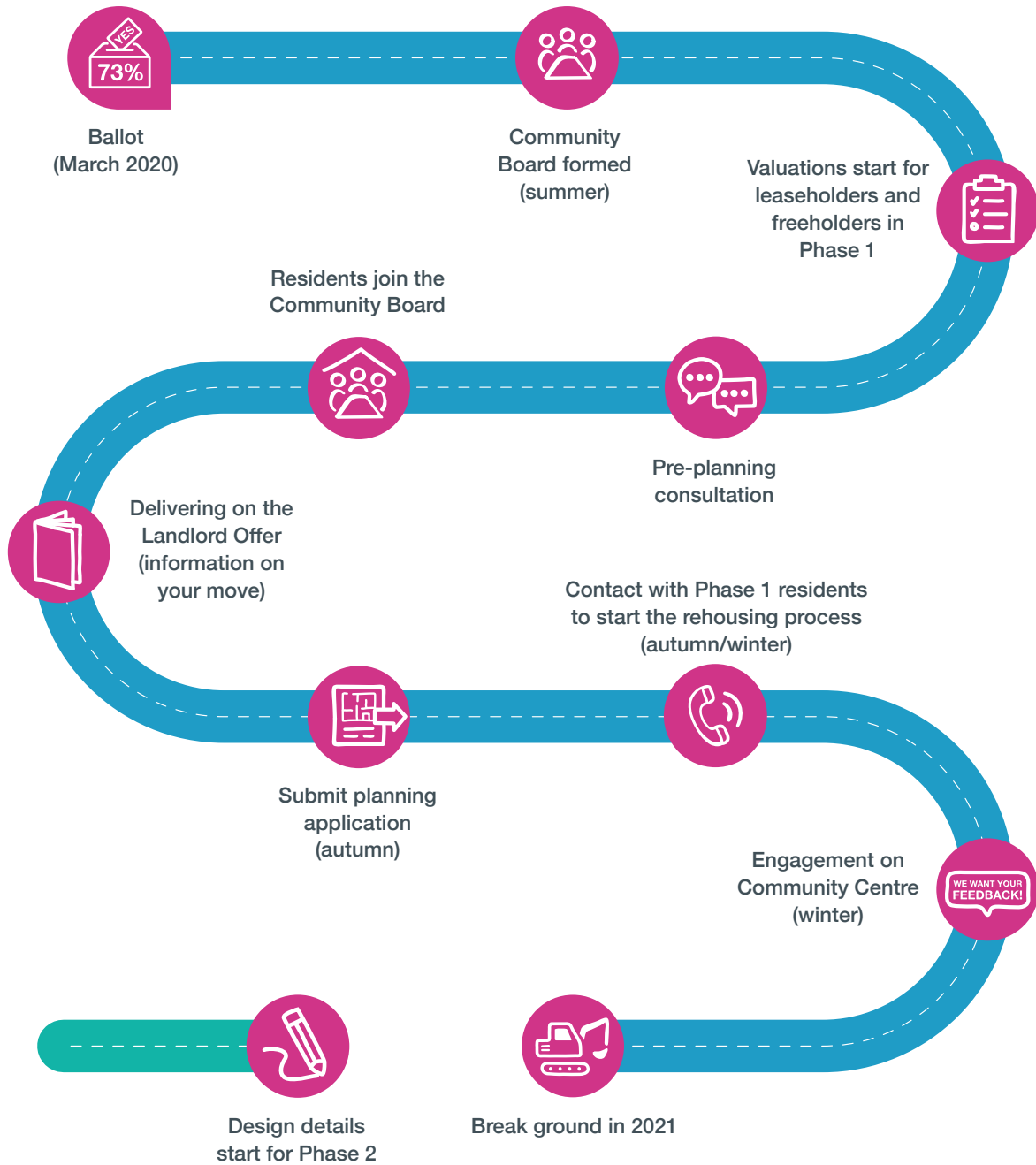
The team will continue to work with and support residents throughout the regeneration and continue to help with any questions residents have.

Where necessary, alternative methods of communication will be delivered in line with government guidance and regulations for the Covid-19 pandemic.

