

**Sign off: NB, JL, KOD**

**Resident Steering Group Meeting**

Monday 29 July 2019

6.30pm 3 Tadlow

**Attendees:**

RSG attendance - 7

Liz Bishop (RBK)

Nina Burich (RBK)

Malcolm Wood (Countryside)

John Lindsley (RBK)

Kerry O'Driscoll (RBK)

Lurline Cumberbatch (PPCR)

Iain Glover (Soundings)

Cllr. Emily Davey (ward councillor) - by  
phone

**Apologies:**

Cllr David Ryder-Mills (ward councillor)

RSG - 1

Matt Bell (RBK)

Louise Rawsthorne (RBK)

Mark Ludlow (Countryside)

Cllr Olly Wehering (ward councillor)

**1. Welcome and Introduction**

1.1. Apologies given

1.2. Welcome - all present introduced themselves for the benefit of new members of RSG

1.3. Minutes of the last meeting were agreed unanimously to be accurate

1.4. Introduced a new action log and it was agreed that this will be added to minutes **ACTION 14**

1.5. Matters Arising/Actions:

- Action 1, 2, 5, 7, 10 - will be covered under agenda items
- RSG member will update on NHS developments as and when necessary
- Action 12 - Countryside (CS) rep suggested that the workshop on energy be scoped by RSG as there were several aspects that could be covered. RSG member said that their interest was around energy supplies and efficiency. All residents and PPCR rep said they were interested in working together to scope the session. Cllr Davey asked that this include issues relating to water and water harvesting. RSG member asked to ensure RSG member was invited as he asked for this at the last meeting. **ACTION 15:** RBK and CS rep to arrange meeting date with RSG.

1.6. Introduction: Kerry O'Driscoll - new Director of Development - Cambridge Road Estate Regeneration Programme. Kerry will attend RSG and circulated a structure chart. Kerry leads and oversees the programme and talked through the other key staff members in the team and their roles. Kerry

welcomed any questions and queries about the programme and will share her contact details with RSG. **ACTION 16:** RBK officer to share contact details

## 2. UPDATES

### Resident Engagement

- 2.1. Soundings rep gave a presentation on attendance and feedback from the masterplanning sessions. Attendance at main engagement events has been good and they have also been meeting with local organisations, charities, and schools in the area to reach out with wider communication channels.
- 2.2. 50th Event was great and residents were thanked for planning the event and the friendly approach helped encourage more people to come.
- 2.3. Feedback showed residents were supportive of the scheme including new homes and green spaces. Working with residents who are concerned and have found that they are often more reassured after they have spoken to the team. Residents are ready for the next level of detail.
- 2.4. Neighbouring residents: generally supportive of the scheme and green spaces but have questions about the construction process, routes, and building heights at specific areas of the masterplan. A neighbourhood forum will continue the dialogue with neighbouring residents.
- 2.5. Design sessions on specific issues were well attended and feedback will help shape discussions and further design details during the next stage.
- 2.6. Next steps: replay the information, show how ideas and feedback have been taken forward, launching community showroom. The website is now live.
- 2.7. RSG member asked about the percentage of the estate that have engaged so far. Soundings rep said will be looking at this and have seen an increasing number of new residents attending the session. **Action 17**
- 2.8. RSG member noted the hard work that residents put into the 50th event.
- 2.9. It was discussed and agreed by all that the impact of resident involvement in the masterplanning should be visualised so their contribution is clear.

### Masterplanning update:

- 2.10. CS rep thanked the time and effort residents put into the 50th anniversary event, which brought a lot of new faces, which is important as we are designing with residents. The design team is now looking at a range of further details in the design including: building layout, trees, building heights, mixed use streets, internal layout. They have also been meeting with the Police on Secured by Design and meetings arranged with Kingston Centre for Independent Living around disability access, the GLA, and preparing for an external design review panel for feedback.
- 2.11. RSG member asked about two parts of Phase 1 and the community centre. CS rep explained that 1a and 1b do slightly different jobs and will overlap in start time in order to signal work has commenced and to provide new homes for residents to minimise disruption for people so can move phase 2. Will have to provide a temporary community facility. RSG member talked about concerns about Madingley Green as a community asset and central area for future estate. CS rep said that Madingley Green is being retained in the scheme and this illustrates why resident input into the design is so important.

