

# Measuring the social impacts of regeneration on the Aylesbury Estate

Results of the second social sustainability assessment

May 2022

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# 1. Introduction



# Introduction

This report describes the findings of a research project exploring how the Aylesbury Estate regeneration programme in Southwark, south London, is currently affecting people living in the area.

Social Life was initially commissioned by the housing association Notting Hill Genesis in 2014 with the aim of exploring the social impacts of regeneration as the development progresses over the next two decades and to understand how local priorities and needs can inform future phases of planning, design and management. An initial benchmark study was conducted in 2014-15. This second round of research took place between August 2020 and June 2021, the bulk being carried out between August and November 2020, with some additional interviews in early 2021.

The research findings are a snapshot of how residents are experiencing regeneration in the early stages of the programme, when new housing has been developed but large areas of the older estate are still occupied. It compares how residents are faring now in comparison to when the baseline study was conducted 5 years ago.

The majority of the research took place in the middle of the COVID-19 pandemic, as the restrictions following the first lockdown in March 2020 were eased and the second lockdown in November 2020 had yet to start. Carrying out research at this time captured the experience of an estate living through crisis. The difficulties of life were reflected in many conversations and survey responses. The findings need to be put in the context of that time, and the fact that people's relationship to the place they lived in had changed. It also had a significant impact on the research



Figure 1: Bird's eye view of the regeneration area within the wider context. Source: Google Earth.



itself, which needed to adapt to this new context of dramatically increased social distance that inevitably affected our ability to connect with people.

Southwark Council and Notting Hill Genesis intend to continue to repeat this assessment every three years throughout the regeneration programme. This report sets out the findings of the 2020-21 research presented to Notting Hill Genesis.

Thank you to all the residents, former residents, traders and local stakeholders who contributed to this research.

## Key findings

- 1. Amenities and Social Infrastructure:** Overall, people's feelings about amenities and social infrastructure in the area were very similar to those in 2014-15. There was a fall however in satisfaction with the current housing situation. This is very low as the condition of the old estate declines. The physical condition of the estate, and the lack of community spaces and facilities, is not supportive of residents' individual and collective wellbeing. However, transport, schools, health services and the nearby parks are all strong local assets in addition to a range of supportive third sector organisations who are very active and are valued locally.
- 2. Social and Cultural Life:** Neighbourliness and belonging are very strong on the estate. Many residents' families have lived here for generations and there are strong relationships and ties that have formed over the years with a very diverse population learning to live together. At the same time, the population is changing and this is having an impact on the social dynamics of the estate and is weakening some aspects of social and cultural life. With the demolition of the blocks, people are moving away and also new residents are moving into the new blocks and into temporary accommodation. People feel safe overall, however the blocks that are emptying out are becoming serious magnets for anti-social behaviour (ASB) and crime.
- 3. Voice and Influence:** Residents' sense of voice and influence is very low. People living on the estate often feel powerless and that they have little control over what happens in the area. This has been exacerbated by the visible decline of the condition of the existing estate, particularly during the pandemic, and a feeling that the council have been unable or unwilling to manage its upkeep. There are an increasing number of residents in temporary accommodation who have very little say or feeling of investment in the estate. There are more active long-standing residents, however their voice is not always representative of the estate's population.



4. **Adaptability and Resilience:** The research gave valuable insight into residents' experiences during the pandemic and how strong local relationships, social networks and the work of different agencies supported resilience and helped people get by in already difficult circumstances.
5. **Feelings about the regeneration:** There are very mixed feelings about the regeneration and there is a disparity between different people's experiences of the changes taking place. Attitudes toward the regeneration have changed for the worse since 2014-15. As residents see the blocks coming down, there is a sense of inevitability about the fact that they will have to leave their homes. Residents can see the new housing going up in the First Development Site, however it is not clear to them when they will be able to move in. Most council tenants want to stay council tenants despite many having animosity towards the council for the poor condition of the estate.





## 2. Approach



# Research methods

The aim of the research was to understand the everyday experience of people living and working in the Aylesbury Estate regeneration area and how this has changed over time. It explores how residents feel about their lives on the estate, what people feel about the neighbourhood and their neighbours, and about their situation at a time of significant change.

People living on the estate come from a very diverse range of nationalities, ethnicities and backgrounds which reflects the super-diversity of this part of Southwark. There are long-standing residents remaining on the estate but at the same time the population churn noted in 2014-15 has continued. New residents have moved into the L&Q blocks, many secure tenants and leaseholders have been rehoused or have moved away, and a significant number of temporary residents have moved into the emptying blocks. In other blocks, those in the later stages of the redevelopment programme, the resident population will have been more stable as demolition is not imminent and secure tenants have not yet been given any increase in priority. However even in these blocks some secure tenants and leaseholders are choosing to move away to lessen disruption and uncertainty. The result is that the changes taking place will be experienced in many different ways.

To try and capture the breadth of experiences on the estate, the research strategy devised to structure this project was mixed in approach, as no one single research method would reveal enough to build an understanding of the lives of Aylesbury's residents. It was not possible to replicate the approach used in 2014-15 as this relied on a door-to-door survey, which was not possible at a time



Figure 2: L&Q Site 1a

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1. This approach has been developed by Social Life to help understand how areas are faring. It enables a prediction to be made of how residents are likely to feel about their neighbourhoods, their sense of belonging, their fear of crime, their wellbeing, and their relationships with their neighbours and between different groups living in an area.

For more information see:  
[http://www.social-life.co/publication/understanding\\_local\\_areas/](http://www.social-life.co/publication/understanding_local_areas/)

of greater COVID-19 restrictions and social distancing. Instead, a greater emphasis was put on qualitative data gathered through a smaller number of more intensive and in-depth interviews.

A snapshot of everyday life and feelings about the regeneration has been built through a collection of primary data gathered from stakeholder interviews, street interviews with residents, interviews with traders, walks, ethnographic observations, phone interviews and an online survey. Secondary statistical data has been collected from various government agencies and the local authority, Southwark Council.

## Research themes

Social Life uses four key domains to assess the social sustainability of an area:



**Amenities and Social Infrastructure:** Facilities & support services for individuals & communities: schools, social spaces, transport & community workers; spaces and places that allow people to meet and develop their social relationships.



**Social and Cultural Life:** Sense of belonging, wellbeing, community cohesion, safety, relationships with neighbours, relationships between people from different backgrounds & local social networks.



**Voice and Influence:** Residents' ability & willingness to take action to shape the local environment; structures to represent residents & engage them in shaping local decisions; residents' sense of agency and control over their daily life in the neighbourhood.



**Adaptability and resilience:** Flexible planning; housing, services & infrastructure that can adapt over time; adaptable use of buildings & public space; ability to withstand future economic and social shocks.

For the initial research in 2014, the household survey results were benchmarked against what would be expected in comparable areas. This assessment of the estate in comparison to other similar areas across the UK gives an initial overview of how the area is faring as a whole<sup>1</sup>. The 2020 research used more qualitative methods to gain more in-depth data, and also to mitigate the impact of the pandemic. This makes benchmarking of the data more complex, nevertheless, a wealth of primary data has been collected through other means and comparisons can still be made to the 2014-15 research to help understand the changes that have occurred since then.

The following sections explore these four domains in more detail, based on the primary research conducted. In addition to the four domains, feelings about the regeneration are explored in a separate section.



# Who we spoke to

In total, **157 different residents**, traders, stakeholders and former residents were interviewed for this research. The main research findings were taken from street interviews and in-depth interviews conducted with local agencies and stakeholders:

- **81 street interviews with residents** took place to explore in more depth what is shaping and influencing residents' views. These followed a range of set routes, at different times of the day. A questionnaire with open-ended questions was used to guide the interviews.
- **24 in-depth interviews with agencies and local stakeholders** (26 people in total, 2 were in pairs) including local faith and community organisations, arts groups, the police, housing management staff, employment projects, schools, other services for children and young people. Some of these individuals and organisations also took part in the research in 2014-15. Three were interviewed as part of a wider research project for Southwark Council on the social impact of regeneration in the Walworth area and agreed to use the data for this research.

This was supported by findings from:

- **13 interviews with local traders** working in a range of different small businesses within and around the periphery of the estate. There is a mix of well-established and newer businesses and these include a pharmacy, various convenience stores, a cafe, barbers, a tailor, a restaurant, a chicken shop and a launderette.
- **9 walking ethnographies** (10 people in total, 1 walk was in a pair) The application Ramblr was used during the walks in order to geolocate the journeys and gather information through pictures along the journey.
- **4 ethnographic observations** of half a day each.
- **A review and analysis of a range of written material**, including prior research and analysis about the estate, existing data from the census, plus Social Life's social sustainability data.

Figure 3: Who we spoke to, 2020-2021

81	Street interviews with residents	26	Online survey of former residents
27	In-depth interviews with agencies and local stakeholders	10	Interviews with former residents
9	Walking ethnographies with 10 residents	4	Ethnographic observations
13	Local trader interviews		

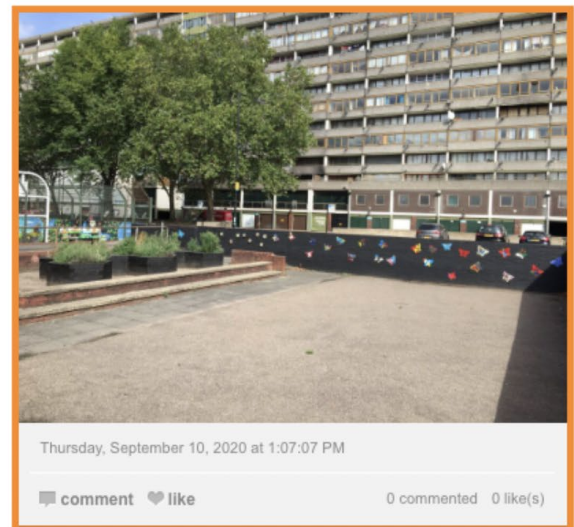
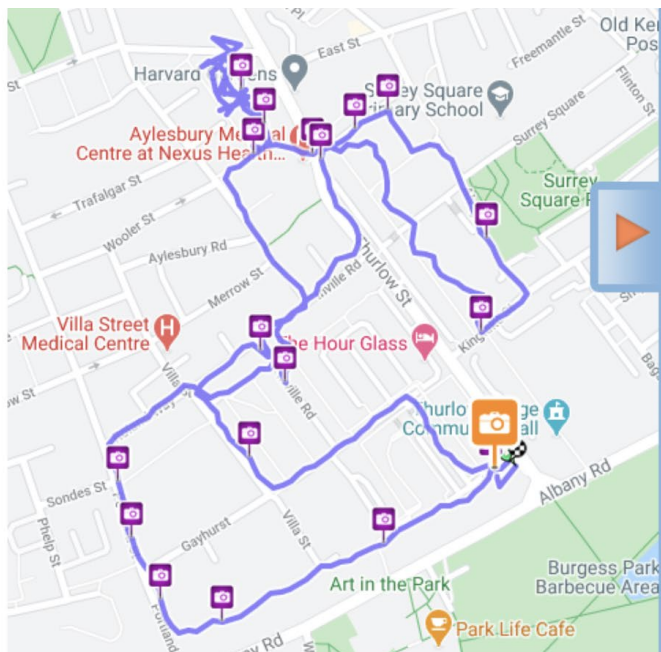


Figure 4: Example of a Ramblr walk.

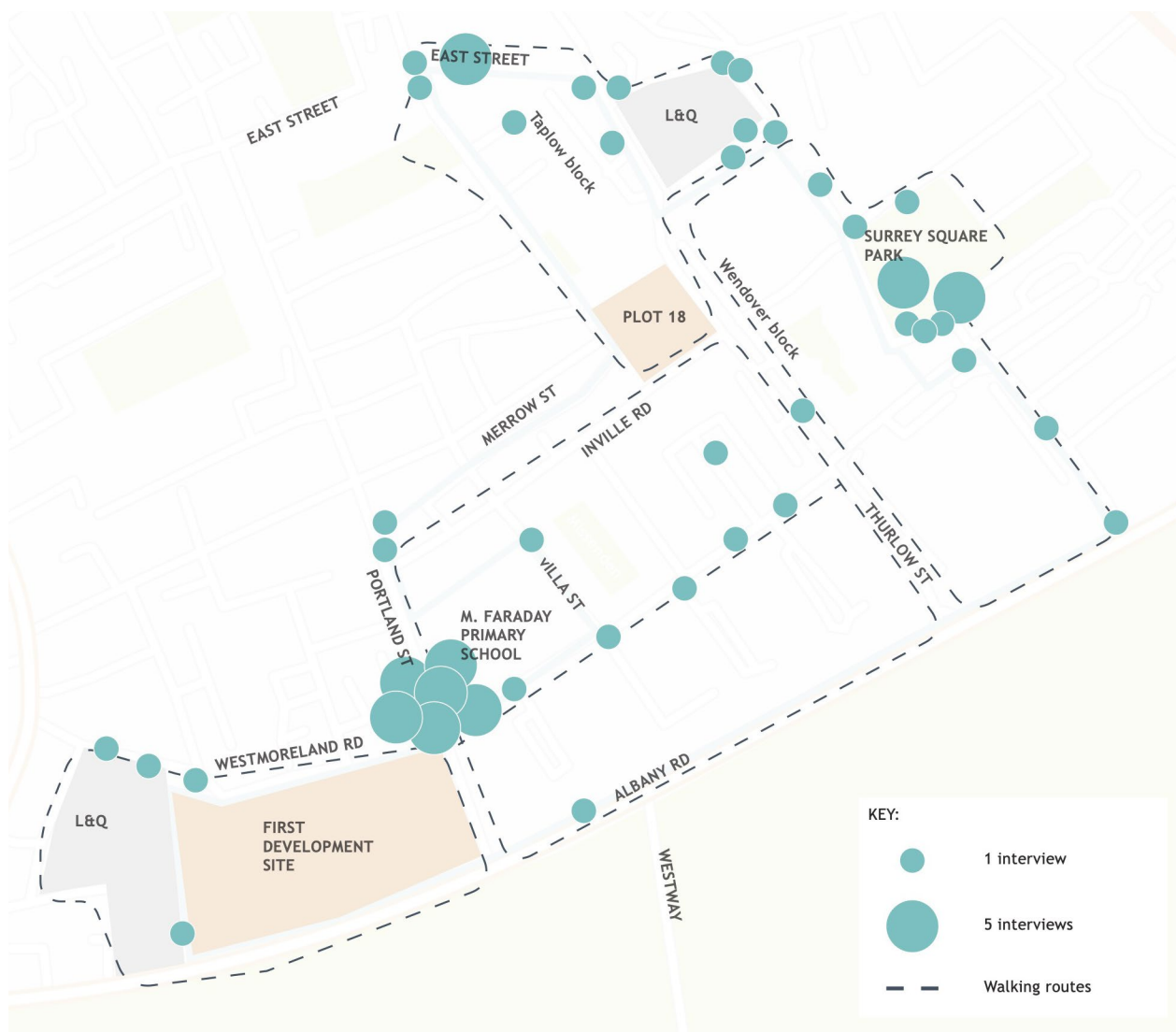
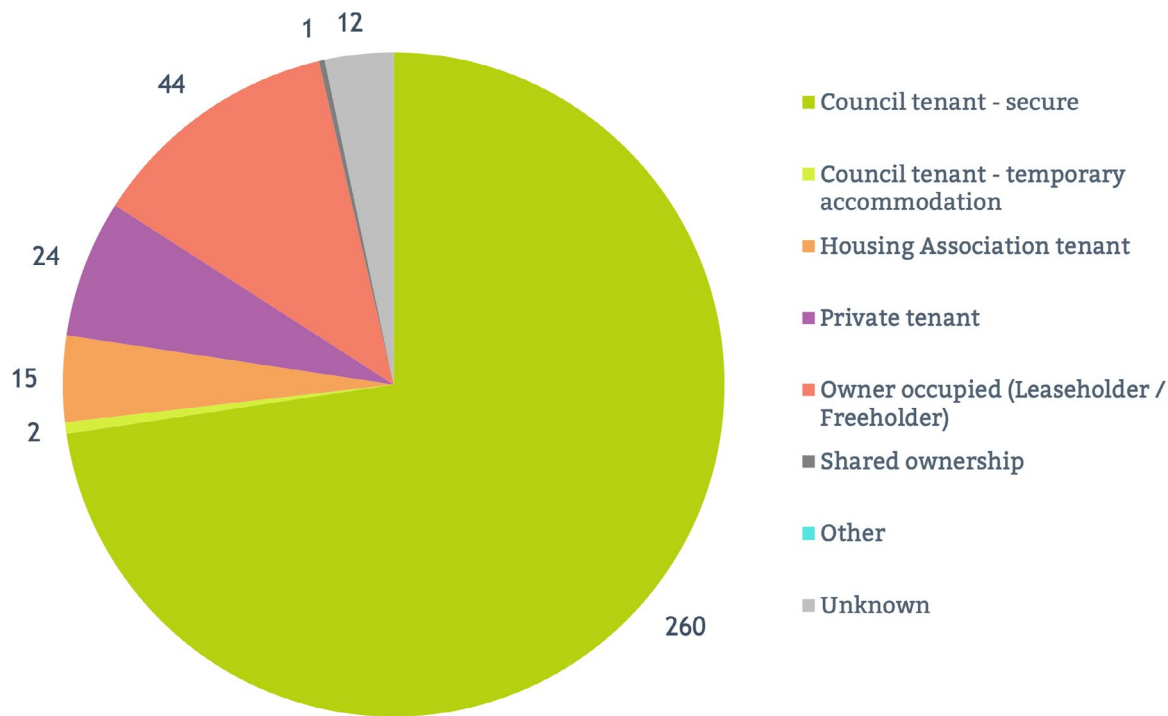


Figure 5: Street interviews conducted in the Aylesbury Estate regeneration area, 2020.

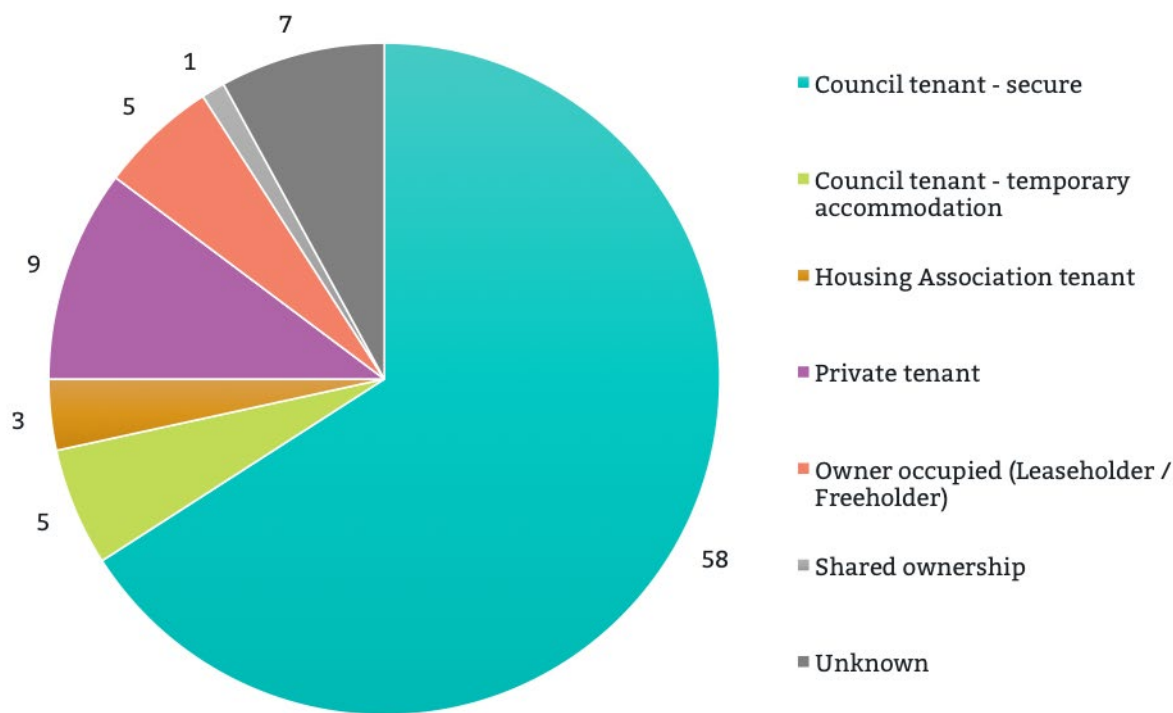


Figure 6: Breakdown of who we spoke to, by tenure, in 2014-15



Total number of residents spoken to through the door to door survey = 358.

Figure 7: Breakdown of who we spoke to, by tenure, in 2020-21



Total number of residents spoken to through street interviews and walking interviews = 88.

We also engaged with former residents to understand their experience of moving off the estate. This involved an online survey that was completed by 26 former residents and 10 interviews (mixed methods).

The research fell into two phases: the first phase in autumn 2020 included the street interviews, stakeholder interviews and walking ethnographies. The second phase, the survey and phone interviews with former residents, took place from March to June 2021.

## Understanding the experience of residents moving off the estate

Our aim has been to monitor the experience of residents who are re-housed by Southwark and Notting Hill Housing both on and off the Aylesbury Estate to ensure that their experience is reflected in the overall social impact measurement of the regeneration programme.

