

NOTES OF 19th CANNING TOWN RESIDENTS' STEERING GROUP MEETING

Thursday, 20 January 2022 at 6pm via Zoom

AGENDA

	Item:	Item Lead:	Time
1.	Welcome and introductions	Howard Mendick, NewmanFrancis	6:05pm
2.	Regeneration Update	Maeve Dowling, Snr Regeneration Manager / Santokh Kaulder, Regeneration Manager	6:15pm
3.	Engagement Update	Algina Kamara, Resident Involvement Manager	6:35pm
	Newman Francis Update	Howard Mendick, Newman Francis	6:45pm
4.	Group discussion ' <i>How can we get residents talking about the regeneration in 2022?</i> '	All	6:55pm
7.	Any other business	All	7.25pm
8.	Date of next meeting Thursday, 17 February 2022	All	7:30pm

Present:

Steering Group members:

Ibironke O
Helen A (HA)
Sheila A (SA)
Farhat J (FJ)
Mustaf M (MM)
Edward R (ER)

Ameerah Shamshu (AS)
Observer

NewmanFrancis:

Kamahl Ahmet – Project Worker (KA)
Howard Mendick (HM) – Chair
Clare Maybury - notes (from recording)

London Borough of Newham:

Algina Kamara (AK) – Resident InvolvementManager
Santokh Kaulder (SK) – Regeneration Manager
Maeve Dowling (MD) - Senior RegenerationManager
Darren Levy – Head of Housing Repairs team
Laura Barker- Refurbishment Team Engagement Manager
Feraz Kayani – Estate Services Manager

Apologies for absence:

Judith Jorsling (JJ)

1. Welcome and introductions

1.1. HM welcomed everyone to the meeting and KA outlined what would be covered.

2. Update from the Housing Repairs team (Darren Levy and Laura Barker)

2.1. Current picture:

The interim investment programme had begun at Lawrence St, starting a block-by-block rolling programme of repairs. The team were now on site to deal immediately with urgent repairs. These included roof repairs, with internal refurbishment to follow, prioritising urgent and individual property upgrades.

2.2. Refurbishment Team Engagement Plans included:

- A property at Lawrence St being refurbished for viewing;
- Residents to be sent an invitation next week to attend a drop-in there with relevant stakeholders, possibly on 9 Feb – to be confirmed;
- Following the drop-in, a letter-drop on 10 Feb with answers to frequently asked questions (FAQ);
- Ongoing engagement with weekly email updates, newsletters and face-to-face sessions.

2.3. In response to residents' questions the team replied:

- The current programme would help the team learn, and get ready for the main phases;
- A letter explaining the roof works at Lawrence Street, aimed at stopping leaks, would be sent to residents before any work starts in 10 days' time. The on-site team would help answer queries.
- Works would also address the public realm.
- It was noted Covid was still delaying a lot of council work.

2.4. **ACTIONS:**

- **Steering Group** to visit viewing property on a date to be arranged (1-8 Feb) with John Hillier and the repairs team – **NewmanFrancis (NFL)** to consult over the date;
- **Repairs team** to bring the programme of rolling refurbishment to the next meeting;
- **Laura** to find out and feed back tomorrow to NFL whether current Lawrence St works are repairs or refurbishment;
- **Repairs teams** to put updated notices on communal noticeboards so residents are aware of when works are happening;
- **CTSG members** to feed back to the Repair team for prioritisation any concerns about repairs.

Darren and Laura were thanked for their update and it was confirmed that they would be happy to attend future meetings.

3. Regeneration Update (MD):

MD introduced herself and shared a presentation on screen.

3.1. Project stages – progress was still at steps 4 and 5 (procuring design team, co-design starts)

3.2. Plans for January to March included:

- Design team appointment next month to co-design Vincent Street;
- A timetable for milestones;
- Project management team appointment to ensure the project is on target and within budget;
- Housing needs survey completion;
- A Key Stages training workshop to take place with CTSG.

3.3. In response to residents' questions MD replied:

- It would now begin to get busy. Lots of groundwork had been done over the last year, and there was now a good understanding of needs, in order to make sure designs were appropriate;
- The plan for communications was being put together by SK and AK (Resident Involvement team);
- A separate Design group of those most interested could be considered, to work together with the Design team;

ACTIONS:

- **MD** to send presentation slides to NFL for CTSG;
- **MD** to arrange Key stages workshop to take place online for one hour on Weds 2 or Thurs 3 Feb (to be confirmed) at 18:00.