CONCLUSION

Throughout the consultation process, the regeneration team were committed to keeping Estate and local residents at the heart of the scheme in accordance with the National Planning Policy Framework (NPPF) paragraph 66; and in line with the Mayor's Estate Regeneration Good Practice Guide.

The comments that were received were integral to evolving the masterplan principles and design and the final submission meets the aspirations of local residents.



Ongoing repairs, maintenance, and community projects will continue throughout this process.

MAY
2019

Initial ideas and early designs

JULY
2019

Types of buildings, green spaces and facilities

7 APPENDICES

The appendices contain a record of communication and engagement material provided during all engagement events and activities.



You said...



New homes

- That you would like options for open plan or separated kitchens.
- That security is important and you would like to see security measures such as key fobs for buildings.
- That you like the layout of the blocks, in particular the entrance and garden areas.



Gardens, play spaces, and streets

- Be inspired to create more and the layout of streets during different stages of the design.
- Design and consider the wider public spaces between buildings, streets, or all of them.
- They would like to see more green space in the residential areas.
- Shared outdoor spaces, like gardens on the new residential development.



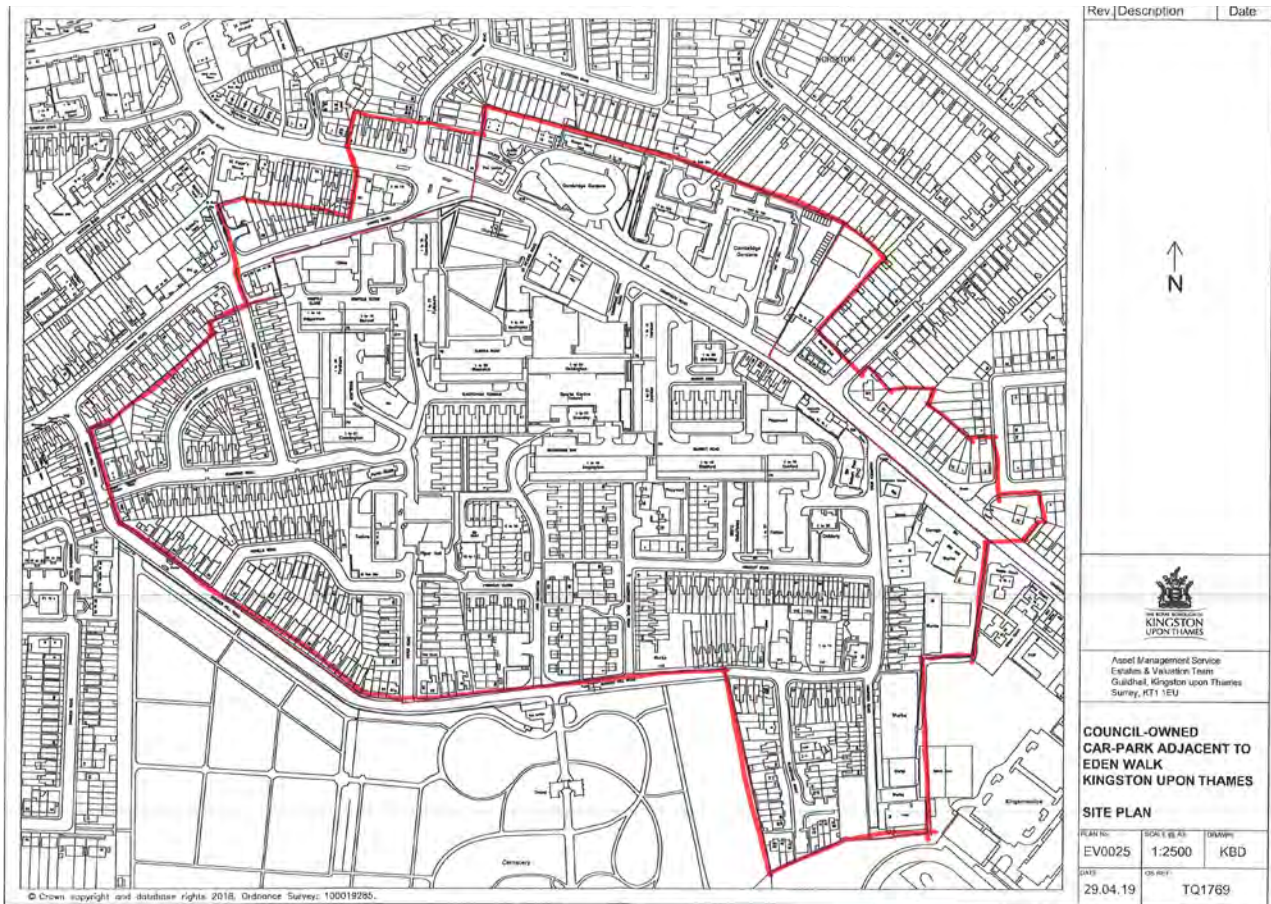
Community facilities

- Consider the ability and location of a community centre.
- The community facilities need to be well connected to the main roads.
- They would like to see a community centre in a central location, with a public space, a play area, and a garden.



7. APPENDICES

7.1. APPENDIX - AGREED CONSULTATION BOUNDARY



7.2. APPENDIX - FIRST PUBLIC EXHIBITION BOARDS

CRE





WELCOME

Since 2015 Kingston Council has been considering ways to improve the Cambridge Road Estate for its residents. This includes how to improve the quality of housing for current residents, allowing tenants and leaseholders to benefit from higher quality new homes, and better accessibility and connectivity across public spaces of the estate.

This is also an opportunity to build a significant number of additional homes including additional social rented homes with improved and new public spaces, parks, play spaces and community spaces which will go hand in hand with opportunities for employment, training, health and well-being for residents and economic opportunities for local businesses.

In May this year, the Council, with the support of members of the Resident Steering Group, selected developer Countryside as their development partner. The Council now has a proposal to build new homes at the estate and has received money from the Mayor of London to do this.

The information shown today is an introduction to the principles which guide how the masterplan for new housing and public spaces at Cambridge Road could be delivered. We would like to work with you, the residents, to further these plans. We look forward to hearing your thoughts over the coming months.