As a result of the large-scale rebuilding of the area a number of residents will need to move away from the estate. Council tenants will have the option to return to a new Notting Hill Housing tenancy on the estate, which many will exercise, however others will choose to make their home in other areas. Leaseholders will have the option of a new home on the estate, either owned outright or on a shared ownership or equity basis. In practice this will be difficult for some homeowners, for example where mortgages cannot be moved to new properties.

There is little information about where residents have gone after 2016<sup>2</sup>. To address this we took four steps: we approached Southwark Council for an update of the earlier data but this was unavailable; we approached residents who had indicated they would be willing to be interviewed when rehoused by Notting Hill Genesis (43 residents); we interviewed former residents identified through the first stages of the research (the street interviews, stakeholder interviews and walking ethnographies); we developed an online survey which we distributed through 25 new and existing local stakeholders, offering a £5.00 incentive to residents who completed the survey. We worked with the property managers at Peckham Place and Manor Place Depot to inform former residents that had moved into these new L&Q developments. We attempted the 'snowballing' method where residents refer us to other people they know, however interviewees often said they had now lost contact with people that had moved away from the estate.

We interviewed 10 former residents and received 26 completed online surveys. As a result, we were unable to gather enough data to paint a comprehensive picture of the experiences of people rehoused away from the Aylesbury Estate. Nevertheless, we have integrated the findings from the interviews that we did complete where possible, though there are limitations to how useful this data is, given the limited numbers of people responding.



# The impact of COVID-19

Trying to capture the experiences of such a diverse resident community is in itself a complex task. Added to that, the data collection approach for this second round of research needed to adapt to the very challenging context that the Covid-19 pandemic created. The first round of primary research (the street interviews, stakeholder interviews and walking ethnographies) took place in autumn 2020, just before the November lockdown, when case number significantly rose and restrictions were put in place. The second phase, the interviews with former residents, took place during the third lockdown, after January 2021.

The following measures were put in place in response to the constraints posed by the pandemic:

- the research methods and approach took account of the need for social distancing, to keep residents and interviewers safe and the fact that for the first few months, schools were shut and most residents were largely staying at home.
- extra questions were added to capture the impact of COVID-19 and living through restrictions on the local community.
- data was gathered through a mixture of on and offline methods to ensure social distancing and the safety of residents and interviewers. It was not possible to repeat the household survey carried out in 2014-15 because of social distancing requirements.

The research was also made particularly challenging as 2020 was a unique time, when pressures and stresses on residents were unprecedented. National data shows a decline in wellbeing and a rise in anxiety after March 2020. It was a period when people spent more time in the neighbourhoods where they lived. Schools and colleges were closed and many people worked from home. Residents became dependent on the few facilities that were open and available, especially what could be done outside. Experiences of home and neighbourhoods during this time will have amplified many feelings about the area.

## Understanding the data

The change in method between this research and the 2014-15 research has implications in its use. In 2020-21 fewer residents were interviewed, however those who were interviewed were allowed more time to discuss issues in depth, and to frame their own responses to questions in a semi-structured interview, rather than being given fixed options within a structured survey. 580 people were interviewed in 2014-15, and only 157 in 2020-21, however the quality of the 2020-21 data allows us to gather robust insights from the lower numbers.

It is worth noting that there is significantly less data from residents on the new L&Q blocks (Site 1a and Site 7). The autumn fieldwork



took place in the context of rising case numbers and an imminent lockdown. As a result, it was not possible to return to the field to conduct interviews of sectors of the population that may have been underrepresented in the first round.

As in 2014-15, we also identified a significant amount of 'consultation fatigue'. Residents reported feeling tired of talking about the regeneration as it had already been going on for so long; some felt there was limited value in talking about it because their views would not be taken into account. This will have made some residents reluctant to take part in the research and may have skewed some of the responses given by those who did.

The smaller numbers of interviewees in this second round of research and the difficulties in constructing a structured sample mean that it was not possible to ensure a representative sample. Residents interviewed do not match the tenure profile of the estate and the smaller numbers make it difficult to carry out comparative analysis by tenure or by area within the estate. This makes comparisons to the 2014-15 data more difficult.

## **The implications of a changing population**

The rolling programme of development will result in a gradual change in population. Tenants currently rehoused away from the estate may choose not to return, whereas tenants of future phases will be offered new homes within the estate footprint. Existing owners may choose to move elsewhere.

Residents without a formal relationship to Southwark (private tenants and unofficial occupiers) will move away from the estate. An increasing number of homeowners will move onto the estate as new private homes for sale are completed. This group is likely to have different socio-economic profiles to some of the estate's current residents who may have been living in the area for some time. In monitoring the impact of the regeneration, it is important to differentiate between the experience of longstanding Aylesbury Estate residents and new residents moving into new homes.

Southwark Council's use of empty homes as Temporary Accommodation for people they owe a statutory rehousing duty to has also had an impact on the population. People who are housed through this route, most frequently because of their status under the homelessness legislation, are likely to be vulnerable. The life circumstances that resulted in their need are likely to have been exacerbated by the experience of being homeless. This group of people is not spread evenly across the estate and some blocks have very few, or even no, residents on temporary tenancies, they are most common in blocks that are being actively decanted. During the period this research took place this included blocks falling within Phases 2 and 3.





### **3. The Aylesbury Estate and its residents**



3. Social Life (2017) Living on the Aylesbury Estate  
[http://www.social-life.co/publication/living\\_on\\_the\\_aylesbury\\_estate/](http://www.social-life.co/publication/living_on_the_aylesbury_estate/)

The Aylesbury Estate is part of the legacy of the UK welfare state's provision of social housing after 1945. Spanning an area of approximately 26 hectares (around 32 football pitches), it was finally completed in 1977 as part of a wider programme of slum clearance and provided much needed high-quality housing in this area of south London to around 7,500 people. Most of the Aylesbury's homes are in concrete slab blocks that characterise the estate's external image and make up most of the estate, however several older red brick blocks sit among them. Although residents in the new blocks were initially happy with their new homes, over the next decades the physical environment began to deteriorate because of underinvestment and high maintenance costs. Although residents reported that neighbourliness and social connections were strong, to the outside, it soon became synonymous with inner-city decay, poverty and crime.<sup>3</sup>

In 1999 the Aylesbury was given New Deal for Communities (NDC) status, with a budget of £56.2m over 10 years for social and community-based programmes and as part of a proposed stock transfer from council to housing association ownership. But in a ballot in December 2001, 73% of residents voted to keep the estate with the council, with a 76% turnout. Residents and the council worked together to develop the Aylesbury Area Action Plan, completed in 2010, and in 2013, Notting Hill Genesis became the council's development partner after a competitive process.

The regeneration is expected to be completed in 2035 and, when completed, will include approximately 3,500 homes.

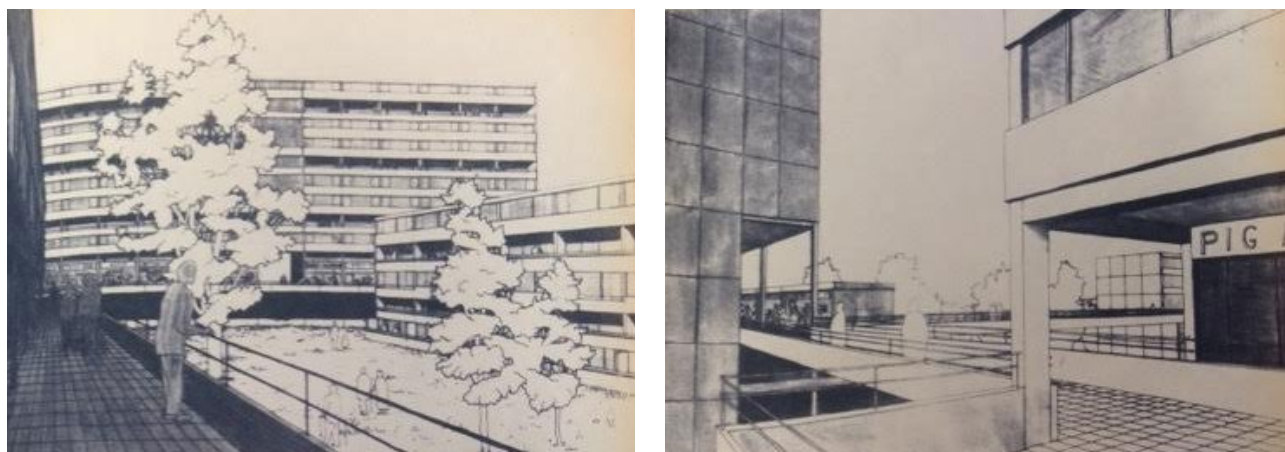


Figure 8: Early plans for the estate from Southwark Archives.

At the time of the baseline study in 2014-15 initial demolition and rebuilding of Aylesbury's concrete blocks had started, L&Q's new schemes in the southwest corner of the estate had been completed, and construction was under way on the northern L&Q site (Site 7). Notting Hill Housing's First Development Site had been almost fully vacated to prepare for demolition. Since that time, demolition, emptying of blocks, rehousing people and construction has been almost at a standstill because of legal challenges.

Table 1: Phasing plan as published in 2020		
Phase:	Rehousing:	Target for completion:
L&Q Site 7 + L&Q Site 1a	n/a	Complete
First Development Site	2013-2018	2020-2023
Phase 2 (inc. Plot 18)	2014-2019	2020-2025
Phase 3	2018-2021	2027
Phase 4	2020-2027	2027 (first Phase 4 homes)



Figure 9: Phasing plan.

This research has taken place at a turning point where significant delays in the regeneration process have started to shift. The L&Q site to the north, known as Harvard Gardens, was completed in 2016 and the First Development Site and Plot 18 are currently under construction. At the same time, the COVID-19 pandemic has caused new delays to the timetable as rehousing was put on hold. As blocks are incrementally emptied and tenants and leaseholders move elsewhere (either within the estate or to other areas) vacant



properties have been used by Southwark as temporary accommodation for households they owe a statutory rehousing duty to.

The most significant change in the programme is that the ownership of the First Development Site was transferred to Southwark Council. This site had been intended to be owned by Notting Hill Genesis, half were set to be social housing at target rent and half shared ownership or shared equity.

This took place as construction got underway. At this point, most people living in blocks within Phase 2 had already moved (90% of moves had been completed by September 2020) and those in Phase 3 have begun to vacate their properties (57% of moves had been completed by September 2020).

### First Development Site

The First Development Site is a very large area which is currently cordoned off. The new housing blocks being constructed are visible. The scale of the FDS disconnects the existing estate from the L&Q development Site 1a.

The site will deliver 830 new homes. Demolition started in 2015. The first new homes were planned to be completed in summer 2020 however this has now been pushed back to 2021-22.

“Changes to tenure on First Development Site: Under a new partnership arrangement, Southwark Council is funding the delivery of packages A and B on the First Development Site in return for the 581 homes on these sites becoming council housing. This will help speed up completion of social housing, increase the number of social rented homes across the First Development Site and regeneration area as a whole, speed up the rehousing of residents on the estate and will mean we are supporting the council’s ambitious commitment to building 11,000 new council homes by 2043. We will continue to build the homes as planned but these homes will now be built on Southwark Council’s behalf and will become council homes” (Aylesbury Now, Notting Hill Genesis Summer Newsletter 2020).

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4. This estimate is based on the Office for National Statistics’s mid-year population estimates for 2013, modelled by Social Life.

5. Southwark’s records for active and non-active properties on the Aylesbury Estate in September 2020.

## Who is living on the Aylesbury Estate?

At the start of Notting Hill Housing’s programme in April 2014, 6,700 people were estimated to have been living on the estate.<sup>4</sup>

By September 2020, 90% of the permanent residents had left the blocks in Phase 2 (which includes the large Wendover blocks) and 57% had vacated the Phase 3 blocks (which includes the large block Taplow). Wolverton, Wendover and Ravenstone have a significant number of vacant properties being used as temporary accommodation; by September 2020, 297 homes were let as temporary accommodation, over 20% of the occupied homes on the estate. Southwark Council estimated that at this date there were 1,484 occupied properties on the estate.<sup>5</sup>

Agencies, residents and community representatives continue to report that the Aylesbury Estate's community is changing rapidly. It was noted in 2014 that this has always been a feature of life on the estate - that its low popularity has meant that it has been at many times the "housing of last resort", both for those being housed by the council because of homelessness or other urgent housing need, or for those looking for private rented housing. For the past five years, tenants and leaseholders have continued to move away before demolition and an increasing number of flats were used by Southwark Council as temporary housing. This is introducing a new group of residents to the estate who have no certainty about how long they will be living in the area. This was exacerbated by the pandemic, Southwark rapidly moved households out of homeless hostels in March and April 2020 into self-contained housing.

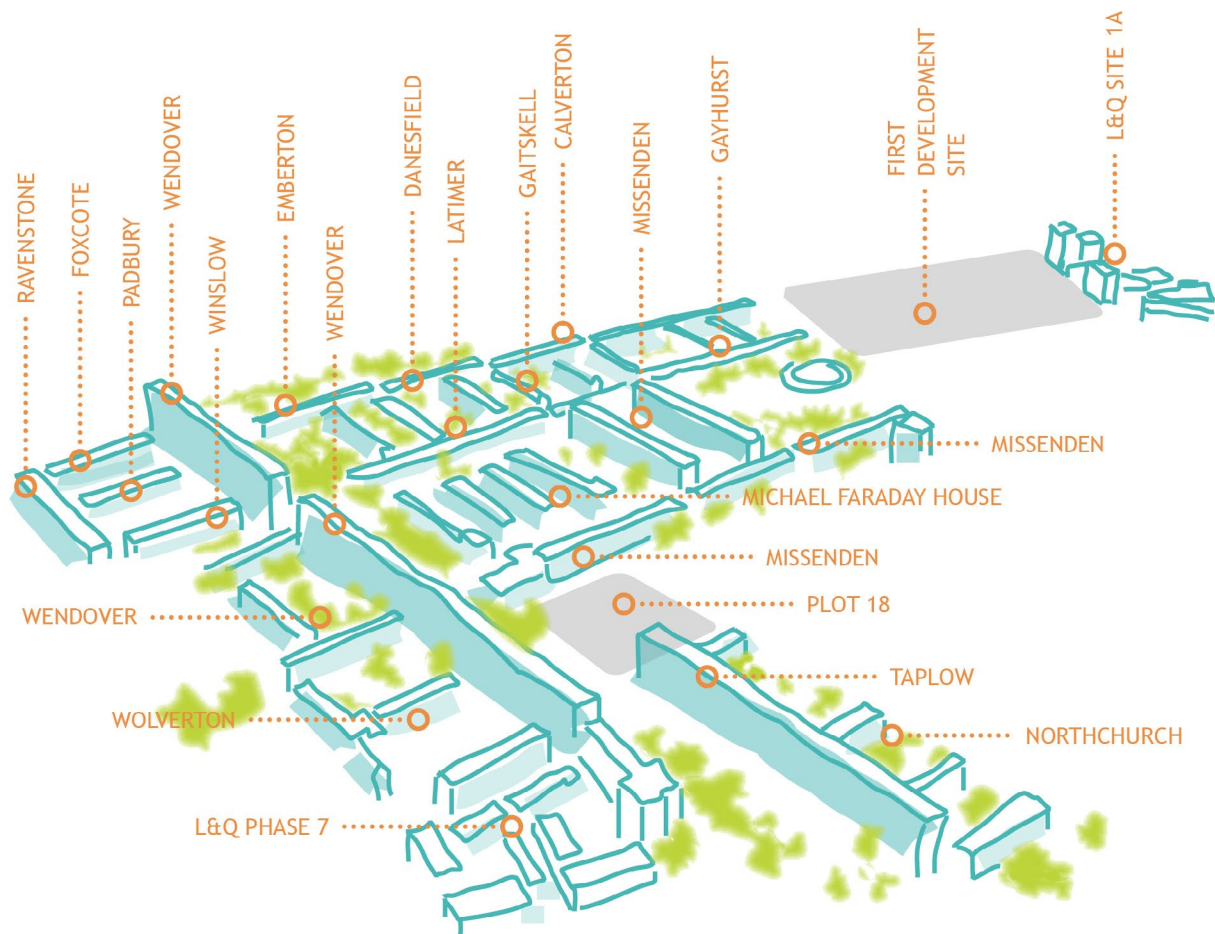


Figure 10: Aylesbury Estate block names and locations



## Tenure changes from 2014 to 2020 on the Aylesbury Estate

Southwark's records suggest that in March 2014, 84% of Aylesbury residents were secure council tenants and 16% were leaseholders or freeholders. The use of temporary tenancies was low at that time.

Phase 2 and phase 3 are being actively decanted, as the charts below show; many blocks in these phases have a high number of voids, and many residents are on temporary tenancies.

Phase	Number of properties	Vacant/void properties	Secure tenants	Leaseholders /Freeholders	Temporary tenants
Phase 2	811	501	53	44	213
Phase 3	289	63	93	18	115
Phase 4	966	18	734	130	84
<b>TOTAL</b>	<b>2066</b>	<b>582</b>	<b>880</b>	<b>192</b>	<b>412</b>
<b>TOTAL (%)</b>	<b>100%</b>	<b>28%</b>	<b>43%</b>	<b>9%</b>	<b>20%</b>

Figure 11: Summary of moves on Phase 2 on the Aylesbury Estate (September 2020)

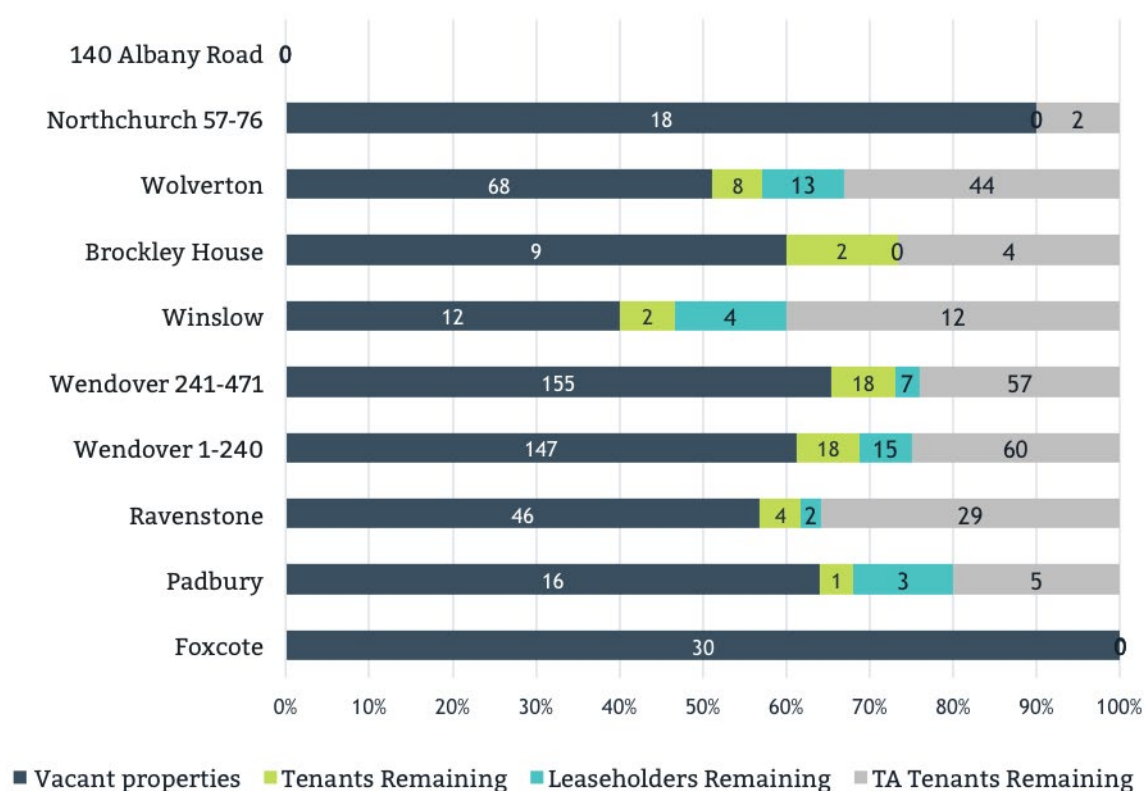
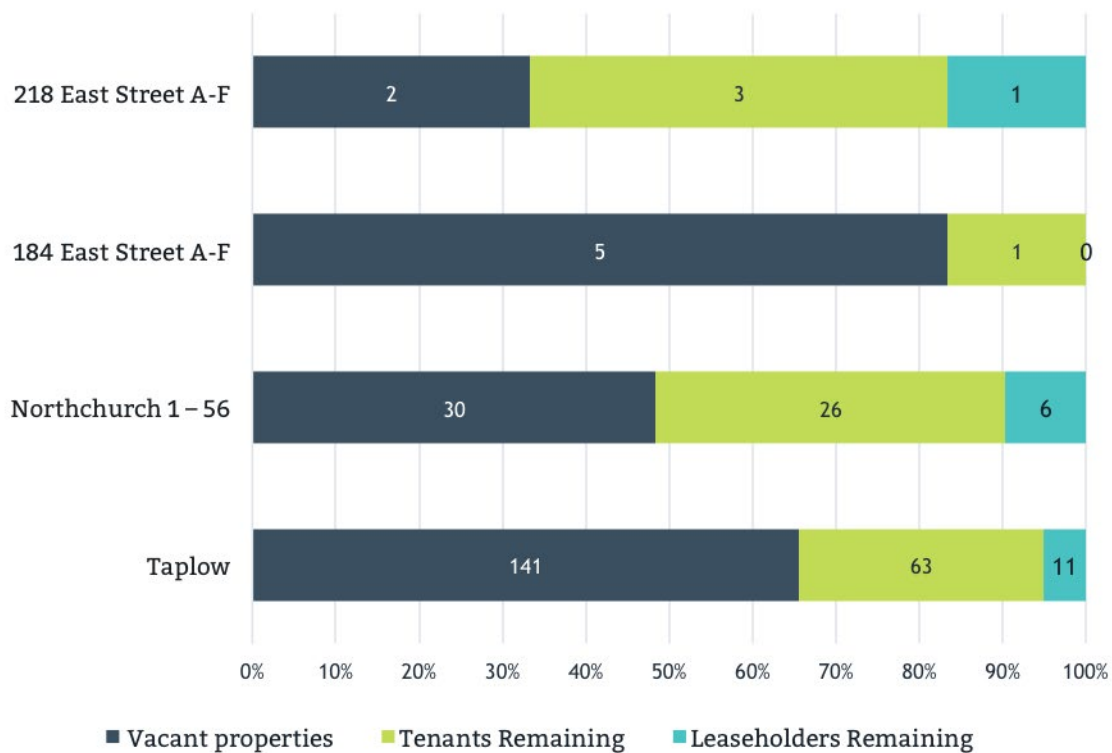


Figure 12: Summary of moves on Phase 3 on the Aylesbury Estate (September 2020)



6. Social Life (2017) Living on the Aylesbury Estate  
[http://www.social-life.co/publication/living\\_on\\_the\\_aylesbury\\_estate/](http://www.social-life.co/publication/living_on_the_aylesbury_estate/)

## Socio-economic data about the estate

This section sets out a series of statistics about the social and economic needs of the residents of the Aylesbury Estate. There are some limitations to this data. Much of it is based on census data from 2011 which is now out of date, and the 2021 data is not yet available. It is also widely recognised that there is likely to be undercounting of particular groups in the census and other official data, either because people do not return information or because there are no records of where they are living and working.<sup>6</sup>

### Deprivation

The Index of Multiple Deprivation, usually referred to as the IMD, is the official measure of relative deprivation for small areas in England produced by the Ministry of Housing, Communities and Local Government. It splits the country into 32,844 small areas and ranks them all from the least deprived to the most deprived based on a number of factors.

