

## **Resident Steering Group**

3 June 2019, 6.30pm,  
1 Tadlow (CRE Regen Office)

### **Attendees**

RSG member - 8	Matt Bell (RBK)
Cllr Olly Wehering (ward councillor)	Malcolm Wood (Countryside)
Cllr David Ryder-Mills (ward councillor)	Mark Ludlow (Countryside)
Catherine Cummings (RBK)	Iain Glover (Soundings)
John Lindsley (RBK)	Janet Edwards (PPCR)
Liz Bishop (RBK)	Lurline Cumberbatch (PPCR)
Nina Burich (RBK)	

### **Apologies**

Louise Rawsthorne (RBK)  
RSG member - 1  
Cllr. Emily Davey (ward councillor)

#### **1. Welcome and Introduction**

Welcome and Introduction to colleagues from Countryside (JV) and Soundings (engagement partner for master planning)

#### **2. Minutes**

Amendments: accuracy CRERA misspelt pg 1

#### **3. Matters Arising**

- 3.1. (2.2) structure chart: **Action:** RBK officer to circulate
- 3.2. PPCR will update on their work at RSG meetings
- 3.3. (4.4) PPCR rep confirmed this has been done
- 3.4. (5.4) Soundings are working on the full website at present. There is currently a holding page and FAQ for further information. Two RSG members have been offered suggestions on website content and design.
- 3.5. Bathrooms etc. will be ready for the second exhibition - actively looking at how the mockup can happen

#### **4. Review of the Community Day**

- 4.1. Soundings rep showed a presentation and thanked those that helped and contributed to a successful event on 18 and 20 May:
  - Feedback was positive on the mix of activities and information available
  - 150+ attended the event, with over 80 on the Monday session: 117 CRE residents and 113 CRE neighbours attended. *[post meeting update: 94 CRE residents, 92 neighbouring residents]*
  - 80 Feedback forms completed. 52 Joining workshops, 26 met the housing team and 30 interested in joining RSG

- 4.2. Feedback forms:

- Design workshops around key areas of interest - new homes being the most popular, then public space and community facilities
- Primary interest from residents to understand more about the housing offer and phasing/decant as well as detailed design of new homes (as well as more visits to Acton Gardens)
- Masterplanning not the immediate priority for residents
- Neighbours to CRE are mainly interested in the impact on the surrounding area and traffic
- Masterplan titles were not that helpful and need rewording (to be done)
- Some residents are not familiar with the regeneration process and need more information
- Height and distribution of buildings, traffic and parking will be covered in the next phase of engagement
- Most positive feedback was on green spaces and public realm. Will work with youth panel and residents on this topic in detail over the coming months.

#### 4.3. Questions:

- 4.3.1. RSG member asked about infrastructure. Countryside needs to undertake detailed impact assessment and work with the transport network and availability, which is currently being commissioned. Some parts have been done e.g. sewerage. Council has an infrastructure delivery plan but needs to be updated for this programme and masterplan design. Highway surveys approximately end of July (data), Will bring more information to the next RSG **Action** CS rep
- 4.3.2. RSG member commented on the number of CRE/neighbours at the event. Confirmed that Tadlow Hub has been refurbished and open for residents, outreach onto the estate by Soundings and RBK will commence next week alongside pop-ups, word of mouth, and align with other activities to catch people, school drop off times.
- 4.3.3. RSG member asked about local K buses - CS rep states that the plan includes bus access (roads designed to loop in and out), but delivering buses into the estate requires TfL decision based on demand v costs, capacity, timetables. RBK officer added that TfL is a public body and need to balance the budget. **Action:** CS rep to provide transport update.
- 4.3.4. Cllr Ryder Mills recommended knocking on residents doors to deliver information.
- 4.3.5. RSG member asked if there were any negative responses at the event and it was reported that height and density of buildings and the process were the questions/concerns, but that most residents that came along were open and wanted more detail. Regeneration is generally positive from neighbouring streets but they had questions on disturbance. RSG member said those working from home may be most disturbed and Soundings rep said they will meet with neighbours to discuss this and help minimise it. RSG member said that some neighbours to CRE have only just been informed. Soundings rep

confirmed that priority has been to CRE residents on the estate to date, that this is the start of the process and will be giving more information to the wider neighbourhood.