CAMBRIDGE ROAD ESTATE TODAY



Map of Cambridge Road Estate



1
Piper Hall Piper Tree



2
Madingley Gardens



3
Tadlow House



4
Sunny Leisure Centre



5
Fotherham Gardens



6
Fitness Area

CAMBRIDGE ROAD ESTATE AND SURROUNDING AREA



Map of Cambridge Road Estate and the surrounding area



Aerial view of Cambridge Road Estate

Page 97

CRE



WHAT'S HAPPENED TO DATE



Tuesday Club in Piper Hall



Housing maintenance and repairs team in Tallow office



Tuesday Club in Piper Hall



CRE youth club session

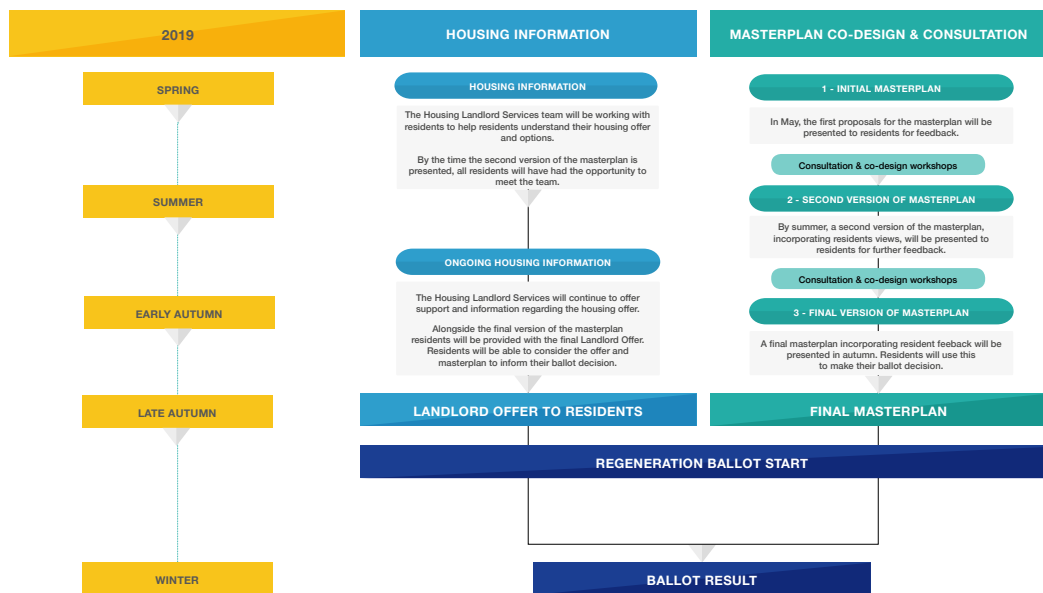
WHAT'S HAPPENING NOW

It is a key priority of the Council and Countryside to ensure that residents are at the heart of the regeneration plans. Before the Autumn, the Council will hold a Cambridge Road Estate Regeneration Ballot, where residents will get to vote for or against the regeneration plans to go ahead.

Before the **Regeneration Ballot** takes place, the Council and Countryside will consult residents on what the new homes and estate will look like - through what is called a **masterplan**. The aim over the coming months will be to progress the **masterplan** based on residents' views and aspirations.

The **Landlord Offer** will be given to all eligible residents who can vote. It will include design principles of the proposed estate regeneration, estimated overall number of new homes, future tenure mix, details of the offer for social council tenants, resident leaseholders and freeholders and commitments to ongoing consultation and engagement.

The **Landlord Offer** will be shared with you before the ballot this autumn so that you can make an informed decision for your vote on the regeneration plans.



CRE



THE STORY SO FAR

The Cambridge Road Estate has been through changes over the past 50 years. There are many great things about the estate and some not so good, all of which are being taken into consideration as part of the masterplan design.