The IMD data from 2019 shows some parts of the estate (to the east and the northeast) to be in the 10% most deprived small areas. Other areas, towards the centre of the estate, fall into the 20% most deprived small areas. The northwest and southwest are



less deprived (but still more deprived than the national average), falling into the bottom 30% of small areas.

Between 2014 and 2019 there were changes in relative deprivation. There is now more variation in deprivation within the estate than in 2014. The west of the estate has become slightly less deprived and the east of the estate has become more deprived. Deprivation has fallen in the areas of new development, and is lowest to the north and west, reflecting the profile of residents in L&Q homes and the increased numbers of private owners and renters. However the southeast of the estate has become more deprived. This area includes blocks east of Thurlow Street (Wendover, Wolverton, Winslow, Ravenstone, Padbury and Foxcote) and blocks south of Beaconsfield Road (Latimer, Gaitskell, Calverton, Danesfield and Emberton). Many of these are blocks that have high numbers of people on temporary tenancies.

Figure 13: Index of multiple deprivation: Measures the overall level of deprivation, incorporating all dimensions



Source: MHCLG: [https://dclgapps.communities.gov.uk/imd/iod\\_index.html](https://dclgapps.communities.gov.uk/imd/iod_index.html)

Sitting underneath the overall IMD score are scores for nine “domains”, including health, skills, employment and housing.

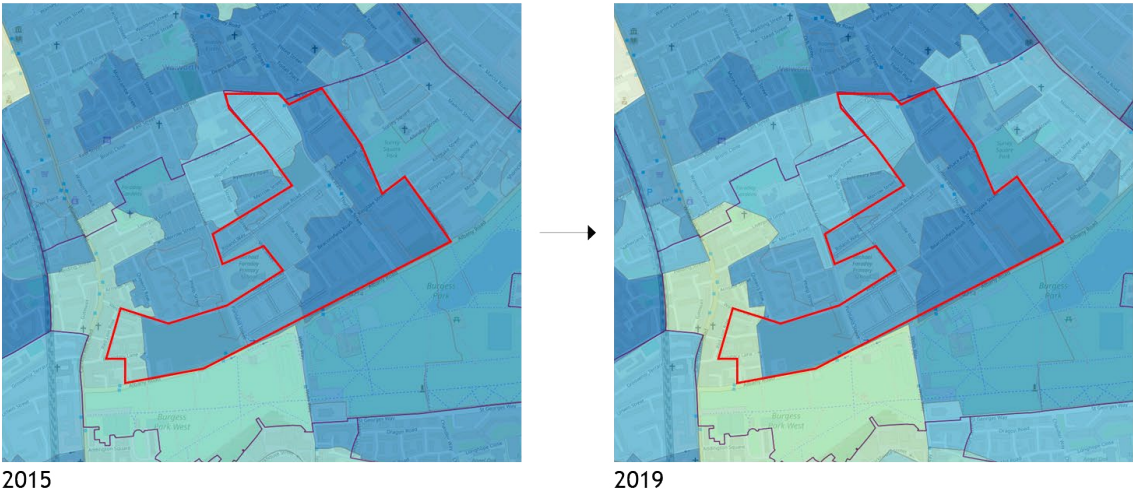
- **Employment:** has stayed constant, with the southeast faring worse than the new blocks.
- **Education skills and training:** the estate scores around the national average. There has been little change.
- **Income:** deprivation is still high and has shifted towards the periphery of the estate. There is lower deprivation where the L&Q blocks are located. The majority of the estate still falls within the worst 20% of small areas in the UK.
- **Health:** in 2015 the estate fared better than many surrounding areas in this domain however since 2019 the picture has become more mixed.
- **Crime:** in 2015 the wider area around the estate was generally one of the worst in the country and this marginally improved. The estate now is more mixed, the majority falls within the worst 20% of areas.
- **Housing and services:** although still within the worst 20% of the national average, this domain has improved with deprivation overall rising from the 10th to the 20th decile, closer to the wider neighbourhood.

The data shows how areas of the estate are faring differently:

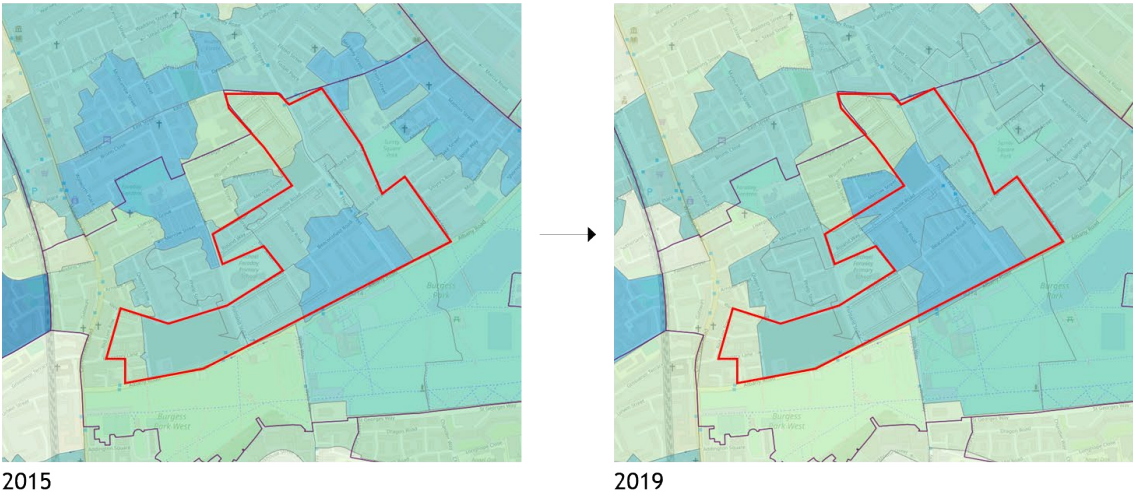
- **The area to the southeast of the estate has fared the worst** with levels of deprivation worsening in many domains.
- **The area between Beaconsfield Road and Albany Road has remained at the same level** of deprivation or worsened in the majority of domains.
- **The area to the East of Thurlow Street has remained at the same level** of deprivation or worsened in the majority of domains.

Figure 14: Index of multiple deprivation: Employment, Education and Income

**Employment deprivation:** Measures the proportion of people involuntarily excluded from labour market



**Education, skills & training:** Measures the lack of skills and attainment



**Income deprivation:** Measures the proportion of people with low-income

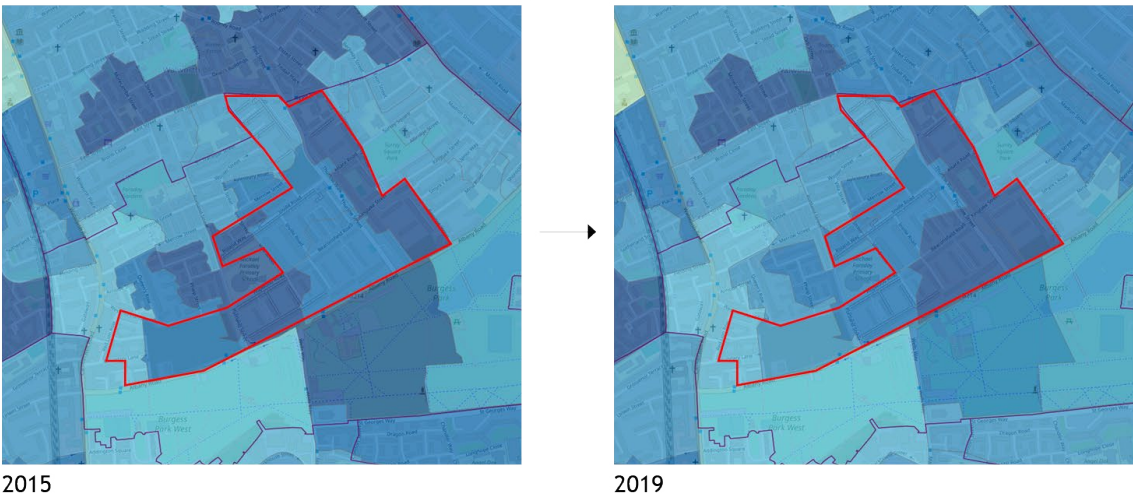
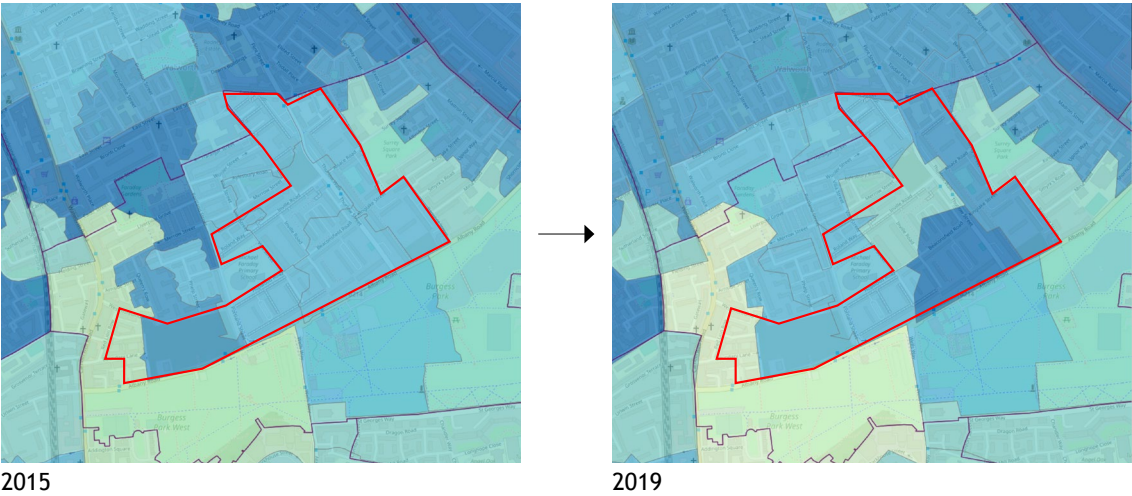


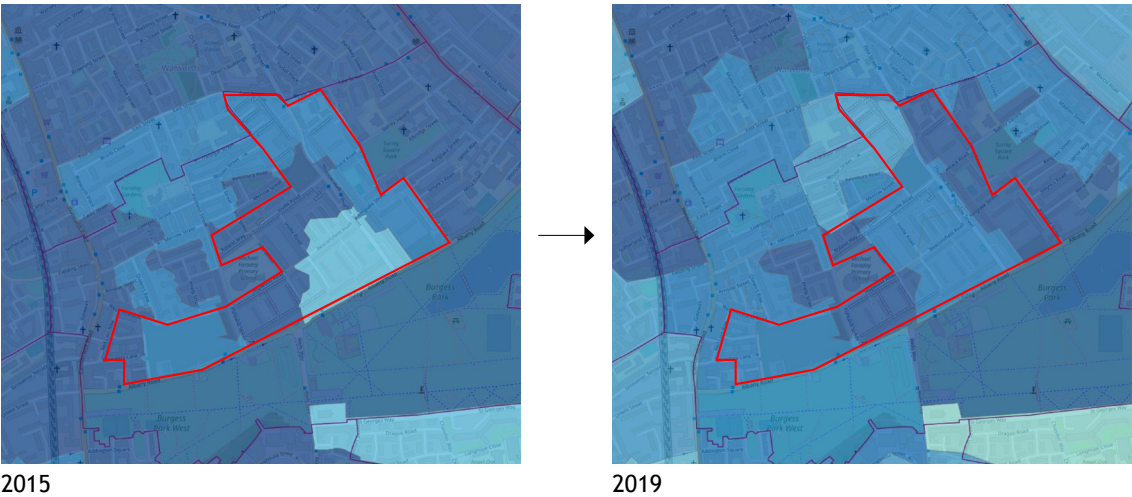


Figure 15: Index of multiple deprivation: Health, Crime, Housing

**Health deprivation and disability:** Measures the quality of physical and mental health



**Crime:** Measures the risk of crime and victimisation at a local level



**Housing and services:** Measures the physical and financial accessibility of housing and services

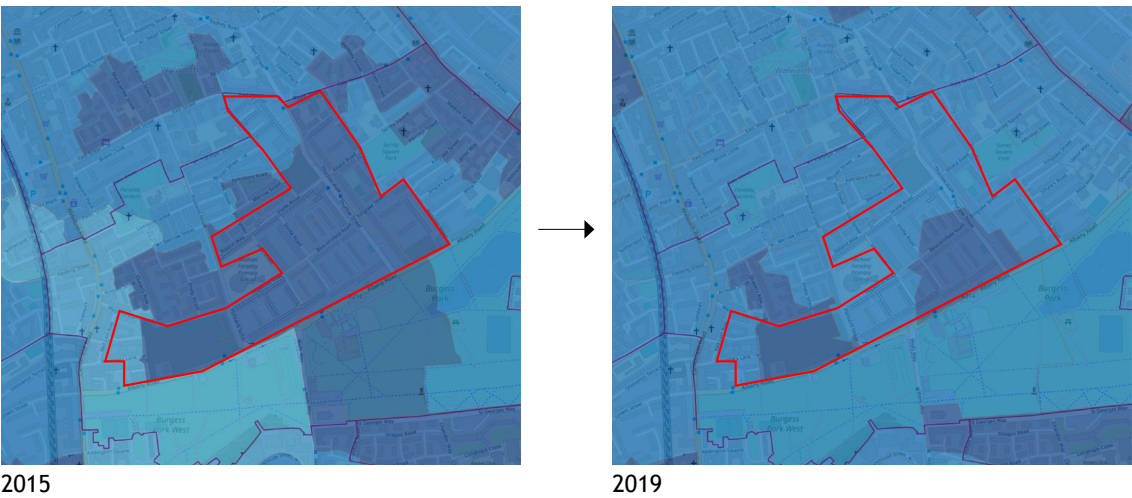
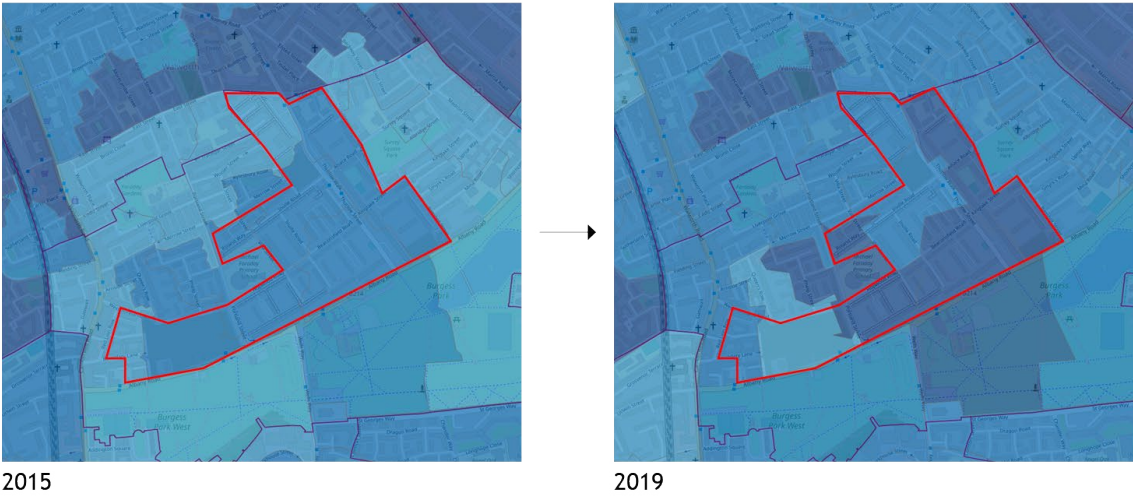
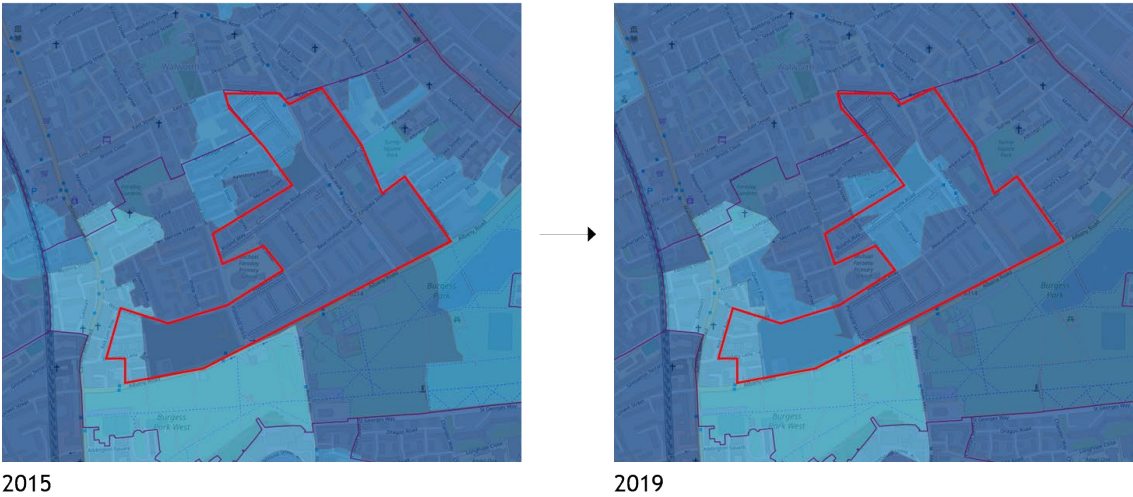


Figure 16: Index of multiple deprivation: Children, Older people, Living environment

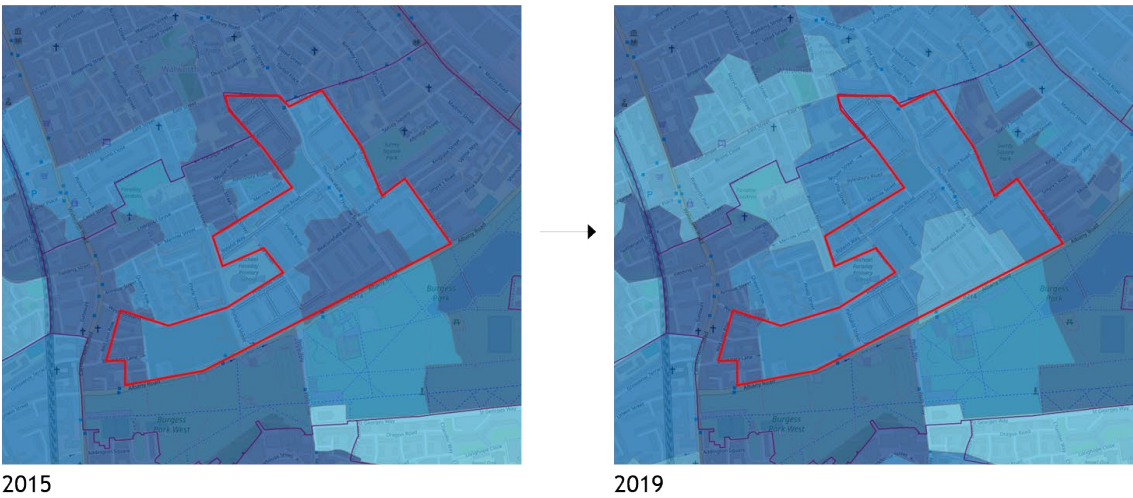
**Children:** Measures proportion of children aged 0-15 living in income deprived families



**Older people:** Measures the proportion of over 60's experiencing income deprivation



**Living environment:** Measures the quality of the environment





## People claiming unemployment support

The number of claimants across north and central central Southwark increased significantly between 2015 to June 2021.