- 2.12. RSG member worried that it will increase the disruption. CS rep said this is why they will have very good construction management and detailed plans for vehicles and staff. Noise reduction methods will be used such as monarflex and stages well planned to minimise any impact through considerate site management. Residents had a bad experience with the student site and CS rep said this wasn't acceptable. Planning permission will have stringent conditions and work will be strictly managed. RSG member wanted a promise about construction times and days and automatic communication to residents if there are changes. It was suggested that this will be covered in the landlord offer. **Action 18**

**Summer Programme:**

- 2.13. RBK officer gave an overview of the draft programme: activities, dates, purpose and locations.
- 2.14. Residents questioned the idea of being in the Hawks Road Clinic and it was felt that this would not be a successful route. RBK officer said it had been suggested by the RBK Public Health team and it felt important to try all avenues. We will review after the first session and not continue if it clearly doesn't work.
- 2.15. Communication methods were discussed and RSG all agreed that the residents should be delivered a leaflet for reference. Other methods will include: website, door knocking promotion, text messaging and posters in the noticeboards.
- 2.16. RSG member noted a clash on the event dates (young carers group) and agreed these would be checked. **Action 19**
- 2.17. RSG member felt that the summer programme should have been discussed with RSG and this will be fed back and RBK officer will discuss dates and comms.
- 2.18. RSG member also felt that 7th September was supposed to be the third exhibition and a lot of work had been put into planning this event. CS rep assured her that there will be a regeneration presence on the 7 Sept fun day but that this would be a community event with a third exhibition on 28 September.
- 2.19. Acton Gardens visits were felt by all to be a successful activity and it was confirmed that additional transport and further dates can be increased depending on demand
- 2.20. Bingo and fish and chips - RSG member raised the cost for this if large numbers attend and the impact of turning away people. Confirmed that communications would request booking for this event.
- 2.21. RSG member said that RSG recruitment evening had low turn out and questioned whether everyone had been invited. **ACTION 20:** RBK officer to liaise with RSG member about residents that didn't get notified.
- 2.22. RSG member suggested the Acton Gardens trip could be filmed and put this on the website. CS rep said following up on RSG idea they are installing a demonstration kitchen and bathroom and a touch screen to be able to look at apartments furnished and unfurnished and will also do some short videos and perhaps interviews with Acton Gardens visit. RSG member said could you do

visual on the phases rather than paper print to be able to visualise how it happens. **ACTION 21/22:** to look at other visual options

#### **PPCR report**

- 2.23.** Gave a brief summary of the report giving total and unique numbers. 274 people have been met with. Door knocking has been put back while RBK undertook their doorknocking. Interested in starting again. Attended the masterplanning events, promoting events and Acton Garden visits, and giving advice. Queries are sent to RBK. RSG member asked about language barriers and PPCR pass this on to RBK but often residents have someone that does this for them. RSG member asked about discussions with residents and PPCR confirmed that their approach is to encourage residents to gather the information they need to make an informed choice. RSG member asked about Ely court residents - RBK officers are having discussions with their landlord Clarion and looking at the options. PPCR gave an overview of their next steps and have reviewed data and will focus on the lower turnout areas.

#### **Comms update**

- 2.24.** RBK officer gave a leaflet out and explained the thematic approach to comms and campaign approach: a range to myth busting and providing information. Feedback has been good on the leaflet. RBK officer asked for feedback from RSG about information residents need and other methods so that they are accessible. RSG member asked about the wording - it was confirmed that this is high level but the next versions will elaborate on the information. RSG member commented on the design of the document and ways to make it more personal. RBK will be writing to residents alongside this and will be tenure specific and will share with RSG to review the letters **Action 23**
- 2.25.** RSG member asked about arranging the removal companies and RBK officer said we will show residents what the package (support and options) is for residents so that they know more.

#### **Landlord Offer**

- 2.26.** RBK officer is working on this at present to meet the Mayor's criteria and the information that we need to provide for residents. GLA will need to approve our LL offer. Looking at other offer documents to review for good practice. RBK officer asked for a small working group from RSG to look at examples of the LL offer with them **ACTION 24**

### **3. AOB**

- 3.1.** RBK officer asked RSG about new members to the group. RSG member said there are sub groups which might offer an alternative route. It was unanimously agreed that the RSG Core group should be for CRE residents
- 3.2.** RBK officer informed RSG that RBK is recruiting for 2 engagement officers on a short term contract to provide some additional capacity
- 3.3.** RBK officer asked RSG if they would want to shape the agenda so that the meetings reflect the areas they want to hear about and discuss. RSG agreed. **Action 25:** RSG to send in agenda items for the forward agenda and to be standing item on the agenda

**Close.**