The current masterplan draws inspiration from the history of the estate and how it has evolved, learning from both the positives and negatives of its past.

The current masterplan looks at the Cambridge Road Estate as a place to live and to enjoy. Reintroducing the Cambridge Grove Road as a stronger north-south connection, as it was before World War I, will help make public spaces easier and safer to use.

We would like to hear from residents about the estate and its past, this is so we celebrate all the best bits of the Cambridge Road Estate and its history.

TIMELINE OF CAMBRIDGE ROAD ESTATE

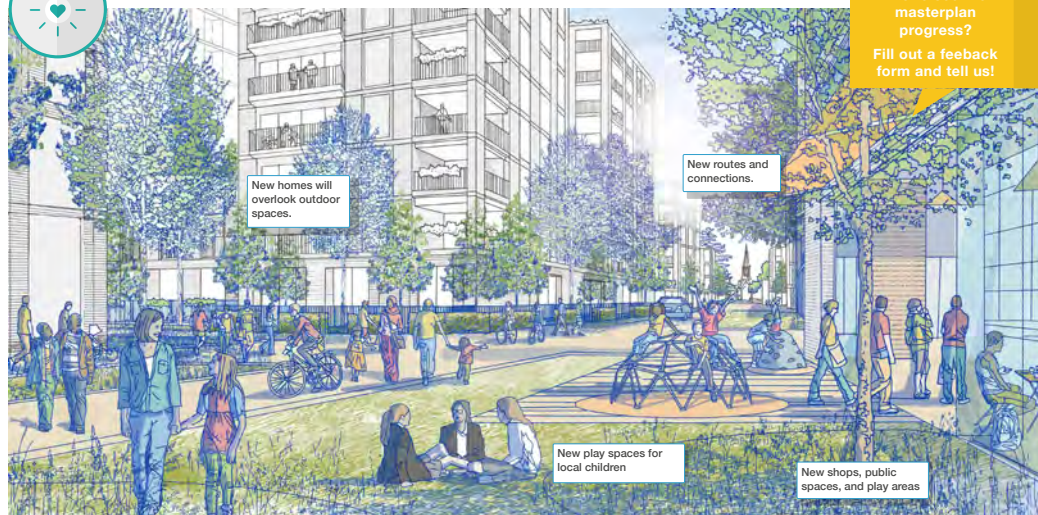
<p>LATE 1800'S - EARLY 1900'S</p>		
<p>BEFORE THE ESTATE WAS BUILT</p>	<p>Map from c. 1910 showing the Cambridge Road Estate area</p>	<p>Map from c. 1912 showing the Cambridge Road Estate area</p>
<p>1960's - 1970's</p>		
<p>CAMBRIDGE ROAD ESTATE IS BUILT</p>	<p>Layout of Cambridge Road Estate in 1970's</p>	<p>Cambridge Road Estate in 1970's</p>
<p>SCENES FROM THE ESTATE</p>	<p>1970 The Estate under construction</p>	<p>1975 Children play on Cressington Terrace</p>
<p>2017 - 2018</p>		
<p>A Resident Steering Group was set up to work with the Council on the appointment of the Joint Venture partner.</p>	<p>DECEMBER 2018</p> <p>Creating a central green space</p>	<p>MARCH 2018</p> <p>Creating streets as character areas</p>
<p>Resident Steering Group take part in dialogue sessions with the bidders on evolving a masterplan</p>	<p>APRIL 2018</p> <p>Updates are made based on feedback received at dialogue sessions</p>	<p>JULY 2018</p> <p>Updates are made based on feedback received at Residents' Consultation Day</p>
<p>Countryside are selected as the preferred partner in the Joint Venture with Kingston Council</p>		