This increase will be related to the impact of the pandemic in 2020-21. Although the claimant numbers increased on the Aylesbury Estate, this rise was slightly less severe than that experienced in the surrounding areas.<sup>7</sup>

Figure 17: Claimant count by age, north Southwark (area north of Burgess Park) and Aylesbury Estate area

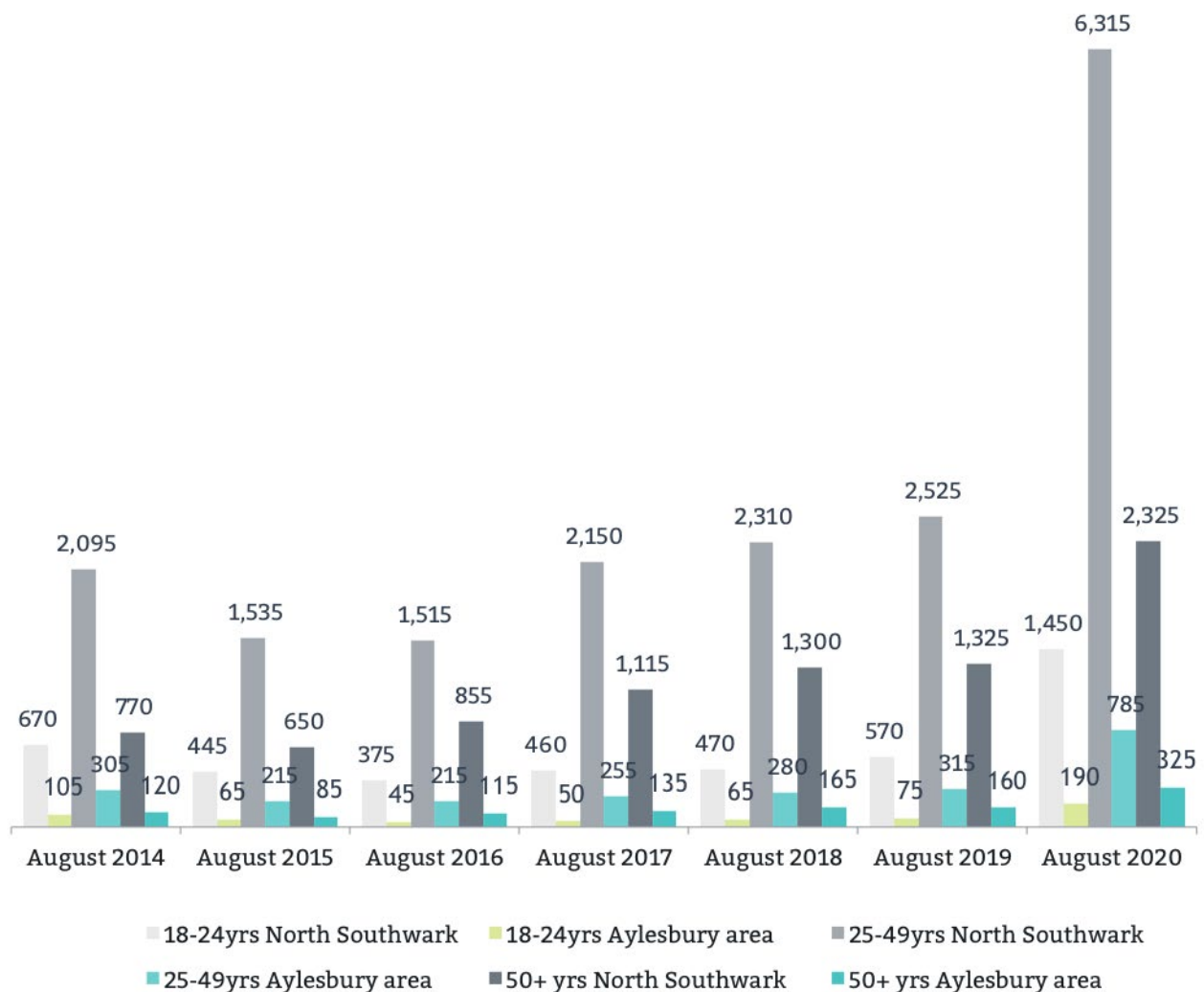
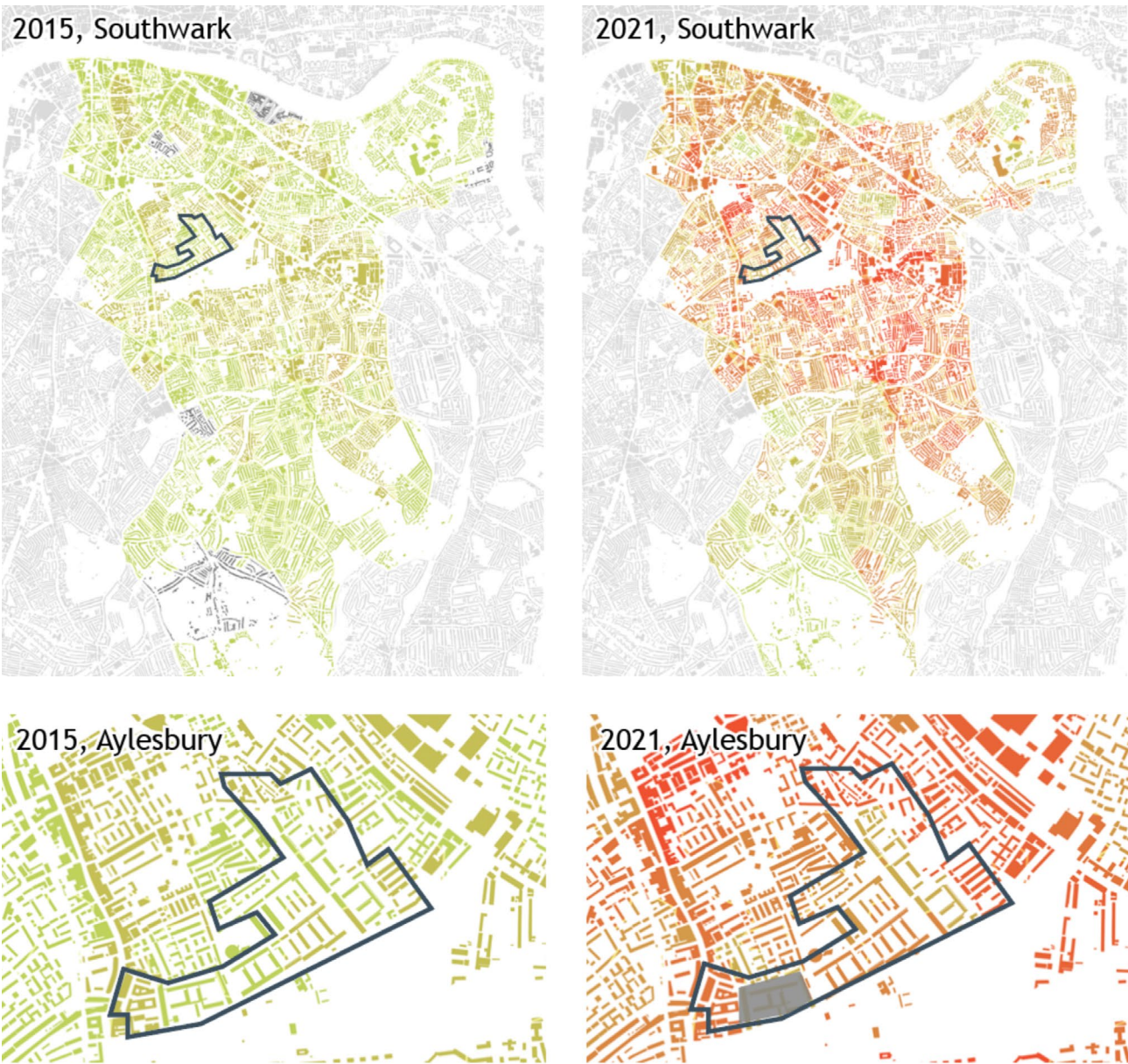




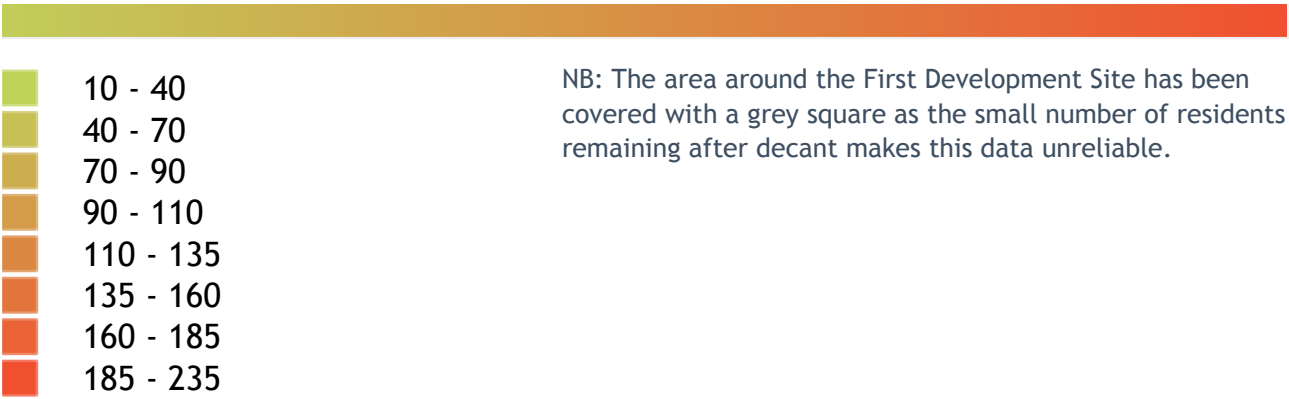
Figure 18: Number of individuals claiming unemployment support in Southwark in 2015 and 2021



**Number of claimants**

Less

More



Source: Nomis, 2021. The Claimant Count measures the number of people claiming benefit principally for the reason of being unemployed (includes both UC and JSA). Mapped by LSOA.





## **4. Amenities and social infrastructure**



“Amenities & Social Infrastructure” captures the services and the physical structures that are needed to support individual wellbeing and collective community activities, as well as local social life. It includes services such as health and education, transport and parks, as well as the impact of the design of the physical environment.

## Findings

Residents and stakeholders were asked about the places where residents meet, what groups are active on the estate (both formal and informal) and what support services and facilities there are in the area.

Overall, people’s feelings about amenities and social infrastructure in the area were very similar to 2014-15. There was a fall however in satisfaction with the current housing situation which is now very low as the condition of the old estate declines. The physical condition of the estate, and the lack of community spaces and facilities, is not supportive of residents’ individual and collective wellbeing. However transport, schools, health services and the nearby parks are all strong local assets in addition to a range of supportive third sector organisations who are very active and are valued locally.

## Satisfaction with the area as a place to live

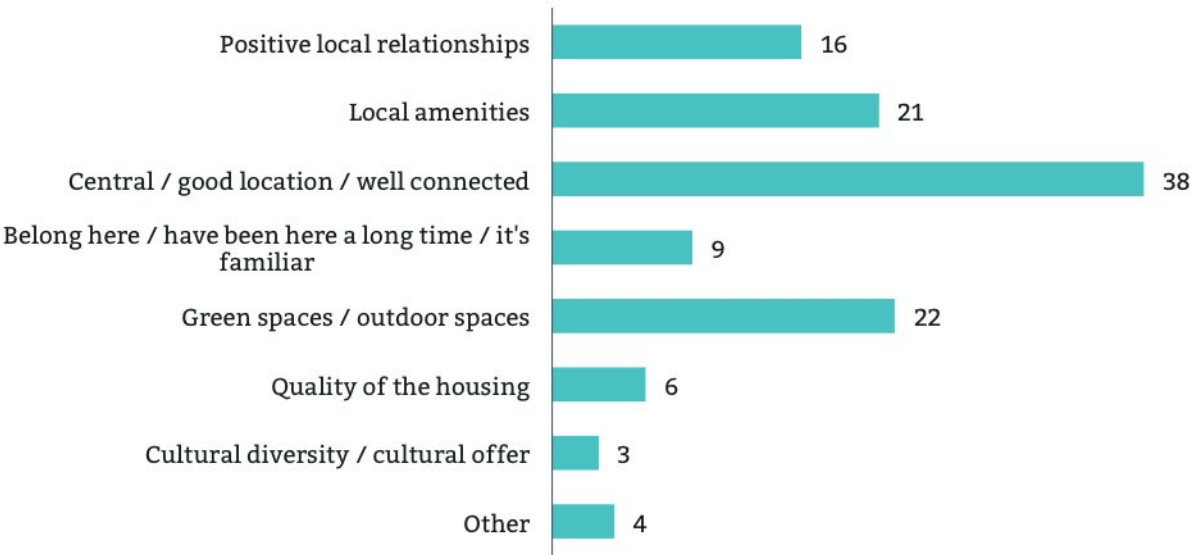
**There is a wealth of facilities located in the wider area surrounding the estate that people value.** Social infrastructure in the wider area is still very abundant with transport, schools, health services and the nearby parks remaining strong local assets that residents appreciate.

**People also value the estate’s location.** In the street interviews residents were asked what they liked and disliked about the area. The most frequent response was that it was a well-connected, good location (38-81 responses). The estate has strong links to central London being close to the transport hub at Elephant and Castle. It is flanked by various high streets such as Old Kent Road to the east, Walworth Road to the west, East Street to the north and it also has Burgess Park along its southern border.

The other aspects that residents said they like are the green spaces (22-81 responses) and the local amenities (21-81 responses). “It’s a great area to live, they have so many facilities nearby and it’s so central” (paraphrased).



Figure 19: What things do you like and not like about your local area?



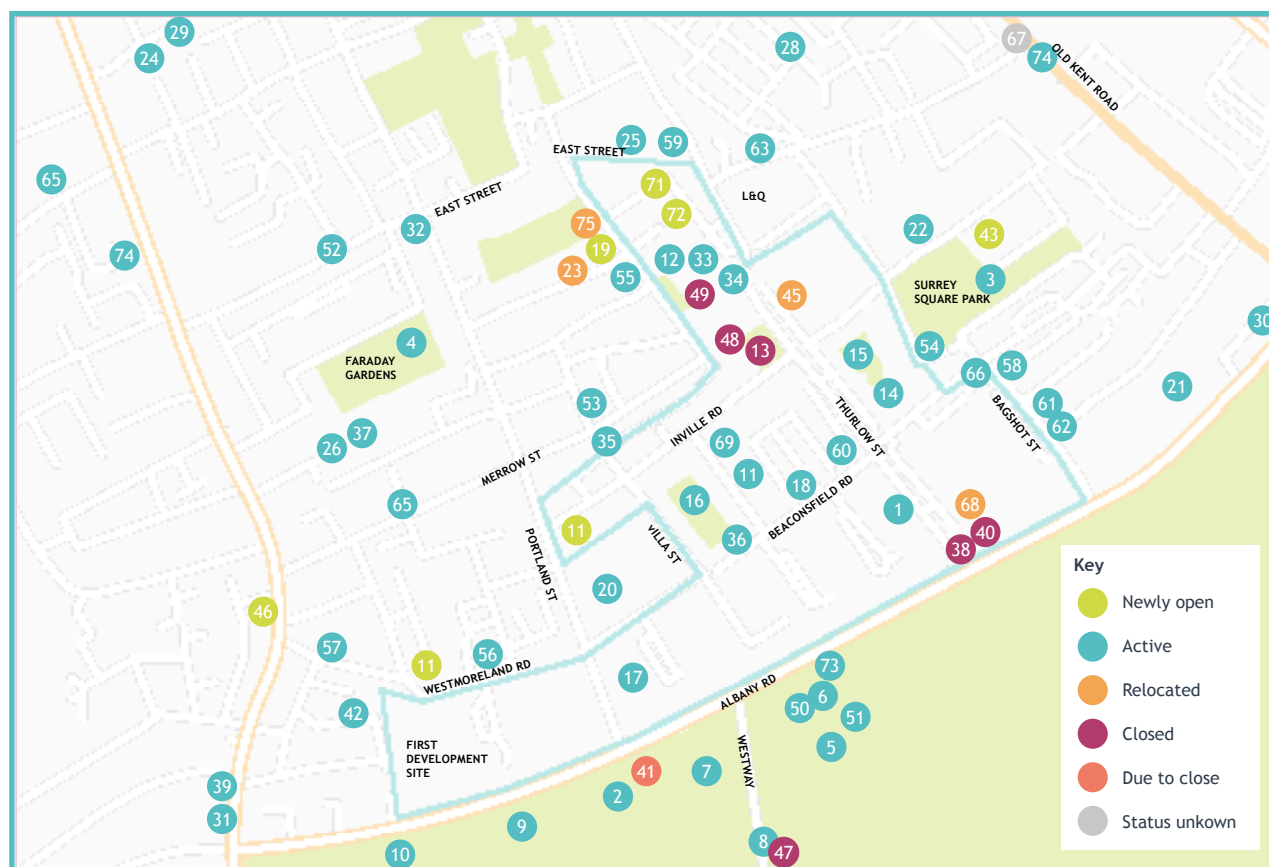
Street interviews, 2020. Number of respondents: 81. Frequency of responses: 119.

# Satisfaction with community facilities and supports

For the assessment of Amenities and Social Infrastructure, a review was carried out of the asset map created in 2014 that catalogued the social infrastructure in the area, including facilities, services and local businesses. The asset map identifies spaces established since 2014, those that are still functioning, those that have relocated and the ones that have closed or are due to close.

The asset mapping reinforced that there is a wealth of well-maintained green spaces, playgrounds and sports facilities both in and around the estate, particularly in Burgess Park. Parks and other outdoor spaces were most frequently identified as being important meeting places for building local support networks (29-79 responses). In addition, various MUGAs (Mutli-Use Games Areas) and playgrounds on the estate have recently been renovated and are well used by young children and young people on the estate. As many families reported poor living conditions, these well-maintained spaces are seen as an important asset and provide some respite. The walking ethnographies also revealed that these outdoor areas were important spaces for people’s wellbeing.

Figure 20: Asset map of the Aylesbury Estate regeneration area, June 2020.



#### Parks, gardens, playgrounds, and sport facilities

1. Thurlow Street MUGA
2. Burgess Park Adventure Playground
3. Surrey Square Park
4. Faraday Gardens
5. Chumleigh Gardens
6. Southwark Tigers Rugby Club
7. Burgess Park BMX
8. Lynn Boxing Academy
9. Burgess Park outdoor gym
10. Burgess Park Tennis Centre
11. Aylesbury Community gardens
12. Dawes Street playground & MUGA
13. Thurlow Street skate park
14. Small MUGA
15. Young children's play space
16. Michael Faraday Green
17. Gayhurst basketball pitch
18. Aylesbury outdoor gym

#### Education

19. University Academy of Engineering Southbank
20. Michael Faraday Primary School
21. Walworth Academy
22. Surrey Square Primary School
23. Sacred Heart RC Secondary School
24. Saint John's Walworth Church
25. Dyason pre-school

#### Faith and religious

26. St Peters Church of England

27. United Pentacostal Church
28. Pembroke House
29. St Johns Walworth Church
30. Old Kent Road Mosque and Islamic Centre
31. Walworth Methodist Church
32. East Street Baptist Church

#### Health

33. Aylesbury Health Centre
34. Aylesbury Medical Centre
35. Villa Medical Centre

#### Community facilities and services

36. The Cabin, Creation Trust
37. Inspire + The Crypt at St Peter's
38. Thurlow Lodge Community Hall
39. Golden Oldies Community Care Project
40. Divine Rescue foodbank (Thurlow Lodge)
41. Giraffe House (Creation Trust, Burgess Sports, Half Pints nursery)
42. Southwark Resource Centre
43. Walworth Living Room
44. Citizens Advice Southwark
45. 2Inspire: youth training and arts
46. Southwark Works
47. Wells Way Pop Up

#### Early years

48. Tykes Corner Nursery
49. Aylesbury Early Years Centre
50. First Place Children's Centre

#### Food, shops, and markets

51. Burgess Park Café
52. East Street Market
53. Merrow Street shops - various
54. Grove Food and Wine
55. Chris Convenient Store
56. Westmoreland street shops and barbers - various
57. Arments - Pie, Mash & Eels
58. Amigos Mediterranean Restaurant
59. Sussan Coin Wash Laundrette
60. The Hour Glass pub and hotel
61. Dambuk - Afro Caribbean grocery
62. Shanghai Surprise
63. East Street shops - various
64. Queen Elizabeth Pub

#### Safety

65. Walworth Police Station
66. Londis Store - safe house
67. East Street Library - safe house

#### TRAs

68. Thurlow Lodge TRA
69. Aylesbury TRA
70. Wendover TRA

#### Arts and culture

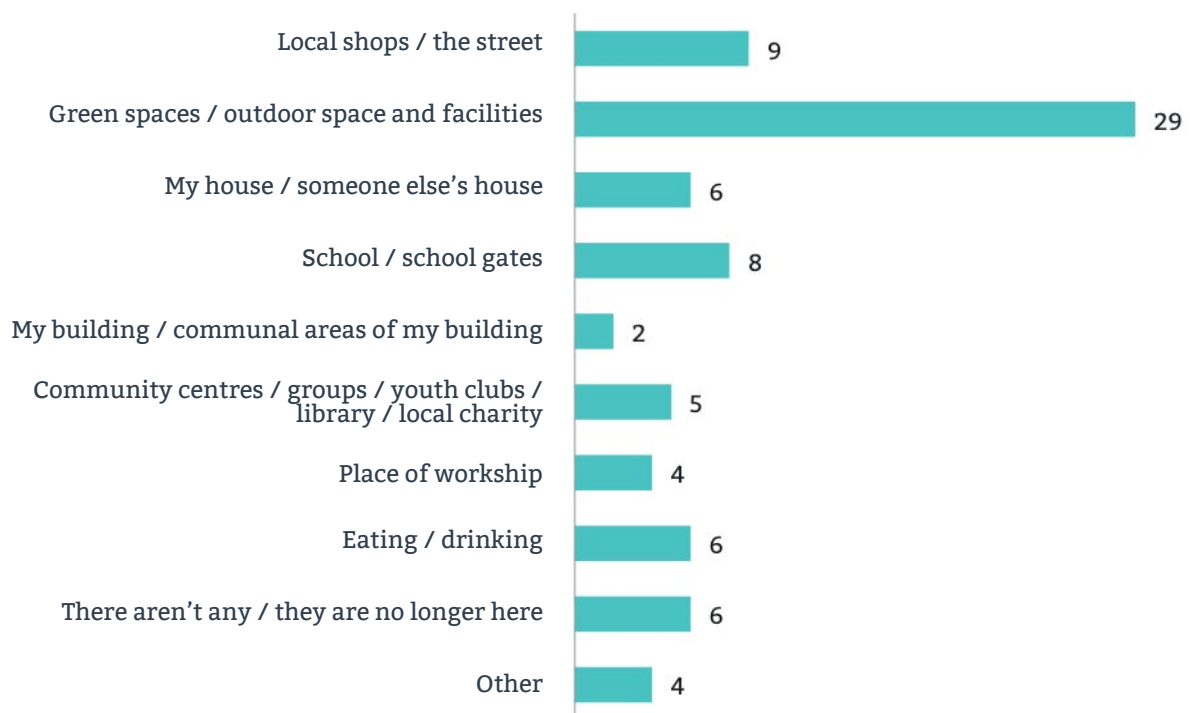
71. ASC art studios
72. TURPS art school
73. Art in the Park
74. East Street Library





Figure 21: Missenden Community Garden mural; a renovated play area on the estate.

