

# AYLESBURYNOW



## Listening to the Aylesbury

**A summary of how NHH has incorporated key findings from the residents' survey**

November 2017

## Overview

As a key commitment to the long-term investment in the redevelopment of the Aylesbury Estate and to promote best practice in the field of regeneration, Notting Hill Housing and Southwark Council have pledged to measure the social and economic impact of the regeneration on the local community over the lifetime of the project. This commitment is underpinned by an independent residents' survey carried out approximately every three years to provide information to the partnership to monitor its performance in improving the quality of life for residents, as well as target its resources effectively.

Below is an overview of the key findings that emerged from the 2014 survey, carried out by Social Life and involving 580 Aylesbury residents, as well as a summary of how this has informed the partnership's delivery plan on the Aylesbury during the 2014-2017 set up and mobilisation phase. The next residents' survey will be taking place in 2017-18, involving a similar sample size. The data gathered and analysed from these surveys will continue to inform the partnership's approach to delivery on the Aylesbury over the coming years and refine the survey approach.

### Survey Said:

Many people living on the Aylesbury Estate are on very low incomes, and unemployment is higher than the Southwark average.

### Our Response During Mobilisation

- Commitment to deliver at least 1,400 training, apprenticeship and employment opportunities for Southwark residents during the lifetime of the project
- The London Living Wage is paid for all jobs with NHH and its supply chain partners
- Jobs are across a variety of sectors and levels to meet residents' diverse needs, aspirations and experience
- Provision of tailored training, employment support, job brokerage and in-work support to help sustain jobs
- To date, 265 residents have received employment support
- NHH proudly launched in-house apprenticeships in 2016, with 50% of new apprentices coming from Southwark. NHH is proud to be one of 11 businesses to sign up to the Southwark Apprenticeship Standard
- The first residents survey included a question on financial wellbeing, which subsequent feedback indicated that respondents were not comfortable answering. Therefore this question will need rethinking for future surveys.

### Our Response During Mobilisation

- We encourage open dialogue with the community to identify and sustain positive aspects of the area
- This supports residents to feel that they have a voice in shaping the future vision of their neighbourhood
- To date, this includes community consultation on the new health centre and community facilities, partnership work with local schools, and provision of 33 small grants for community groups to improve local assets
- NHH supports LBS' rehousing strategy to enable residents to be rehoused locally and remain part of existing networks and communities. This includes making homes available on NHH's new Edmund St development
- NHH is working closely with Southwark Council, community partners and businesses to complement, rather than duplicate existing retail provision at Old Kent Road, Walworth Road, East Street Market and Burgess Park.

### Survey Said:

Many residents like living on the Aylesbury Estate, more so than in some comparable areas. They feel a strong sense of belonging to the neighbourhood and appreciate the good local facilities, services and transport connections. There is a strong desire by many to stay if they can.

## Our Response During Mobilisation

- NHH & partners are working to sustain the area's welcoming and inclusive nature through community activity
- To date, this has included a celebration of Black History Season, local history projects, intergenerational summer programmes, dinner and debate events and community arts projects, to name a few
- Housing is being designed so that it will not be possible to distinguish between private, part-owned or rental
- A range of interim use projects are being developed and delivered to maximise community benefit and create shared spaces for residents to come together.

### Survey Said:

The population is extremely diverse and most people feel that different groups get along well. The Estate has long been home to a significant transient population, changing over time with London's migration trends.

### Survey Said:

Many residents said that they did not feel that they had influence over the future of the estate and that they did not have sufficient opportunity for their voice to be heard.

## Our Response During Mobilisation

- In response, NHH provides a range of options for residents to have a voice and get involved. Since April 2014, NHH has had more than 4,500 attendances through our community engagement activity
- The team has delivered a series of planning consultation events for FDS and Plot 18
- A range of more informal engagement methods have also been employed, inc. ongoing dialogue with TRAs and residents' groups, consultation as part of existing activity, establishing project-based working groups
- In future, residents will be trained in peer research to assist with measuring the impact of the regeneration
- To date, a residents' working group was established to inform design of the over 55s independent living block, as well as Resident Liaison Groups for the First Development Site and Plot 18
- We deliver resident capacity building to enhance skills, confidence and influence, such as social media training
- We have involved five local schools and three nurseries in design projects, consulted with parents' groups, faith groups and other special interest groups, and worked with local youth groups to improve play facilities
- We have spent time building constructive relationships with faith groups, identified at the start of the project as networks that many residents belong to. This has increased the number of residents involved in NHH activity, including individuals who may not have otherwise engaged.