CRE



PRINCIPLE 1 | CHARACTER AND LOCAL IDENTITY

ENHANCING AND CONTINUING A SENSE OF COMMUNITY AND BELONGING



How would you like to see the masterplan progress?
Fill out a feedback form and tell us!

ENHANCING UNIQUE TYPES OF SPACES



BUILDING ON A PROUD PAST



Cambridge Road Estate



Madingley Gardens



Children play opposite Claxington



Peterson Place Podium Garden - Countryside



Acton Gardens - Countryside



Acton Gardens - Countryside

THE IMPORTANCE OF KNOWING YOUR NEIGHBOURS



Cambridge Road Estate residents



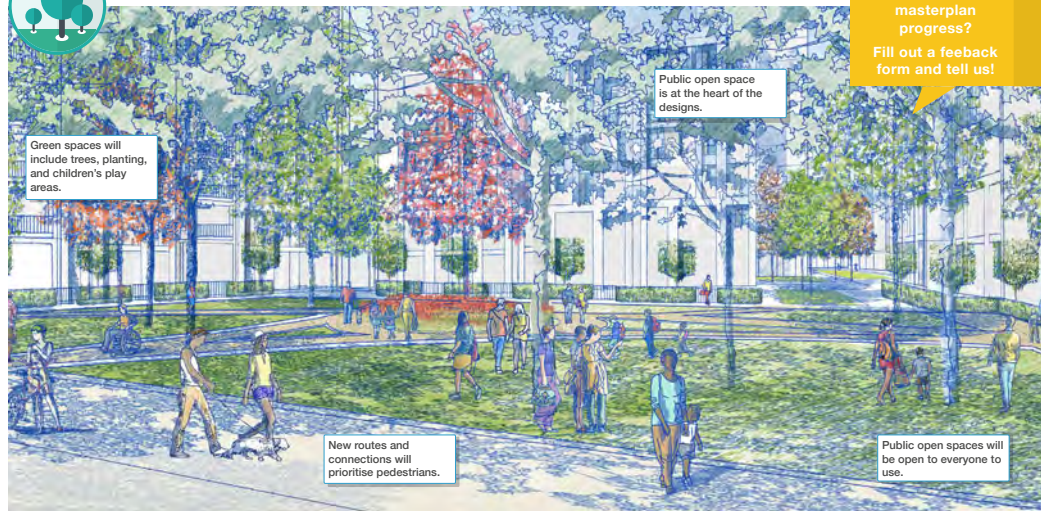
Wickham Green

CRE



PRINCIPLE 2 | A SERIES OF GREEN AND OUTDOOR SPACES

GREEN STREETS CONNECTING A SERIES OF LANDSCAPED SPACES WITH TREES, PLANTING AND GRASSED AREAS



Green spaces will include trees, planting, and children's play areas.

New routes and connections will prioritise pedestrians.

Public open space is at the heart of the designs.

How would you like to see the masterplan progress?
Fill out a feedback form and tell us!

Public open spaces will be open to everyone to use.

A NETWORK OF STREETS, PARKS AND GARDENS



A BALANCE OF PRIVATE AND COMMUNAL SPACES



PLACES FOR PLAY AND RELAXATION