Figure 22: Which places are important to you for building local support networks?



Street interviews, 2020. Frequency of responses: 79.

The interviews and asset mapping show that the estate itself is strong on activities and organisations, many with longstanding relationships with residents and each other, but that there are weaknesses in the facilities provided within the estate. Creation Trust and Notting Hill Genesis for instance, operate from facilities embedded within the estate which makes them much more visible and accessible, however they are located in unattractive temporary structures (portacabins) that will probably be in place for many years.

The asset mapping also highlighted that community facilities have changed since 2014, with new spaces emerging and others closing or changing location. There are some new arts-based spaces on and around the estate and also there have been various initiatives to paint murals with residents. Two of the nurseries on the estate have closed. Some important spaces that were active at the time the research was conducted were due to close. Giraffe House was at the time managed by Creation Trust, acting as an interim venue for Burgess Sports and Half Pints nursery, as well as for children and youth activities. After the research was completed it was leased to Mentivity, to continue to manage it until the new community facility opens in Westmoreland Road in late 2022.

One of the specific concerns identified was that there are not enough formal places for people to meet on the estate, and those that exist are often in a poor condition. In addition, “lots of things have been removed” and it can be some years before they are replaced, creating a gap in provision. For instance, since the well used Amersham Community Hall was closed in 2007 and then also Thurlow Lodge Community Hall. There will be a new community centre and library on Plot 18 however this is still under



Figure 23: Creation Trust portacabin on Missenden. Picture taken during walking ethnography



construction. “They pulled our hall down (and didn’t replace it).” Currently the most stable facilities providing long term support are the statutory services such as schools and GP practices, and activities hosted within a religious building such as Pembroke House and The Crypt at St Peter’s Church.



Figure 24: Pembroke House.

## Service provision, agencies and local organisations

There is a wealth of different agencies working in the area. Building on the legacy of the New Deal for Communities programme, a strong collaborative network has been formed.

There are many activities being provided by local organisations that are free or low cost for residents. “The children enjoy it here. There is a lot going on. And it’s free!” Some of the infrastructure that supports activities to take place is precarious, with spaces changing and closing, funding in flux and staff often working extra hours voluntarily.

The Creation Trust, the successor body to the Aylesbury New Deal for Communities programme, provides employment services and a wide range of activities and support for the community. It has been very highly valued by residents. However their funding, agreed with the council as part of the NDC legacy, has ended and it will be closing in September 2021, to be replaced by a Community Interest Company, Creation Southwark CIC. “Creation Trust was the backbone of the Aylesbury, they really was [sic]. They looked out for the residents, they looked out for us.”

Creation Southwark CIC was established in 2019 as a successor to the Creation Trust. The main work of the CIC is to support residents by communicating with them about the regeneration and maximising opportunities for them to engage in the process, delivering services to adults to improve their life chances,



supporting vulnerable residents in crisis and in the active phases of the regeneration, and enabling residents to understand and respond to the impact of welfare reforms.

The end of the New Deal for Communities legacy funding has resulted in a shift in dynamics between agencies. New groups have formed, including Creation Southwark CIC and the Walworth Group, which brings together local agencies across Walworth, catering to a wider population. This is a complex period of transition which will see the opening up of the estate as new buildings and facilities integrate into the wider Walworth area, but also brings the fear that some existing groups and services aimed specifically at Aylesbury Estate residents will diminish.

Residents and many stakeholders reported having a good relationship with Notting Hill Genesis staff providing employment support and activities for young people. There is a feeling that Notting Hill Genesis have worked to create familial relationships with people on the estate, they understand the networks that exist here and work with them.

It was felt by stakeholders that the L&Q developments do not have enough spaces or support service to help people come together and there is a need for more community development.

### **Provision for children and young people**

There is some excellent local service provision for young people available but it was often reported that more support, and in particular more good facilities were needed as many of the spaces that previously existed have closed. “The MUGA next to Wendover’s gone. The Plot 18 skate park has gone. They’re seeing their spaces disappearing” (paraphrased). A purpose-built youth

#### **2inspire youth club**

2Inspire was a youth club nestled within the estate on the first floor of a Wendover block. It was the estate’s only youth club. During Easter of 2019 the rundown space was cleaned and painted with the participation of the kids that went there. They were heavily invested in this space. A few months later there was a flood in a flat above, and everything was ruined. The activities were quickly relocated to St Peter’s Church but this meant the club was no longer on the estate and they saw a significant drop in numbers as a result.

“It was devastating when it flooded. It was just a wreck ... It’s very hard to start that again from scratch. The church isn’t an ideal venue, it’s a shared space, they need something that’s just for them. And it’s off the estate, it’s hard for some of them to get to now. For 8-year-olds they won’t be going far at night. It needs to be within a stone’s throw. Older kids are coming but less younger kids are coming, now there’s less access to them. We see them for one off events but not on a regular basis, which is needed, especially if they have behavioural issues” (paraphrased).

club on the estate is one particular facility that is currently really needed. “We were able to keep an eye on them. The youth clubs served a bigger purpose” (paraphrased). FDS was also earmarked for a youth centre, but that is no longer guaranteed.

“It would be nice if we had a permanent place, a safe space open every day, that they can come to after school. A place they can say, ‘I’m going for a walk mum’, and they can just pop into the youth club. A nice place on the estate where it is for them. A safe place, where they can go and feel they belong to somewhere. And where parents can call if they’re having difficulties, before things escalate” (paraphrased).

### **Youth work provided by Notting Hill Genesis**

A good relationship has been developed between the Notting Hill Genesis staff on the ground and local residents. Many parents very much trust the youth worker and the team so they are happy to leave their kids with him.

The Summer Programme coordinated by Notting Hill Genesis is very successful and was often cited as an important support. “It’s fantastic! It’s for me too! I like it as much as the kids!” The Summer Programme during the first lockdown engaged 1,274 people online and 80 children and young people got involved in face-to-face work. For their online art programme the Notting Hill Genesis youth support worker created packs of materials that were delivered to participants’ homes so that they had what they needed for each session. They also organised outdoor activities so the young people could get out a bit, they felt that many had barely been out during lockdown.

“(The youth worker) has been very helpful, she says. During the pandemic the team ... called a lot and helped with vouchers. They booked activities and got toys for her kids. Been keeping in contact and in touch constantly” (paraphrased).

Many of the outdoor amenities have recently been renovated by Notting Hill Genesis in collaboration with young people living on the estate and local artists. A youth support worker alongside local arts providers worked with young people to upgrade some of their outdoor community facilities and play areas. Some of those places were very run-down and attracted anti-social behaviour. It took about four years to improve them all. None of the spaces have been vandalised since.

## **Local shops and small businesses**

There is still a wealth of culturally diverse small shops surrounding the estate. Many cater to the Afro-Caribbean population in the wider area, such as the barber shops and salons on Westmoreland Street and also for the other communities such as the food shops and eateries on Bagshot Street which offer Chinese, Mediterranean and Caribbean cuisine.



Figure 25: Arments Pie and Mash on Westmoreland Road.

Interviews were conducted with a range of traders in and around the estate. When asked if they thought their business was performing better or worse than last year, almost half (6-13 respondents) said their business was doing worse. Many reported difficulties because of COVID-19 and the challenge of having to close, having fewer customers and having difficulties paying the rent. One said their business had been “destroyed” because of COVID, another said they were just “surviving”. It is not known how many have permanently closed since 2014-15.

## Satisfaction with housing

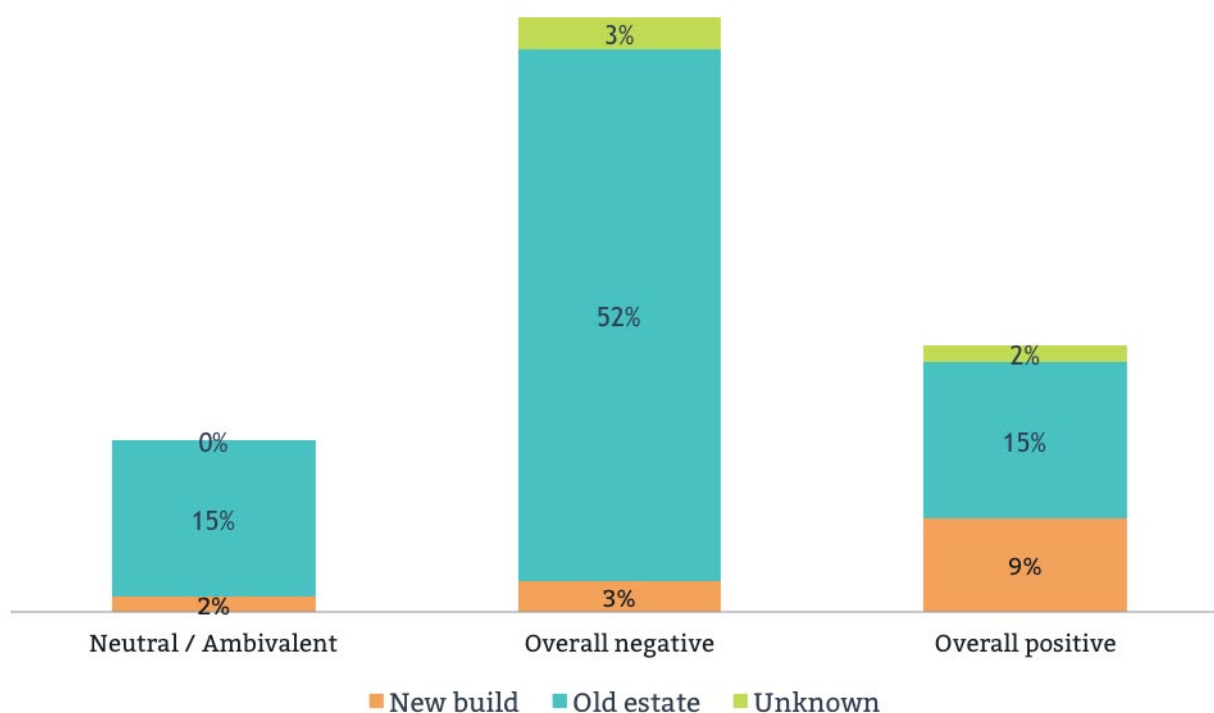
The physical condition of the estate is not supporting the wellbeing of its residents. The majority of residents interviewed that are living within the regeneration area said they were dissatisfied with their current housing situation (58%) with only a quarter of residents (26%) saying they were satisfied. 17% of the people interviewed had mixed feelings, many saying they liked their homes but there were problems overall.

This is one of the main areas of dissatisfaction that was identified during the interviews. Levels of dissatisfaction were particularly high for people living in the older blocks. Stakeholders referred to the impact of the construction of the estate, how this had hastened deterioration because of the way that water damage passes vertically between flats, so that if one home became blighted, the problem soon spreads to those below.

The main reason identified for residents being unsatisfied with their housing was because of poor condition and maintenance. Residents



Figure 26: How do you feel about your current housing situation?



Street interviews, 2020. Number of respondents: 66. Only residents living in the regeneration area have been included.

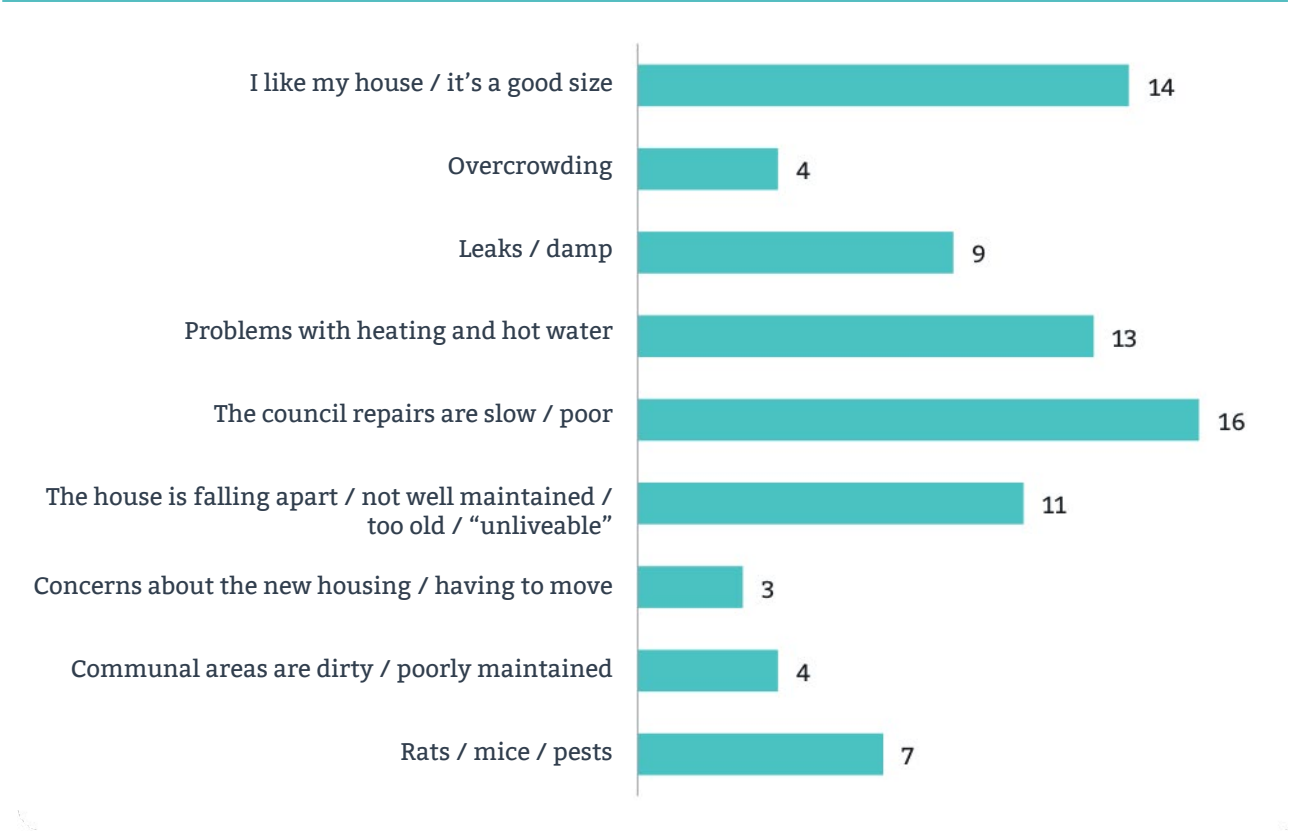
reported that the housing and buildings were in a poor condition, there were regular issues with the communal heating and hot water breaking down and the repairs process was not satisfactory.

Many residents reported that the empty undercrofts, the walkways, stairways, entrances, paving and lifts were often dirty, damp, dark and felt unsafe. Walking ethnographies with residents in the Missenden blocks, for instance, revealed problems of accessibility which made life difficult, particularly for those with young children in buggies or people with health issues.

Dissatisfaction with the physical condition of the housing had increased since the 2014-15 baseline. A significant change since the baseline study is that residents often perceive that the council has given up on trying to keep the estate in a good condition and in response, residents have given up too.

“All the time spent in Aylesbury the communal heating didn’t work. Between 2017-2020 the council stopped cleaning the estate to the same standards. The safer neighbourhood plan appeared to be abandoned and drugs, excrement, urine, needles, food, mice, rats and homeless gangs were openly occupying the building. No active pest control, contractors not turning up for appointments & council complaints team wouldn’t investigate and stopped replying to general emails.”

Figure 27: Reasons given by residents for feeling satisfied or unsatisfied with their current housing situation



Street interviews, 2020. Number of respondents: 66. Frequency of responses: 81. Only residents living in the regeneration area have been included.



Figure 28: Water leakage in Missenden block and “unsightly dumping area”. (Photo taken during walking ethnography).



### **Extract from walking ethnography with longstanding resident**

*'D' has lived on the estate since 1996. She had always had water coming into the flat, from different leaks in flats upstairs. This has become "kind of the norm". One of her upstairs neighbours has had no hot water for a year - "he manages somehow".*

*I ask her what has changed since she moved in here? She tells me, "Maintenance is the main thing".*

*She said that these maintenance problems had always been there, but they have got worse. She thinks that most people have the same problems. She said that the council do not do repairs.*

*I ask how does it make her feel? "We get immune to it."*



## **5. Social and Cultural Life**

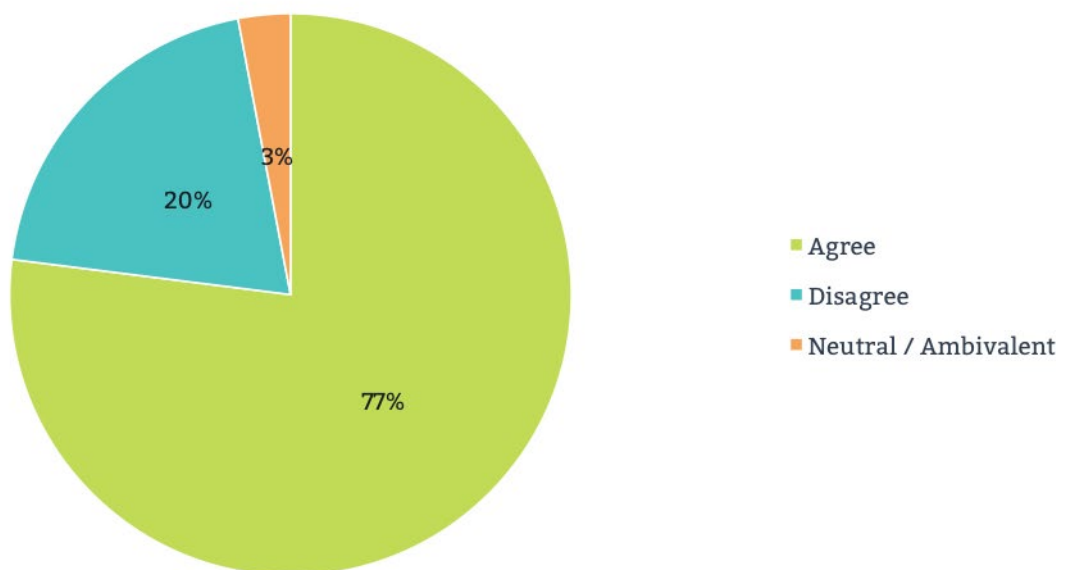


“Social & Cultural Life” describes how residents feel about their life in an area. This includes their wellbeing, whether people feel they belong in the area, fear of crime, and relationships with neighbours and between different groups.

## Findings

There is a strong sense of neighbourliness and belonging on the estate. Many residents’ families have lived here for generations and there are strong relationships and ties that have formed over the years with a very diverse population learning to live together. At the same time, the population is changing and this is having an impact on the social dynamics of the estate and is weakening some aspects of social and cultural life. With the demolition of the blocks, people are moving away and also new residents are moving into the new blocks and into temporary accommodation. People feel safe overall, however the blocks that are emptying out are becoming serious magnets for anti-social behaviour and crime.

Figure 29: Do you have friends, family, and/or neighbours in your local area that you could turn to if you need help or support?



Street interviews, 2020. Number of respondents: 81.