## Our Response During Mobilisation

- The difficulties in maintaining the current buildings is the main driver for Southwark Council's decision to redevelop the Aylesbury Estate
- NHH is committed to deliver the Aylesbury vision set out in the AAP in line with aspirations of residents & LBS
- This includes building on positive attributes, such as spacious homes and good quality community facilities, while significantly improving the design and layout of the blocks, access routes and open spaces
- We are working to restore links with the wider Walworth area and create new, attractive facilities for existing and future residents on the estate footprint and surrounding areas, so that the area returns to its historical origins as a typical mixed use area in north Southwark.

### Survey Said:

Most residents feel there are significant problems with the housing standard and maintenance commitment. They recognize the negative reputation of the estate.

## Our Response During Mobilisation

- In response, we have incorporated a network of well-designed public spaces in the new masterplan
- The current inaccessible and underused open spaces will be replaced by new pocket parks, play areas and shared spaces to encourage residents to use, play and garden, while providing training opportunities
- Two new community facilities, two multi-use games areas (MUGAs) and numerous play facilities have been designed, with future consultation planned on their design and use
- NHH & LBS are activating underused spaces until they are redeveloped; these will deliver community benefit, promote community cohesion and enhance the sense of place
- Interim use projects to date include improvements to two MUGAs, designing a mobile storage unit with local skate park group, activating a disused car park and green space to deliver summer programmes
- Upcoming projects include a temporary community garden, building on the success of the existing community gardens, two community hoardings projects with local schools at FDS and Plot 18, two mural projects at local youth facilities and potential for repurposing a disused undercroft space

### Survey Said:

There are not enough spaces to encourage people to meet and socialise. Public spaces are often poorly used and designed, and sometimes intimidating. The majority of residents live in flats with no gardens, play areas are fairly well used by children, but there are few outdoor social spaces for others.

### Survey Said:

Residents are broadly supportive of the regeneration; the majority of those expressing an opinion were in favour of the plans. There are however some fears about whether the replacement homes will be "for us", and many people are unclear about what is being proposed.

## Our Response During Mobilisation

- NHH recognise that some residents have expressed consultation fatigue and want the regeneration to begin
- We recognise that some residents did not feel they had enough knowledge of the future plans and others expressed feelings that the new homes may not be for them
- In response, we have made use of a range of communication tools to raise awareness of the regeneration
- To date, NHH has delivered a range of community events that provide a more informal setting for information sharing, created a bespoke AylesburyNow website with updates on current activity and access to planning documents, as well as made use of existing and new communication channels, including Creation Trust's quarterly Echo magazine, regular mail-outs to residents to promote upcoming events and site updates
- A fact sheet of Frequently Asked Questions and a series of postcards have been produced about the project
- We encourage discussion with residents and partners about the regeneration and involve them in the design and planning; this contributes to an increased sense of ownership of the new place
- The residents' survey indicated that wellbeing was highest among L&Q residents living in the new blocks; this includes tenants who have been rehoused, having come through a period of change. We have responded by pulling together case studies of residents' experience to share with others to illustrate the process and help with fear of change

## Our Response During Mobilisation

- NHH and Southwark Council are committed to measuring the social and economic impact of the regeneration
- We use this intelligence to inform delivery plans and target resources where most needed
- In response, NHH is working with partners to build community resilience and strengthen support networks
- To date, NHH and partners have delivered events to build support networks, particularly for isolated residents
- This includes Posh Club with Creation Trust, an older people's Christmas buffet and a local history project
- We are proud of the input of the over 55s working group to design an independent living block for 20 residents to support older residents from across the estate to be rehoused together and provide peer support
- NHH works closely with 2InSpire youth club and local schools to encourage discussion with young people about the regeneration and involve them in shaping the design
- We provide holistic support to Aylesbury residents, signposting and referring people to a range of services delivered by NHH and partners, including rehousing support, mental health services and debt advice
- Our bi-annual Aylesbury Community Grants programme funds a range of community-led projects for residents to come together, socialise and build support networks

### Survey Said:

Some people are worried about the stress that change will bring, including young people who worry about loss of friendships and social networks, and those who are vulnerable because of poverty, age, illness or disability, or because they do not have strong supportive social networks.