



# Resident Events Feedback

**In November 2023 community engagement company NewmanFrancis held consultation events on your estate, and you were invited to come along and tell us what you thought about your estate and what your priorities were for the future.**

These events are part of Lambeth Council's commitment to ensure that residents' voices are central to the options appraisal process, which will look at a number of factors to help the council decide what happens next on Central Hill.

NewmanFrancis' role was to hold two events on the estate to talk to residents about their priorities and what matters most to them, using a variety of methods to allow as many of you as possible to participate.

## What did NewmanFrancis do?

A short newsletter was sent to you in October 2023 which explained the options appraisal process and how you could get involved, including the details of the two events.

Flyers were given out and door knocking took place to promote the events and encourage you to take the survey, to help NewmanFrancis understand what was important to you and your community.

The aim of the two events was to listen to your thoughts on what you liked and didn't like about living on Central Hill, what issues needed addressing and what the future of your estate might look like.





# Social Value Resident Consultation

## THE EVENTS

### OUT AND ABOUT POP-UP

Saturday 11 November

Resource Centre, High Limes

This event was a drop-in, allowing people to come and ask questions, find out more about the options appraisal process and take part in NewmanFrancis' survey. The team were also out on the estate door-knocking to reach as many residents as possible.

### INTERACTIVE ACTIVITIES DROP-IN

Tuesday 14 November

Resource Centre, High Limes

The second event was an interactive session with different activities to get you to think about what things need addressing and what might the future look like on your estate.

## The activities included:

- **Priorities Testing**

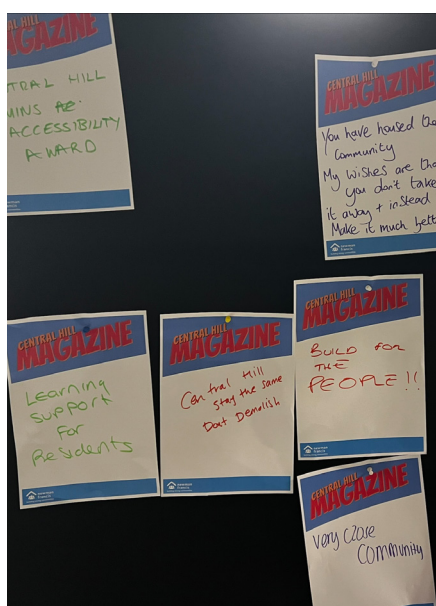
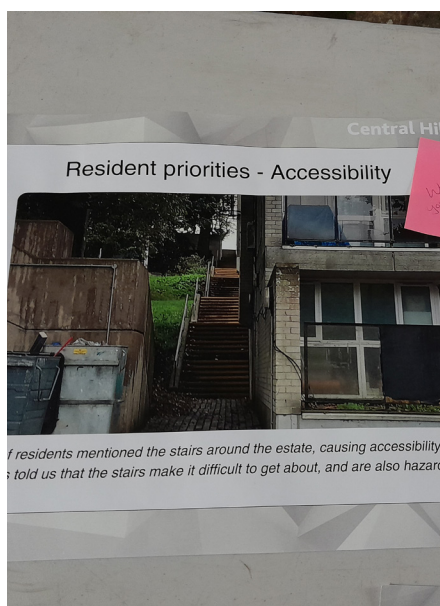
We had the top five priorities from our survey, including repairs and estate upkeep and we asked you tell us what felt the most important and why it was important to you.

- **Headline for the Future**

We asked you to write a headline about your hopes for the future of your estate.

- **Positive and Negative Mapping**

Using an aerial map we asked you to identify areas across the estate which were an issue or an asset.



## What were the outcomes?

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Overall, we spoke to 119 residents across the two events and our outreach sessions. 35 residents agreed to complete a survey to help track what is important to you. We also recorded all our discussions in addition to the survey and all comments received during the activities at event two.

### Your priorities for Central Hill were:

- **Condition of your Property**

This came up in many conversations with you across all activities and 45% of those asked in the survey said that were not happy with the condition of their property and when asked what the future would look like, an upgraded home was mentioned by 1 in 5 of you and was the most common answer.

- **Estate Maintenance**

You mentioned this across many of the questions in the survey and also in the activities with it being the most raised issues on the mapping exercise. You told us that communal repairs are not being completed within a reasonable time and as such this led to you not always feeling safe in particular areas on the estate because security doors and lighting doesn't work.

- **Cleanliness/Rubbish Disposal**

Cleanliness was a very high priority for you. In the survey, lack of cleanliness was the most common answer, with nearly a quarter of you saying it was the thing you liked least about your estate. Many comments were around the issues with rubbish disposal, fly-tipping and lack of access to bins. Leaves not being swept up on the walkways and steps were felt to be a hazard when walking around the estate.

- **Accessibility**

A quarter of you mentioned the lack of accessibility in the survey. It also came up during the activities a number of times. You gave examples of people who struggle to leave their home due to the steps around the estate making it very hard to get around. You also outlined the struggle of moving around the estate with children in pushchairs or with lots of shopping.

### You also told us:

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- You love the location and local area, there are great transport links and you feel there is strong sense of community at Central Hill.

### What are the next steps?

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- The council will consider your priorities as part of the options appraisal process for Fenwick Estate.
- The council will let you know when and how you can get involved in the next steps of the process.

### Where can I find more information?

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You can find more information about NewmanFrancis and their role in the project, plus the newsletter originally sent out, if you scan the NewmanFrancis QR code below. You can also find out more about the renewal process by scanning the Lambeth QR code below.

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