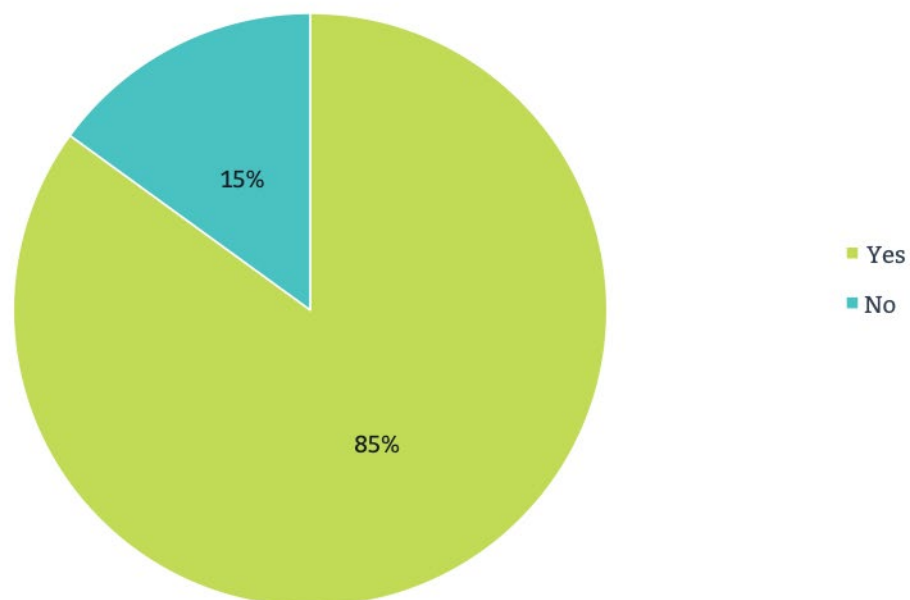


## Neighbourliness and belonging

The Aylesbury Estate was often described as having a supportive community. In the street interviews 77% said they have friends, family, and/or neighbours in their local area that they could turn to if they need help or support.

The vast majority of people in the street interviews said they felt they belong in the area (85%). As in 2014-15, belonging is still very high compared to other comparable areas. For many this may be because they have lived here a long time (73% of those that feel they belong are the longstanding residents that have lived in the area for over a decade). For long standing residents there was also a sense of loss as the community changes, and a nostalgia for how it once was.

Figure 30: Do you feel like you belong in your local area?

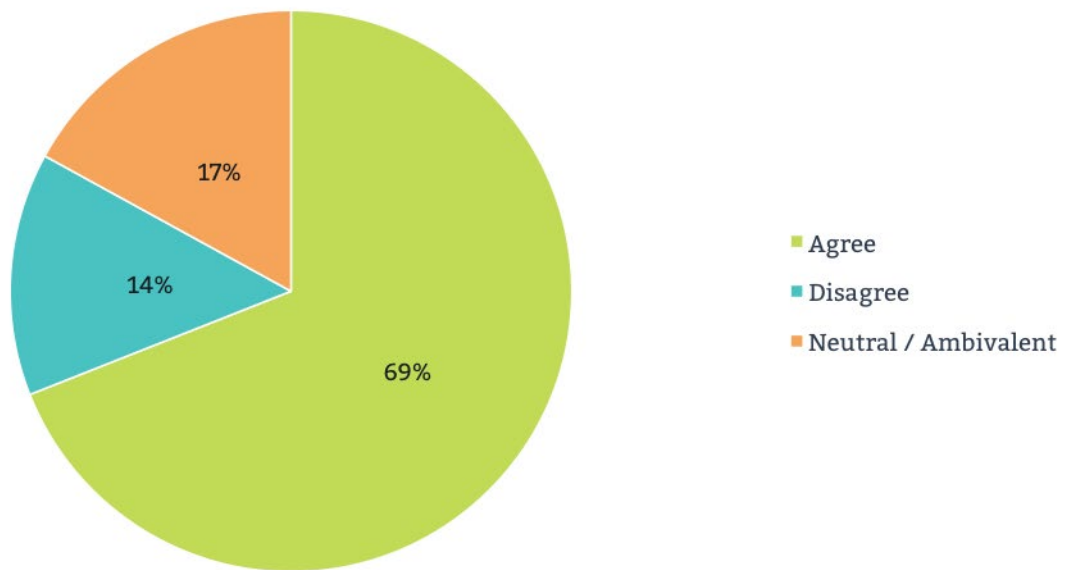


Street interviews, 2020. Number of respondents: 79.

## Relationships between groups

The majority of respondents (69%) said they feel this is an area where people from different backgrounds get on well together. In the residents survey of 2014, 94% said they feel people of different backgrounds get on well together, this was higher than in comparable areas. The new data is lower than what would be expected in comparable areas, showing how this aspect of local life has changed.

Figure 31: Do you think your local area is a place where people from different backgrounds get on well together?



Street interviews, 2020. Number of respondents: 81.

**One of the qualities people value on the estate is its cultural diversity,** “In this neighbourhood there are many different cultures”. “This is the first place I lived in after I came to the UK. It is a really multicultural place, when I first came I met people of all colours from so many different countries.” This is also reflected by the vast range of culturally diverse shops and facilities in the area.

**The stakeholder interviews and the street interviews revealed that people live side by side from very different ethnic and social backgrounds, and different tenures, do not necessarily mix.** In the street interviews some people commented that different ethnicities tended to stick together. “There is also a wide diversity of people here - but people tend to stick within their ethnic groups. For example Somalis stay with Somalis, Nigerians with Nigerians etc.” At times this applies to residents from different socio-economic backgrounds. One stakeholder said, “I cannot get them to mix up ... They support each other but they don’t mix.”

In 2014 residents and agencies reported that the Aylesbury Estate is largely a place that welcomes and absorbs new groups with relative ease, however it appears that adaptability to changing demographics is now lower. Many residents with long standing relationships with others on the estate are leaving, the numbers of residents on temporary tenancies with little certainty about how long they will stay in the area have significantly increased and new residents are moving into the new properties. The stakeholder

interviews identified concerns that the resulting increase in population churn is affecting community cohesion.

There are issues with social cohesion and community involvement in the L&Q phases and there are concerns that some new residents from higher income backgrounds are not integrating. “They keep themselves to themselves”, “You are bringing a different mix of people into the area, wealthier people are coming in, the demographics are definitely changing”, “(It is) becoming more obvious there is a poor and better off divide” (paraphrased), “Residents that did come from the Aylesbury onto the new blocks do feel a bit like second class citizens, they do have that perception, they don’t feel part of the new community. That is definitely a challenge”. They have not had conflicts reported with members of the existing estate, but also they are not coming together in many ways.

**A tightly knit community of people from different backgrounds was built over many years and there is a feeling that this is unravelling and the sense of community is being lost.** “People started to move away or passed away, it was all new people coming in...the neighbourhood spirit just started to dwindle away”, “A lot of the work that has been done over the years building relationships and trust has now been lost, there is a feeling that they have to start all over again” (paraphrased).

### **Extract from walking ethnography with a Black African resident**

*‘A’ wants to take me to her allotment plot (Missenden Community Garden). She only just got it, but had been on the waiting list for four years. ‘A’ says she has already been there this morning. She has planted tomatoes and onions and runner beans and a pineapple!*

*We walk towards the garden. People pass by and ‘A’ exchanges greetings with nearly all. Smiles and “hello”s and “How are you”s. ‘A’ says that people on the estate are very nice and everybody gets on peacefully. There isn’t often anti-social behaviour these days. In the past, seven years ago, black teenagers spat on her.*

*We come to the garden and ‘A’ unlocks the entrance and we go in. There are some people already there, chatting about their allotments and busy doing things. ‘A’ points out somebody else’s plot and all the sage and how the owner had said she could have some.*

*We get to ‘A’s patch and she shows me all the different things she has been growing. ‘A’ explains that it was very helpful to have this place to come to after a young member of their family died a few months ago.*





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8. Metropolitan Police, crime rate, Faraday SNT  
<https://www.met.police.uk/sd/stats-and-data/met/crime-data-dashboard/>

Shared local resources like the schools and Missenden Community Garden and activities like those run by Burgess Sports and the Burgess Park BMX play a role in bringing people from different cultural backgrounds together. Some people also mentioned their block and the landings as places where they meet different people to talk. “Yes, there’s lots of different people here. We meet outside our building, in the stairway and talk and have tea. Creation helps bring us together.”

## Feelings of safety

Perceptions of safety and the level of crime and anti-social behaviour on the estate is a complex picture.

75% of respondents said overall they feel safe in the area and 24% feel unsafe. Actual crime rates show that between 2014 and 2020 crime statistics for the Faraday Safer Neighbourhood Team (which covers the Aylesbury Estate) fluctuated from year to year, with a slight increase from 1,274 recorded offences in the year between August 2014 and July 2015, to 1,412 offences in the year between August 2019 and July 2020.<sup>8</sup> There has been no significant change in attitudes towards safety since the baseline study. The most frequent reason given for people feeling safe was because they know people and have good connections locally. “There are good connections between people in the block”, “I know everyone so nothing is going to happen to me”.

Despite this, the changing population was identified by stakeholders as creating challenges for safety. “And now with so many residents in temporary accommodation, there are once again new unfamiliar faces. Just when they had got familiar with the faces. The fear has come back. Things are going backwards” (paraphrased).

Other respondents said they are used to the area, they know it well and know where to avoid going and also that they have never experienced any problems.

Despite most people saying they feel safe overall, residents report a level of insecurity that many have learned to live with. 42% of those that said they felt safe also highlighted factors that made them feel unsafe. “Nobody is safe anywhere but to be honest it’s ok.”

In 2014, there was a strong consensus among residents and agencies that the Aylesbury Estate is no longer a dangerous place, and that crime is far lower on the estate than the public tend to believe. However the dynamic seems to have shifted since then, particularly in certain parts of the estate.

Anti-social behavior was repeatedly reported as an issue on the estate. This was also often connected to areas within the estate that seem to attract anti-social behaviour a lot more than others. “Different areas of the estate are very different.”

It is mainly, but not exclusively, on the large blocks that are currently being 'decanted' (Taplow and Wendover) that many experience as hostile places, often this is linked to the large numbers of void properties. Residents in Temporary Accommodation were also being disproportionately scapegoated for issues that occurred in blocks such as Taplow, Wendover and Wolverton.

Stakeholders reiterated that there are specific parts of the estate in the early phases of the regeneration plans, like Wendover and Taplow, that are very neglected and are becoming magnets for anti-social behaviour. Various stakeholders described problems with drugs, squatters and ASB as going "through the roof" since the first lockdown.

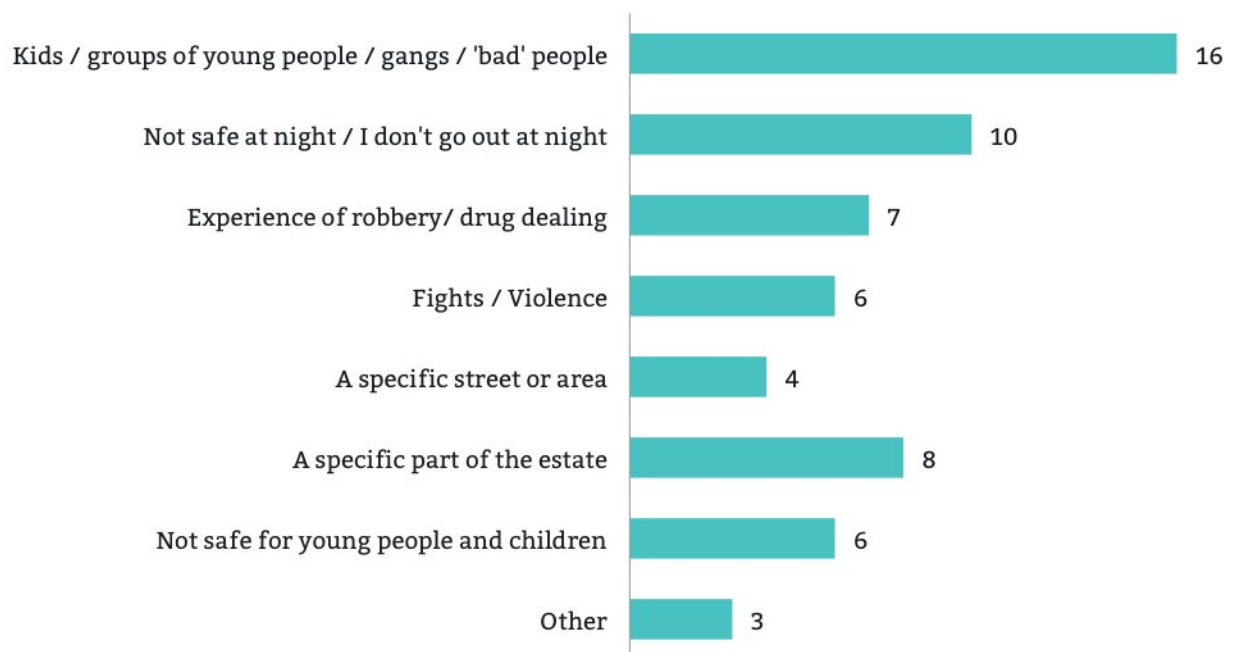
### Extract from walking ethnography with resident living on Missenden block

*During the COVID lockdown, lots of people were at home having house parties and throwing bottles, but now it's a bit calmer. Over the summer it was horrible.*

*They were throwing condoms and Sanpro pads onto 'F's balcony. The council didn't do anything. They don't feel the need to as they are not investing in the estate.*

*'F' says she feels safe at night too.*

Figure 32: What makes you feel unsafe?



Street interviews, 2020. Number of respondents: 33. Frequency of responses: 60.

The situation is described as having deteriorated since the lockdown in March 2020, having fewer people on the ground during the pandemic has had a significant impact on anti-social behaviour and feelings of safety. At the time of the interviews, many front-line staff and agencies reported feeling unsafe going into certain parts of the estate: “For the first time ever on one of the blocks I felt a little bit scared, it’s a different atmosphere there now”, “Word’s getting out that it’s a block that’s a little bit lawless”, “It’s petrifying (on those corridors)”.

“What we’ve ended up with because of empty blocks and Covid, ASB problems have gone back to the levels in the 2000s, as a result of large empty blocks, it’s a complete nightmare to manage” (paraphrased).

### **Experience of a former resident living on the top floor in Taplow**

*These open blocks became the perfect place to shoot up, and with that came loads of ASB. The security of the building (Taplow) was the council’s responsibility. These people were urinating, excrementing. The council have seen this, “perhaps they became accustomed to it like us ... There wasn’t any security so you didn’t feel safe. You didn’t feel clean” you had to be careful not to touch anything. I was living on the top floor and wanted to avoid the lift. Going up the stairwell you had to negotiate your way through several groups of people. Some of them are young people who were just hanging out having their lunch, but other people are sleeping there. “You have to negotiate your way through all of that just to get to your home.”*

### **Extract from walking ethnography with Taplow resident**

*We go up a very grim stairwell in Taplow.*

*During lockdown, at the end of the block it was filled with excrement, drug use, all kinds of things, “I was pretty shocked”.*

*‘H’ sticks her head out to look round the bends in the stairs before we go up and also at the doorways before we go through.*

*There has been prostitution going on at the far end of the block “in the middle of the day”. Those involved are not from here so she’s not sure how it became a destination.*





## 6. Voice and Influence



“Voice & Influence” explores the extent to which residents feel they have control over the environment in which they live, either through taking part in formal groups or forums, or more informal social activities or activism. It captures how residents are involved in local groups and volunteering, how they take action to improve their area, as well as whether they feel that agencies and institutions respond to residents’ day-to-day issues and problems.

## Findings

Residents’ sense of voice and influence is very low. People living on the estate often feel powerless and that they have little control over what happens in the area. This has been exacerbated by the visible decline of the condition of the existing estate, particularly during the pandemic, and a feeling that the council have been unable or unwilling to manage its upkeep. There are an increasing number of residents in temporary accommodation who have very little say or feeling of investment in the estate. There are more active long-standing residents however their voice is not always representative of the estate’s population.

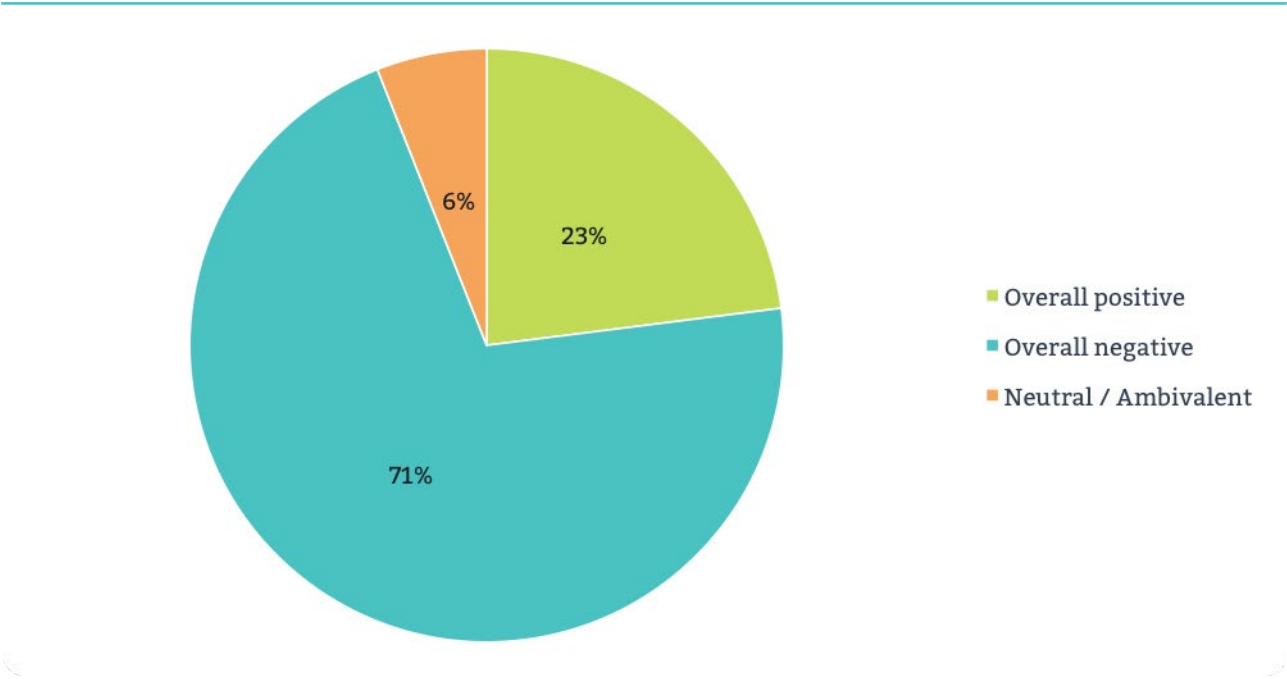


Figure 33: The Walworth Living Room.

## Having a say

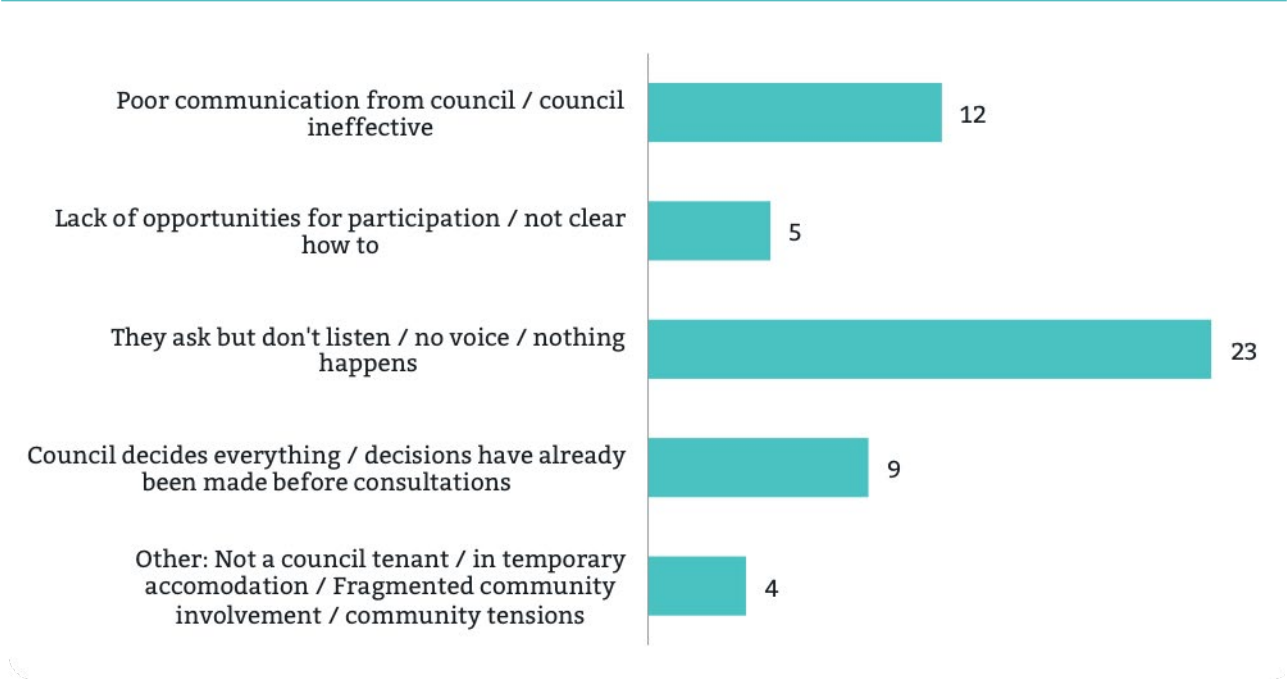
71% of the people interviewed said they did not feel like they have a say over what happens in the area. This is one of the most significant areas of dissatisfaction identified during the street interviews.