## 5. PPCR monitoring report

- 5.1. PPCR rep provided a report and apologised it wasn't circulated in advance. In the future reports will be monthly and come with the agenda. PPCR rep reiterated the role of PPCR for residents and confirmed they are available on the estate twice a week to meet with a range of people. They are undertaking mapping for outreach and are currently undertaking door knocking as well as office-based work. Details of numbers reached are in the report.
- 5.2. Residents are aware and concerned about future housing options and PPCR are offering support and information to residents. Residents have reported that they have heard rumours and negative comments and PPCR have been able to explain phasing, decant process, and so far successful in helping to let residents have more information.
- 5.3. Will continue to door knock as well as promote events. Where they identify vulnerable residents or those in more need are highlighted to landlord services. PPCR rep confirmed that their plan is to knock on every door on the estate and will report progress at the next meeting **Action:**  
PPCR rep
- 5.4. Questions:
  - 5.4.1. PPCR confirmed to Cllr Ryder Mills that they deliver literature when there is no response at the door. Last time it was a PPCR newsletter and now a flyer of the poster so residents know how to get in touch. They will also deliver a "Sorry we missed you" card so they know they have tried.
  - 5.4.2. PPCR confirmed to RSG member that they take the decant policy with them on visits and refer to it
  - 5.4.3. PPCR confirmed to RSG member that they have added posters to noticeboards and that they are required to engage with everyone, log all engagement activities so know where to target and try different days if particular areas/blocks have not been contacted. **Action:** RSG to flag any residents to PPCR so that they can reach them.
  - 5.4.4. PPCR confirmed to Cllr Wehring that residents can reach them by email, phone, freephone, and note anyone who needs language support

## 6. Community Board/RSG

- 6.1. RSG member updated on the 'recruitment' event and confirmed that interested residents (from the community day) have been invited to RSG meeting on Thursday 6th June at 6.30 pm Piper Hall
- 6.2. CS rep introduced the Community Board Structure at Acton Gardens:
  - 6.2.1. Started in 2011, not prescriptive but led and chaired by residents at Acton Gardens. Aim is to promote the interests of the residents and

has a constitution that is amended as lessons are learnt/developed e.g. how frequently they meet.

- 6.2.2.** Agenda is based on topics at the time and receives reports on the regeneration programme from development, to rehousing, engagement, local labour, housing services. Receive feedback on what works well as well as things that don't and seek solutions.
- 6.2.3.** Resident members are the majority with other stakeholders. Other (non-member) residents can attend meetings as observers. Subgroups from the community board incl community chest, design group, public art - and can include non-members. Training is provided and social value funding is controlled by the community board. Money comes from LLP/corporate money.
- 6.2.4.** RSG member asked about how the community board influence the LLP as there are no residents on the board and how to engage with young people. CS rep said they work with youth club on the estate and youth representatives on the community board, social enterprise connections to get young people ready for work and link in with apprenticeships. Community board influence board, for example on the decant strategy and raising feedback from the community. Board listens to and considers suggestions from the community board.
- 6.2.5.** RSG member asked why are there no residents on the LLP and Countryside confirmed that this has not been raised as an issue at Acton Gardens and that there are confidential reasons as it runs as a business and would need to exclude at those times.
- 6.2.6.** RSG member stated that he felt residents were promised to be at the heart of the regeneration process. RBK officer reiterated that this had been explained to RSG at the last meeting and that the Community Board structure offers more residents the opportunity to be involved than the LLP. LLP at Acton Gardens is not democratic but in Kingston, it is a partnership with the council for decision making. This provides another route for residents at Kingston to influence decision-making and Councillors took this into consideration.
- 6.2.7.** RSG member suggested a further meeting with councillors and residents as SHAP has advisory members. RSG member raised that residents will be here for a long period and during the dialogue, it was felt it was effective to have residents involved. RBK officer said the proposal was set by the committee that agreed on the LLP and community board structure. RSG member feels that questions need to be answered sooner rather than later as could affect the ballot.
- 6.2.8.** RSG member thanked CS rep and the Acton Gardens team for waiting for residents on the last visit to Acton Gardens when the transport failed on them.
- 6.2.9.** RSG member asked if the minutes of LLP meetings be public and RBK officer stated that it was a private entity so it won't be available but will be obliged to report certain information publicly to prove it is achieving the aims and objectives, to report to the community board

and take reports from community board, and community board would review reports before being taken to the LLP.

**7. Second exhibition and 50th Anniversary celebration**

- 7.1. RBK officer distributed the timetable of forthcoming events. There are 3 key milestones with a public exhibition. First was 18 May. Next one is on the weekend of 13-15 July (TBC). Third on/around 7 Sept.
- 7.2. RBK officer asked discussion about how to celebrate the 50th anniversary and who is best placed to organise any event **Action:** RBK officer to convene a planning meeting.
- 7.3. RSG member suggested residents should be at the centre of the planning and has offered ideas on themes and activities.
- 7.4. 5 RSG members, Cllr Ryder Mills and Cllr Wehring - volunteered to help organise the event

**8. AOB/Next meeting**

- 8.1. RSG member reported that his questions from Finance committee in February 2019. Cllr Ryder Mills said he believed these had been answered but RSG member confirmed some questions remained unanswered. David will review his emails.
- 8.2. RSG member noted that there was no mention of freeholders at the meeting - RBK officer agreed that we need to note that there are FH as well as LH
- 8.3. RSG member requested that it be noted that there are still a lot of unanswered questions and not conducive to a ballot and yes vote
- 8.4. RSG member reported that he was impressed with the visit to Acton Gdns on 19th May good opportunity to make a realistic judgement to see what already exists. Noted that we need to bring Acton to the CRE.
- 8.5. CS rep confirmed that they are expecting a model of homes for the workshop and for more interactive engagement. Masterplan 3D model with heights will be ready for the next public exhibition.
- 8.6. **Next meeting 24 June 2019.**