Maeve was thanked for her presentation.

4. Engagement Update (AK and SK):

4.1. Currently:

- The communications plan was being signed off. Background preparation work was continuing;
- The Housing Needs Survey team were continuing to collect surveys in – the response rate was currently at 40%;
- Hub development was continuing and there would be more information at the next meeting about plans to establish regeneration hubs in the area
- A site visit to Carpenters in February was being arranged;

4.2 Plans included:

- Recruitment for CTSG and panels (such as Editorial and Community Initiatives).
- As part of this, an information pack with a menu of activities showing how to get involved. Leaflets would also be put in the library;
- Housing Needs and Community Initiatives surveys to be completed;
- Initial information to be followed up with a welcome pack, giving more detailed information about the regeneration vision, context, principles, strategy, processes and stages. It would also contain FAQs, with links to other key documents and websites, contacts and how to get involved. (This was shared onscreen and feedback given).
- The increased and flexible use of different channels of communication, including the Newham and Co-Create websites, and building up a database of interested residents.

4.3 Following further discussion this **ACTION** was agreed:

- **AK** to organise a visit of the S-G to Carpenters on Friday 11,18 or 25 February (to be confirmed) at 13:00, followed by refreshments;
- See also the **actions** below at item 5

5. Newman Francis Update

5.1. There was a group discussion based on the question '*How can we get residents talking about the regeneration in 2022?*'. Points raised included:

- Those plans outlined so far in the meeting would help, and in addition:
- Drop-ins at the Hub;
- Bases in the library in Rathbone Market as well as the Trinity centre;
- Increased outreach, including collecting the Housing Needs Survey;
- A larger meeting with the wider community;
- Recruitment to the CTSG as there are some places to be filled;
- The newsletter and more frequent communications
- Word-of-mouth via CTSG members: talking to people was vital;
- Specific interest-group meetings; homeowners, secure tenants, young people etc
- More outdoor events as the weather improves

5.2 Issues possibly preventing involvement were also raised;

- Some people just don't want to get involved in things. It was recognised many people are busy, struggling in low paid work, plus doubts from many residents that regeneration would ever happen;
- Some residents want to move away from the area, so the programme needs to show them the benefits of staying;
- There was a history of regeneration being associated with gentrification. This

needed to be challenged;

- There may be a language issue. It was noted that the Housing Survey had provision for a translator.

5.3 IO shared her journey of involvement in the CTSG: in the first phase of regeneration she hadn't wanted to be involved at all because she didn't then know about the idea of co-production and co-design. She had not realised that "WE can change the community we live in". Her view had changed with a phone-call from NFL. She now felt she needed to tell people, "THIS is the time".

5.4 It was agreed that video, quotes or an article from someone like IO would be a powerful way to put the message across to other people.

5.5 ACTIONS:

- **AK** to follow up with IO concerning a short testimonial film about her involvement and hopes for the regeneration programme;
- **SK** to discuss with the Hub and library setting up a space / event to gain more visibility about the regeneration. To include:
 - showing the short film as a rolling clip
 - other information about the residents' journey
 - FAQs
 - housing offer documents and
 - a presence to answer people's questions.
- **All** to look at Newham's Co-Create website (<https://newhamco-create.co.uk/en/>), which is likely to be used for the whole regeneration process;
- **All** to talk one-to-one or in small groups with residents about the regeneration;
- **Regen Team and others** to add phone texts and consider social media such as Tiktok and Twitter to their communications strategies, as at least 80% of residents have smart phones. It was emphasised that the Mayor uses social media to engage with residents.

6. Any other business:

6.1. ACTIONS:

- **HM** to ensure the question of which blocks and flats are to be refurbished is addressed by the next meeting so that there is a schedule and residents know when their blocks are likely to be affected
- **HM** to forward the fox video and concerns raised at the last meeting to Faraz
- **Faraz** to take concerns about foxes, lighting and security in communal areas back to the Repairs team;
- **HM/KA** to contact all members with proposed dates for study visit as well as visit to a refurbished property and confirm dates in due course.

7. **Date of next meeting:**

Thursday, 17 February 2022 at 6.00pm