Figure 34: Do you feel like you have a say over what happens in the area?



Street interviews, 2020. Number of respondents: 81.

Figure 35: Reasons why people feel like they do not have a say over what happens in the area



Street interviews, 2020. Number of respondents: 81. Frequency of responses: 53.



There is no significant change compared to the benchmarking research in 2014 (65% of those who took part in street interviews then felt they did not have a say).

**Many people said that they were often consulted but did not feel they were listened to, or that they could influence decisions.** 23 respondents said that there was no point in getting involved because it would not make a difference. “They ask but I do not think they listen or do anything”, “Even if they ask you what you think nothing will happen”.

## Willingness to take action

The interviews asked about levels of civic engagement and community activism. **They reported low involvement by residents in the shaping of the local area.** “People don’t really get involved.” Various reasons were given about why residents did not feel involved.

Residents and agencies reported that people living on the estate often feel powerless and that they have little control over what happens in the area, both now and in the future. As was reported in 2014-15, **negative views about control often related to their relationship with the council.** Many residents described an adversarial relationship with the council, some stated their belief that repairs are slow, the regeneration process is not transparent, residents are not listened to, and the estate is run down.

There is also a significant level of **apathy and consultation fatigue**, even from the more active members of the estate. This is linked to the length of time the regeneration process has been going on. Stakeholders said it has always been a challenge to engage people in the consultation process because many residents feel that the council will not take notice of residents’ views.

Residents also cited a **lack of time** to attend meetings and be more involved, saying that they needed to deal with more immediate issues. There are also **significant language barriers** and barriers connected to social class and low confidence in dealing with institutions and formal processes.

Some residents however are very active on the estate and feel they do have a voice which is a legacy of the NDC community-led approach to local development.

# Representation

As in 2014-15, some groups are much more influential on the estate while others are underrepresented.

Various agencies reported that the most dominant voices on the estate are of the older, usually white, longer standing residents living on the smaller blocks who have been involved in the estate's regeneration for many years. "There is a strong older white community. Community groups are quite white, not really inclusive."

"Once things start happening on Plot 18 things will start to shift. They need to start engaging with the new residents. But it needs to be more representative, there needs to be more diversity, it's very white, very elderly. That representation needs to change" (paraphrased).

**The Tenants and Residents Associations (TRAs) feel their voices are heard, are well informed and can be very influential.** They have been heavily involved in the regeneration plans over the years. However, some stakeholders reported that the TRAs are made up mainly of residents who have lived on the estate quite a long time and it can be hard for other people to join. One result of this is that they are not always representative of the resident population. Many of the influential residents on the TRAs and in other community groups have been allocated homes in the over 55s block of Plot 18.



Figure 36: Photo of Plot 18 taken on walk with stakeholder.

"I know a few people in the TRA, they're quite cliquey, they're not door knocking to get people together either. The people running the TRA all have their names down for flats on Plot 18, they've already claimed the flats in the over 55s block. Attitudes like that do not help" (paraphrased).

## Tenants' and Residents' Associations (TRAs)

- The TRAs on the estate are operating at different levels of activity.
- The Thurlow Lodge TRA is still active. It went through a transition and reformed in 2018, however Wendover is no longer part of it so they have no TRA representing them.
- The Aylesbury TRA is currently very active. They had stopped meeting during lockdown and their space on Missenden is in a state of severe disrepair.
- The status of the Wendover TRA is unclear, it is not officially recognised by Southwark Council. The Wendover TRA was previously very active but it folded when Thurlow Lodge closed.
- The new L&Q blocks do not have established TRAs.

Some young people are actively involved in shaping the area through various programmes organised by Notting Hill Genesis and local agencies.

Various stakeholders mentioned that there was a south Asian and a Chinese population living on the estate but found these groups very hard to engage. Of all the agencies spoken to, the estate community garden, Missenden Gardens, was the only known formal activity that both these communities were actively involved in.

## What do people know about the regeneration and how much influence do they have?

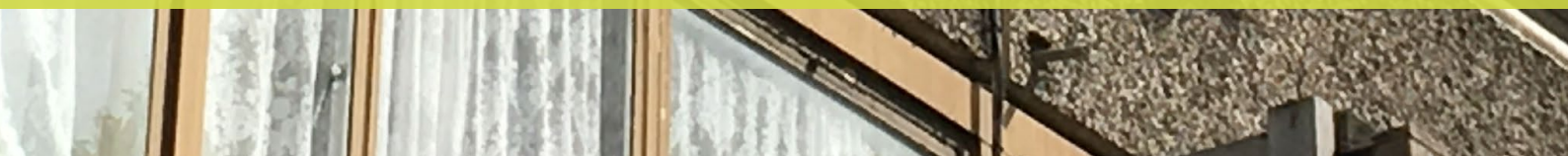
How much residents know about the regeneration is unclear and there is a concern that people are not being told enough about the current regeneration plans. As in 2014, residents expressed confusion about what is currently being promised and there was a lot of reliance on word-of-mouth rather than official information provided through agencies. People with English as a second language can struggle to really understand what is going on.

**Written information is sent regularly to households.** A magazine is sent to residents once a month with information about the regeneration and Aylesbury TRA sends regular leaflets through people's doors. However it is not seen as the most effective means of communication for the range of people living on the estate. "Everyone gets the information through the door, the problem is that they get SO MUCH information and they're tired of it, they don't bother looking anymore. Also if they've decided to move they just don't care" (paraphrased).





## **7. Adaptability and resilience**





“Adaptability & Resilience” is a future facing dimension, describing the capacities in individuals, and in the wider community and infrastructure, that enable residents to adapt to changing circumstances and to be resilient, to bounce back in the face of adversity.

## Findings

This research took place in the middle of the COVID-19 pandemic, as the restrictions following the first lockdown in March 2020 were eased and the second lockdown in November 2020 had yet to start.

The research gave valuable insight into residents’ experiences during the pandemic and how strong local relationships, social networks and the work of different agencies supported resilience and helped people get by in already difficult circumstances.

## Poverty and vulnerability

Local agencies and stakeholders cited a range of different challenges that residents often faced. “Some families are really struggling but they are doing their best” (paraphrased). “The challenge for many here is having been born here and that’s not something they can get away from.”

**Various agencies raised the need for more support for residents with mental health issues** and social isolation. COVID-19 and the impact of lockdowns and restrictions appear to have amplified the situation for those people who were already fragile, and many are struggling as a result.

**A lack of secure employment opportunities was also often raised by stakeholders.** There are various employment support services in the area such as Southwark Works and SE17 Working at Creation Trust. Both organisations reported that many people from black and minority ethnic communities are requesting support. Some agencies also mentioned the need for more employment opportunities for young people in the area. The contractors for the first development site (Hill) have committed to providing 19 apprenticeship and trainee positions on the first part of the site (Package A) with 16 provided to date. In addition, Vistry have committed to 15 apprenticeships and traineeships on Plot 18, 2 have been filled to date.

Various agencies highlighted the levels of **food poverty** that exist in the area with services being provided by local agencies and schools to support families in need of food. “People need to

understand the levels of food poverty that exist here.” One agency reported that the people who were supported intensively through the first lockdown were the same people who had been in greatest need beforehand.

## Vulnerable groups

**Levels of deprivation vary on the estate and some groups are struggling to cope.**

**Residents in temporary accommodation were often highlighted as having a particularly difficult experience.** Increasing numbers of vacant flats are being used by Southwark Council as temporary housing, this dramatically increased during the first lockdown after March 2020. Residents placed in temporary accommodation were often cited as being in particularly vulnerable situations, often as a result of their experiences that led to them being placed in temporary accommodation. Many do not have a local support network, the homes they are allocated are often in poor condition and the rent they pay is higher than that paid by secure tenants, they often feel very powerless. They have no certainty about how long they will live in the area and cannot plan to stay, although they often remain in this situation for many years waiting to be given a permanent place to live. “We are not settled as we don’t know when we are moving and to where.” They are also given the same priority for rehousing as secure tenants. In the interviews, residents in temporary accommodation were often being blamed or stigmatised for situations that are out of their control. “From what I’ve heard, they’re not the nicest of people.”

“The council did nothing to help these people settle in. The way they treated these people is appalling, they gave them no information. They are paying double the rent of council tenants and the flats are in such poor condition - you shouldn’t even move an animal in” (paraphrased). Some families send their children to school in other boroughs which can create complexity, especially for parents of primary school age children. It means they cannot create local ties and access support through the school and parents’ networks.

**Agencies reported there are many families on the estate living in overcrowded conditions.** The flats cannot adapt to growing family units, and transfers to bigger homes are scarce. Many children grow up in a one-bedroom flat that no longer meets the family’s needs. This was particularly challenging when children become teenagers and have little space of their own. “You can have three generations in a two-bed flat with an autistic child, and a grandmother with Alzheimer’s, it creates an unbelievable amount of stress” (paraphrased).

Young residents were also often described as having a harder time living on the estate. When asked what are the challenges that



young people are facing, one stakeholder replied: “Oh god there are so many”.

During the first lockdown, some stakeholders report that vulnerable young people were allowed out on the streets by their families. Others report families that kept their children inside because of fears of the virus and of the regulations. One stakeholder commented how families coming from backgrounds of repression, often in other countries, were particularly fearful of the threat of the COVID-19 restrictions.

Some of the people that are left in the blocks that are emptying are feeling vulnerable and quite isolated. Various agencies raised concern about families with young children living in these blocks. “Some kids are living at the top of Taplow.” There are also reports of people living in Taplow and Wendover who are particularly vulnerable to exploitation. Agencies describe incidents of ‘cuckooing’ that have to be dealt with on a case-by-case basis.

“When you have large blocks and you’re a vulnerable person living on the tenth floor, you fear coming out because you have rough sleepers and drug users, and you fear using the lifts because they are constantly being vandalised and people are using them for things. They’re having a tough time in there. This doesn’t happen in the maisonettes so much, they don’t have lifts” (paraphrased).

## Protective factors

As in 2014, living on the estate offers residents the benefit of a number of protective factors that can help them get by in the face of challenging life circumstances. These include the good public services, particularly health and education, good transport links to access work and wider support networks, the proximity of Burgess Park, social solidarity and tolerance between different groups, and neighbourly and often friendly relationships between people living in close proximity.

The Creation Trust was often cited as being supportive of the more vulnerable people on the estate, there were descriptions of how they engaged residents in an active way. At the same time, local support services are being put under increasing strain themselves, “(There is) more pressure on an increasingly pressurised system”.

**Longstanding residents also often talked about the supportive network that their neighbours provided,** “(What’s good here is) the community ... This corridor, it keeps us strong ... At least I know I’m not the only one going through it. We are all trying to console each other. I have good neighbours”. At the same time, the estate is adapting less well to the changes in its population.

### **Extract from walking ethnography with resident and volunteer**

*'O' has lived on Missenden since 2012. He met a member of staff at the youth workers when he was working with Creation Trust. They introduced themselves and said that they could help with looking for work and training. 'O' also volunteered with Creation Trust in sales on the Christmas stalls. 'O' built up his skills with various training programmes that he accessed via Creation Trust, and he also worked part-time at the local Holland and Barrett. Creation Trust helped them with his CV and he and the member of staff youth worker worked together on how to progress his career. They sent 'O' on training courses, such as Electric Wiring Standards regulations in Dartford. Recently he had more training last year with communication skills at City Lit. He also attended another course for interview confidence. Then 'O' secured a job as Electrical Maintenance Engineer in 2016 with Talent Technicians. 'O' decided to challenge himself and went for a Master's degree in 2017. He was then also working nights and his child was just born. He got a distinction for his MEng.*

## **The impact of the COVID-19 pandemic**

Stakeholders and residents describe how the estate went into rapid decline during the first lockdown and it has not managed to bounce back from this crisis. All the progress that had been made in terms of social relations, living conditions, self-actualisation, has been degraded since the lockdown began. "Before they were able to keep a lid on things ... it's been through such a decline. It's really bad at the moment". This is particularly the case on the larger blocks in the early phases of redevelopment where their decline has rapidly escalated.

One stakeholder described how the estate was really neglected during lockdown and that the condition of some areas in particular, like the larger blocks, really deteriorated as a result. "The problems here have just escalated so rapidly that now the council want to just get people out as soon as possible. It's on a real downward trajectory."

**Food poverty is a significant issue on the estate and it became significantly worse with the pandemic. The pandemic also highlighted the high levels of digital exclusion.** There are many people with limited access to equipment and to data, in the lockdowns spaces with free wifi, such as libraries, were shut. Many children were particularly affected as they had to study online. People who struggled with digital technology, and some residents who do not have English as a first language were less able to access services and information that had moved online. It became harder for agencies supporting more vulnerable residents to 'read' a situation online when providing support.

### **Extract from walking ethnography with a residents in temporary accommodation**

*'P' said she was very depressed and anxious and fearful and for the first two months she and her children didn't leave her flat at all - not once. Her husband, who works as a mechanic, went to work and he would pick up some food. She was too frightened to go out and she put on a lot of weight ... 'P' didn't know about the online programmes organised by Notting Hill Genesis during Covid. She didn't know because during lockdown she hadn't received the magazine. They were online programmes such as jewellery making and art and game activities that were educational too.*

The levels of food insecurity and digital exclusion on the estate were brought into view by the pandemic and are indicators of the deprivation that already existed.

"It's the same groups that have had even more to stress about." The first lockdown, "shone a light on what was already there ... everyone was skint and hungry before, now people have noticed" (paraphrased).

"The problem was there before. They were already struggling because of years of austerity" (paraphrased).

"Food poverty is a result of bigger challenges: Housing, jobs and finances, these have been more of an issue than food" (paraphrased).

### **Response from local agencies and groups to the pandemic**

The crisis highlighted the existing strengths within the estate's networks of agencies and residents that enable it to cope with challenging circumstances.

During the first lockdown, there was less support from agencies on the ground, which left residents more isolated from existing support structures. This was particularly the case with larger bodies such as council service providers and Notting Hill Genesis, whereas smaller charities continued to operate. "It's hard to know what has been going on because I haven't been down there for a while. "I wanted to be back on the estate but I wasn't allowed" (paraphrased). However, the crisis highlighted the extremely agile nature of local civil society organisations working on the ground. For example, during the first lockdown, InSpire were keeping in touch with residents using Whatsapp, Instagram and Zoom in order to keep everyone connected.

The importance of Notting Hill Genesis and Creation Trust's support for families was often referenced. Feedback from residents is that they have appreciated



how Notting Hill Genesis adapted during COVID-19, quickly providing bursaries and other initiatives. For instance, Notting Hill Genesis bought equipment like tablets to help children and young people with school, as well as musical instruments and bikes.

The pandemic highlighted the strength of collaborative working between different agencies in the area. Schools, First Place, Notting Hill Genesis and Creation Trust, to Pembroke House and other smaller charities active locally, all worked together to identify who were the vulnerable and isolated people in our immediate community. The rapid setting up of food solidarity networks illustrated this local collaborative working. The response was led by the third sector, rather than the council.

“What was highlighted by lockdown is that community links are really good ... If we hadn’t had these links at the beginning of lockdown we would have been scrabbling around ... by the end of the week preceding lockdown we had supports in place to support our vulnerable families.”

### **Case study of Burgess Sports food bank**

Burgess Sports uses sports as a social integration tool. They deliver leadership courses for teenagers, a girls club, holiday programmes and after school programmes during term time. They provide activities that young people wouldn’t otherwise have access to.

This very small charity managed to produce more than 6,000 meals for families on the estate during the first lockdown.

They “learned that there was a massive food insecurity among the residents” and when they saw that the lockdown was coming, they set up a food programme. The Rugby Club in Burgess Park has a small kitchen which they used as their base. A food programme had already been run with the club before.

They have a very small seasonal workforce, but because of their pre-established local networks, they managed to organise the distribution of meals to 200 households within the first week of the lockdown, working closely with nearby Pembroke House, Creation Trust and other local agencies and the council.

**The lockdowns also strengthened supportive ties between neighbours and some became more neighbourly.** “People really supported each other, that hasn’t changed.” It also put strain on some relationships, there was an increase in reports of anti-social behaviour from neighbours (for instance calling the police to report parties and noise) and increased feelings of insecurity inside the home (because of domestic abuse) and on the estate. Heightened tensions between neighbours was also reported on the L&Q blocks such as Harvard Gardens.





Improving

the Aylesbury for you

...with specially designed homes for older people  
and those with learning difficulties  
to help them live independently for longer

## 8. Feelings about the regeneration



The research explored views about the regeneration of the Aylesbury Estate.

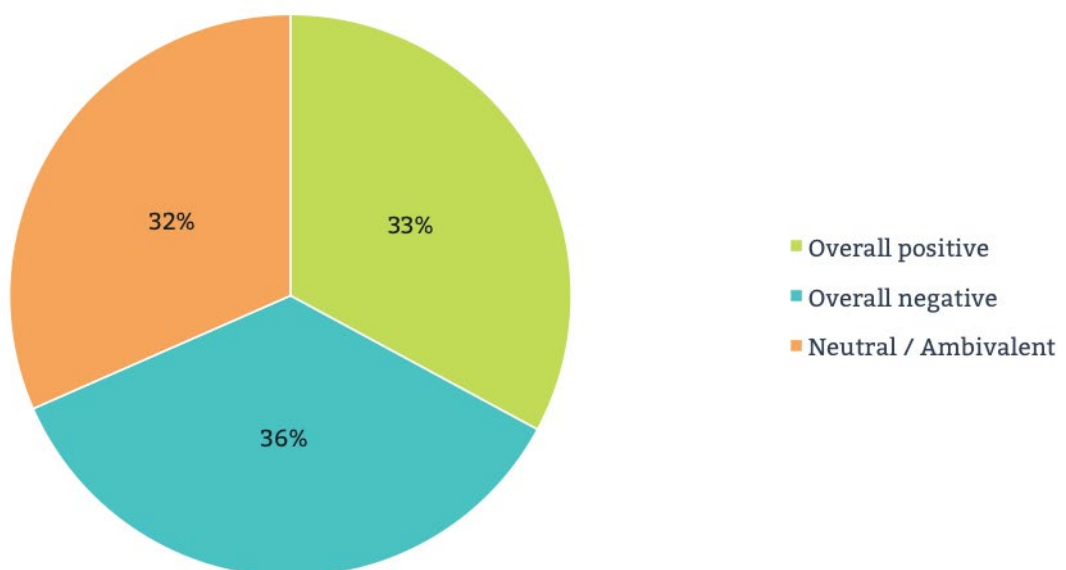
## Findings

There are very mixed feelings about the regeneration and there is a disparity between different people's experiences of the changes taking place. Attitudes toward the regeneration have changed for the worse since 2014-15. As residents see the blocks coming down, there is a sense of inevitability about the fact that they will have to leave their homes. Residents can see the new housing going up in the First Development Site, however it is not clear to them when they will be able to move in. Most council tenants want to stay council tenants despite many having animosity towards the council for the poor condition of the estate.

### How do people feel about the regeneration plans?

There are very mixed feelings about the regeneration and there is a real disparity between people's experiences of the changes taking place. In the street interviews there was almost an equal split between people that were positive about the changes taking place (33%), negative about it (36%) and those that were ambivalent (32%).

Figure 37: How do you feel about the changes taking place through regeneration in your local area?



Street interviews, 2020. Number of respondents: 76.



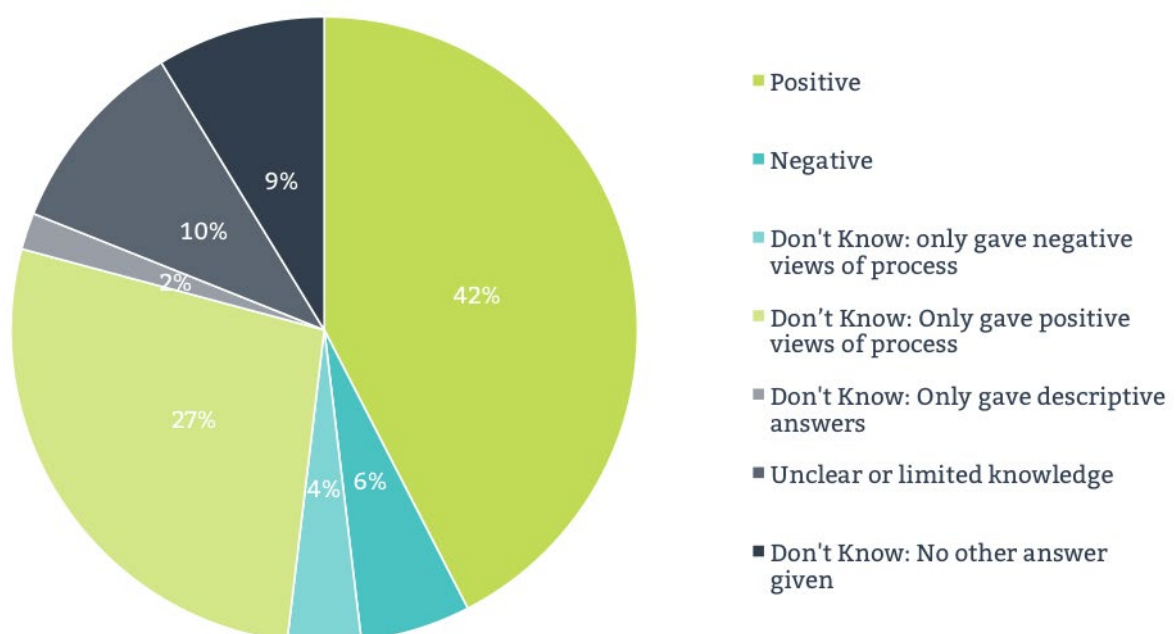
**Attitudes have significantly changed for the worse since 2014.**

As the condition of the estate is deteriorating, even those that liked living on the estate before, now just want to leave, or are resigned to the fact that the process is now inevitable. “People love the Aylesbury. The premises are very accommodative, they have space. But the problem is with the repairs and lack of response from the council. Most people want to stay there.”

“The regeneration was a real issue in the early days, but now attitudes have changed. More people are interested in getting off the estate than before. It’s in really poor condition. The stairways, the heating. I know people like Manor Place, they were just delighted to get away from here” (paraphrased).

“Now, people are fed up of the estate. The works that needed to be done on the estate have now become major works. There was a period when the estate was maintained FAIRLY well. One of the major challenges is heating and hot water and leaks, damp. That’s an ongoing issue. Had they been maintained they wouldn’t have become major issues as they are now. So residents didn’t want the estate to go, because you have good size rooms, fairly good soundproofing, and there WAS a lot of communal spirit. But all that is gone or going. Now it’s beyond repair, the regen needs to be done. But the other side of it, is that people don’t have faith in what is being told to them about the regen. We have decent sized homes and car parking spaces. We don’t know what we will get in the new builds” (paraphrased).

Figure 38: From what you know about the plans for regeneration of the estate, what do you think about them? (2014)



Household survey, 2014. Number of respondents: 264.

Many people have become very “disillusioned” by the process and feel powerless and a significant amount of distrust has built up towards the council: “People have been consulted so much and then nothing”, “Everything everybody said got ignored” (paraphrased).

Negative feelings towards the regeneration have not been helped by the fact that the process has been delayed and “the goal posts keep moving constantly”. “Every time there is a change people trust less”, “These meetings have gone on for 20-30 years. They were all young then”, “Mostly people just want to get on with it. They’ve been living with it about to happen for so long ... It’s all been going on for so long”.

“They had a major delay with a vacant possession - a couple of leaseholders not wanting to leave. Everything has been delayed as a result. And these buildings should have been demolished 20 years ago. Because it’s been going on so long, a lot of that community has broken down and people just want to move.”

The pandemic also affected the regeneration process as the transfer of residents to new homes stalled. “Moving has completely shut down since Covid and residents haven’t had properties to bid for. The council had obligations to accommodate rough sleepers and all the available properties were redirected” (paraphrased).

Nevertheless, after many years of delays, now residents are seeing the development progress and the physical environment change. “They’re building it all really fast!”. Residents can now see the new housing going up in the First Development Site but they report that they are not clear when they will be able to move in. People living in Phases 2 or 3 are often unclear who would have priority for the new houses. People living in the lower rise blocks that are not due to be redeveloped for a few years seem to be less affected than those on the larger blocks in Phase 2. “In the maisonettes...it’s not as bad.” However, they still report uncertainties about when they will be moving or what they will be offered.

Even though many residents feel neglected by the council, the change of ownership of the homes on the First Development Site (which is due for completion in 2022) is seen positively. Many residents say that they would prefer to remain council tenants than become housing association tenants because, “it feels more secure ... It’s the devil you know”.

There are leaseholders in Phases 2 and 3 that are still resisting moving and are facing the Compulsory Purchase Order process, as happened in Phase 1. Others report that leaseholders have given up on trying to stay put.

Traders were generally positive about changes taking place in the area as there was the potential for this to generate more business.

# Attitudes towards the new housing

There are mixed feelings about the new housing on the estate. “I’m looking at it and I’m seeing the beauty and the beast.”

There is some evidence to suggest that residents are happy with their new homes. 29 respondents felt the new housing was good quality and was needed. Many residents are feeling positive about getting a new home on the estate.

The main concern that residents raised was that the development, although maybe an improvement to the local housing and built environment, was unaffordable and it is “not for us” (32 respondents) and that it was of poor quality (15 respondents). Stakeholders reiterated concerns about the increased costs of housing association tenancies and the loss of the secure tenancy for residents.

## Extract from walking ethnography with Gayhurst resident

*‘D’ has been in the same house on Gayhurst for almost 50 years.*

*We stand outside her house ... In her block there are only 2 of the original residents left. She points out that she hasn’t cleaned her windows. “I’ve got no pride in my home because it doesn’t feel like a home anymore.” She tells me very excitedly, “[The new flat] it’s going to be amazing”.*

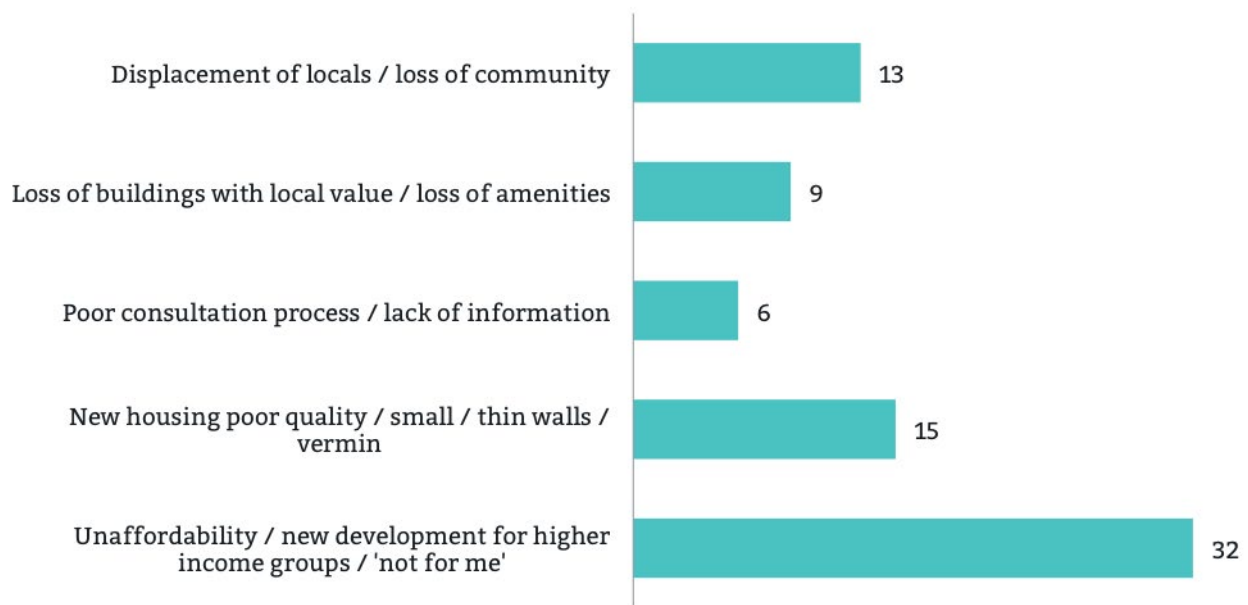
Figure 39: Reasons given for why people feel positively overall about the regeneration



Street interviews, 2020. Number of respondents: 40. Frequency of responses: 50.



Figure 40: Concerns about the regeneration



Street interviews, 2020. Number of respondents: 41. Frequency of responses: 75.

“I like it, I like the new buildings, like the new cafes. I’m aware we’re on the receiving end of the positives, I’m sure it’s very different for people who have had to leave. We moved in with the regeneration, some people are getting pushed out by it and I’m sure are having a much worse time. I’m very aware that we can afford the nice new cafes and not everyone can” (White British, Owner Occupier in Severin Court, L&Q. Paraphrased).

Many residents are also concerned about losing the things that they value in their current housing - the size of the houses, the parking available and the gardens. There were also reports from some residents that the open-plan layout was not suitable for everyone.

## Relocation

Although permanent residents currently living on active Phases on the estate (Phases 2 and 3) have the right to move straight onto new housing in the regeneration area, it is not clear how many have actually done so or have felt they were able to do so.

**The details of where former residents relocated to are not known.** Residents that accepted housing association tenancies have been rehoused in the L&Q blocks within the regeneration area, and in Notting Hill Genesis developments nearby such as Peckham Place and Manor Place. Residents who wanted to remain

## Statement from Notting Hill Genesis

“If you’re currently an Aylesbury Estate resident you’ll continue to live in your home with Southwark Council as your landlord until your block is being prepared for demolition. You’ll then be able to move straight into new homes built by Notting Hill Genesis as they are completed. In the initial phases we expect demand will exceed supply of the new homes and the majority of Aylesbury residents in these early stages will move to new homes in the surrounding area or further afield if they choose to.”

Source: <http://www.aylesburynow.london/new-homes>

council tenants have had to bid for a new council property, some have stayed within the neighbourhood, others have moved elsewhere in Southwark and others have moved further afield.

**Many residents are leaving the area and it is not clear if they will return. There is a lack of clarity about when, how or if residents can return to live on the estate,** “People don’t have much faith in that”. The street interviews showed that there are concerns about displacement and a loss of community. “Yes the new houses are nice, but they need to be loyal to the people who have lived here their whole lives and make sure they are taken care of.” These concerns were also made by various agencies. “People feel like they are being forced out.”

Finding housing by bidding through Southwark Homesearch, the borough’s choice-based lettings system, can be a stressful experience. Residents are compelled to choose from the first three options they are offered, which may not meet their needs or expectations.



Figure 41: First Development Site.





## 9. Conclusion: The Social Sustainability Assessment



Everyday life on the Aylesbury Estate has changed between 2014-15 and 2020-21. Increasing disrepair, population churn, the replacement of longer standing residents who were often part of stable social networks with more vulnerable people on temporary tenancies have taken a toll on community life. In spite of this, many of the estate's assets remain: its strong services and access to facilities, its neighbourliness and sense of belonging.

In 2015 the benchmarking research concluded with a social sustainability assessment of the estate. We have revisited this assessment, drawing on the qualitative data from this first round of research.

- **Amenities & infrastructure:** the provision of services and facilities remain a strength of the estate, however physical infrastructure is dilapidated and the score also reflects the ongoing impact of housing disrepair on residents' lives. This is weaker than in the previous assessment.
- **Social & cultural life:** this is lower, reflecting the loss of social supports and social networks and weaker relationships between groups as the population has changed.
- **Voice & influence:** this is unchanged, remaining weak. Residents continued to report feeling powerless.
- **Adaptability & resilience:** The strong response of agencies during the pandemic has supported residents, in spite of poverty and difficulties, this is unchanged since the benchmark.



Figure 42: Beaconsfield Road, Aylesbury Estate.

Figure 43: The Aylesbury Estate Social Sustainability score, 2014-15 and 2020-21

### Aylesbury Estate social sustainability 2014-15



#### Voice & Influence

Low sense of influence, control and involvement in actions to shape environment.



#### Amenities & Social Infrastructure

Good schools, health services, transport, green spaces. Poor quality environment.



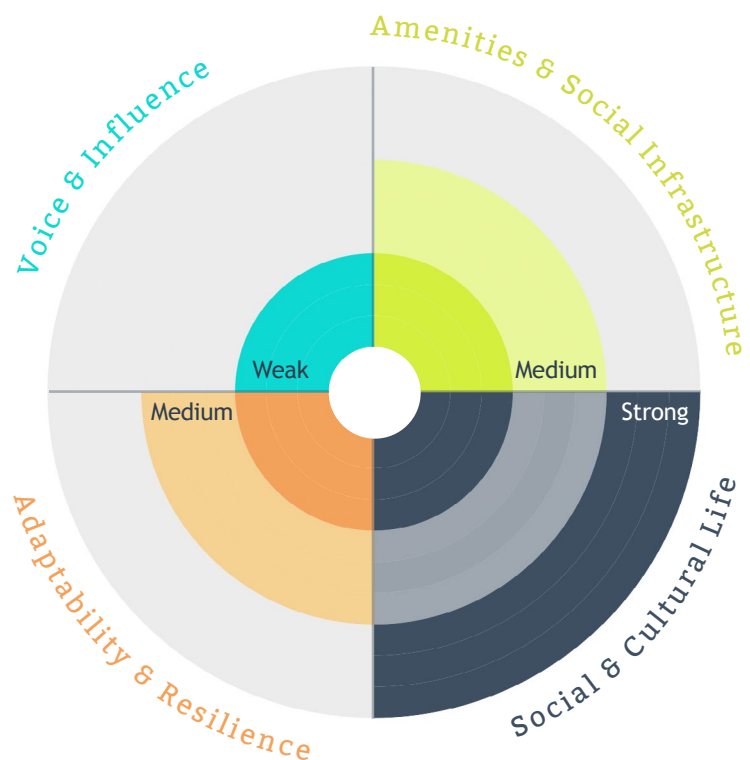
#### Social & Cultural Life

Good neighbourliness, sense of belonging, community cohesion.



#### Adaptability & Resilience

Adaptable population, good social supports. High poverty and vulnerability.



### Aylesbury Estate social sustainability 2020-21



#### Voice & Influence

Low sense of influence, control and involvement in actions to shape environment.



#### Amenities & Social Infrastructure

Good schools, health services, transport, green spaces. Poor quality environment, lack of community spaces.



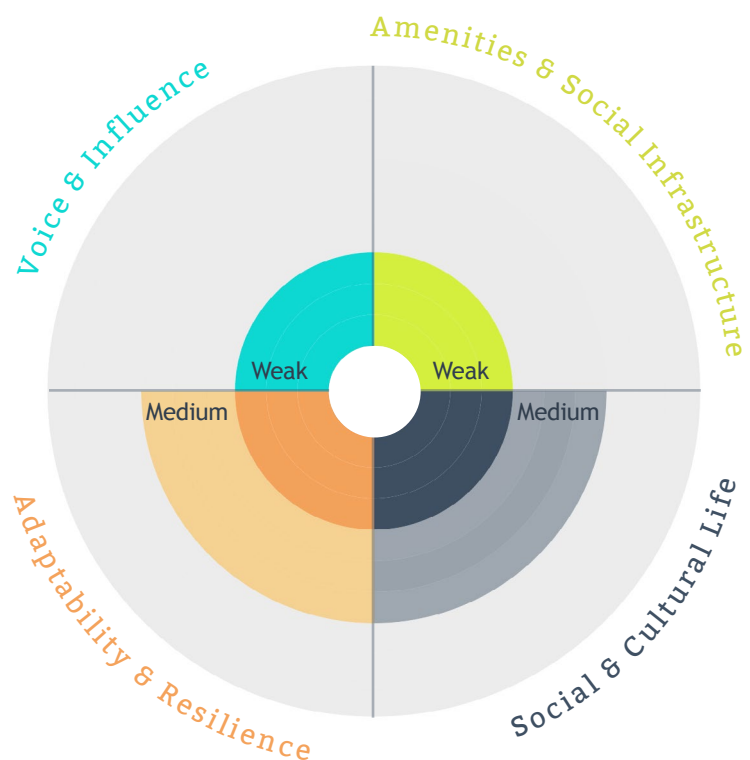
#### Social & Cultural Life

Good neighbourliness, decrease in sense of belonging and community cohesion.



#### Adaptability & Resilience

Adaptable population, good social supports. High poverty and vulnerability.







## Appendix



# Who we spoke to

Below are further details about who took part in the research.

## Who we spoke to in 2020-21

Research method	Number of interviews completed / surveys conducted	Number of people interviewed/surveyed
Stakeholder interviews	24	26
Southwark stakeholder interviews	3	3
Walking interviews	9	10
Street interviews	81	81
Trader interviews	13	13
Former residents survey and follow-up interviews	26	26
<b>TOTAL</b>	<b>156</b>	<b>159</b>
Duplicates	n/a	2
<b>TOTAL</b>	<b>156</b>	<b>157</b>

## Who we spoke to by tenure comparing 2014 and 2020

Below are further details about who took part in street interviews and walking ethnographies.

Housing tenure	Residents interviewed in 2020/21		Residents living on the estate & new phases (Sep 2020)	
	Number	%	Number	%
Council tenant - secure	58	72%	880	59%
Council tenant - temporary accommodation	5	6%	412	28%
Housing Association tenant	3	4%	unknown	n/a
Private tenant	9	11%	unknown	n/a
Owner occupied (Leaseholder / Freeholder)*	5	6%	192	13%
Shared ownership	1	1%	unknown	n/a
Other**	0	0%	unknown	n/a
Unknown	7	0%	n/a	n/a
<b>TOTAL</b>	<b>88</b>	<b>100%</b>	<b>1484</b>	<b>100%</b>

\* Does not include L&Q Owners

\*\* Does not include L&Q Intermediate Rent

Housing tenure	Residents interviewed in door to door survey 2014/15		Residents living on the estate and new phases (2014)	
	Number	%	Number	%
Council tenant - secure	260	73%	1480	74%
Council tenant - temporary accommodation	2	1%	unknown	n/a
Housing Association tenant	15	4%	101	5%
Private tenant	24	7%	unknown	n/a
Owner occupied (Leaseholder / Freeholder)	44	12%	378	19%
Shared ownership	1	0%	18	1%
Other	0	0%	14	1%
Unknown	12	3%	n/a	n/a
<b>TOTAL</b>	<b>358</b>	<b>100%</b>	<b>1991</b>	<b>100%</b>

## Street interviews, demographics (2020)

Number of street interview respondents	Number	Percentage
Residents living on estate	71	85%
Residents living on periphery of estate	10	12%
Former residents (not included)	3	4%
<b>TOTAL</b>	<b>84</b>	<b>100%</b>

Breakdown of residents by block (no.71)	Number	Percentage
<b>New build - L&amp;Q</b>	<b>9</b>	<b>13%</b>
Harvard Gardens (L&Q site 7)	1	1%
Maple Court	1	1%
Severin Court (L&Q site 7)	1	1%
Keibs Way (L&Q site 7)	1	1%
Honeygan Court (L&Q site 7)	1	1%
New build - not specified	4	6%
<b>Old estate</b>	<b>56</b>	<b>79%</b>
Emberton	1	1%
Gayhurst	18	25%
Hambledon	3	4%
Latimer	4	6%
Missenden	6	8%
Northchurch	1	1%
Taplow	3	4%
Wendover	3	4%
Block 198-202a Albany Rd	1	1%
Old block - not specified	16	23%
<b>Specific block new/old not identified</b>	<b>6</b>	<b>8%</b>
<b>TOTAL</b>	<b>71</b>	<b>100%</b>

How long have you lived in your local area?	Number	Percentage
< 1 year	1	1%
1-5 years	15	20%
6-10 years	6	8%
11-20 years	21	28%
20+ years	31	42%
<b>TOTAL</b>	<b>74</b>	<b>100%</b>
No reply	7	

Age	Number	Percentage
18-24	2	3%
25-29	7	9%
30-44	21	28%
45-64	31	42%
65+	13	18%
<b>TOTAL</b>	<b>74</b>	<b>100%</b>
No reply	7	

Employment status	Number	Percentage
Employed- full or part time	30	41%
Self-employed	9	12%
Zero hours contract work	0	0%
Full-time student	0	0%
Retired	9	12%
Looking after children/the home	7	9%
Furloughed	1	1%
Looking for work / Unemployed	13	18%
Unable to work	5	7%
<b>TOTAL</b>	<b>74</b>	<b>100%</b>
No reply	7	

Household makeup (tick all that apply)	Number	Percentage
Live alone	13	13%
Partner	36	37%
Friend/s	1	1%
Children	31	32%
Parents	4	4%
Other family member/s	8	8%
Flatmate/s	1	1%
"Family"	4	4%
Other	0	0%
<b>TOTAL</b>	<b>98</b>	<b>100%</b>
No reply	6	

Housing tenure	Number	Percentage
Council tenant	53	75%
Council tenant - temporary accommodation	3	4%
Housing Association tenant	1	1%
Private tenant	8	11%
Owner occupied	5	7%
Shared ownership	1	1%
<b>TOTAL</b>	<b>71</b>	<b>100%</b>
No reply / prefer not to say	7	



Ethnicity	Number	Percentage
<b>White (total)</b>	<b>36</b>	<b>51%</b>
British	27	38%
Irish	1	1%
Gypsy or Irish Traveller	0	0%
Any other white background	3	4%
<b>Black/African/Caribbean/Black British (total)</b>	<b>25</b>	<b>35%</b>
Black or Black British	0	0%
Caribbean	3	4%
African	17	24%
Any other Black background	1	1%
<b>Mixed/multiple ethnic groups (total)</b>	<b>2</b>	<b>3%</b>
White & Black Caribbean	1	1%
White and Black African	2	3%
White and Asian	0	0%
Any other mixed background	0	0%
<b>Other (total)</b>	<b>7</b>	<b>10%</b>
Arab	0	0%
Latin American	7	10%
Other	0	0%
<b>Asian/Asian British (total)</b>	<b>1</b>	<b>1%</b>
Indian	0	0%
Pakistani	0	0%
Bangladeshi	1	1%
Chinese	0	0%
Any other Asian background	0	0%
<b>Total main categories</b>	<b>71</b>	<b>100%</b>
<b>Total sub categories</b>	<b>63</b>	<b>89%</b>



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