

Appendix J

Community Liaison Advisors Feedback for July 2019 Cabinet Report

Since being appointed as a Community Liaison Advisor in January 2018, we have worked successfully in Gospel Oak, both independently as well as part of a team with many estate residents, officers, councillors, and the wider local community stakeholders and contractors.

We have interacted and engaged with all estate residents to empower residents to participate in all stages of residents consultation from the onset as to ensure inclusivity and participation of all estate residents whereby to make residents fully conversant to the whole consultation process, basically to ensure that their views are captured and represented in all resident feedback as part of the consultation process of Wendling and St Stephens Close.

As part of the consultation process with estate residents we ensured that all residents were fully understanding of the meaning of 'regeneration' and especially to the three individual 'Option's Appraisals' of Low, medium and high that were proposed for the estate.

We were also mindful when interacting with estate residents during any consultation engagement and participation including one to one dialogue, which we undertook in a variety of ways that included drop ins, exhibitions, pop up's, we were also mindful that not all residents would be fully conversant or understanding to some of the technical barriers of meaning or generalisation or understanding of architects, drawings or the technical jargon commonly used in option appraisals or the proposal for design intent.

As a result we took the initiative to break down the technical barriers and introduced a simple "Jargon Busting Booklet" for local estate residents insofar simplifying the meaning of technical wordings and there meanings.

Further to this we have undertaken many activities with many of the estate residents which have included training in which residents obtained certificates for their participation. We have been proactive to show residents other regeneration schemes by arranging site visits during a weekday and at weekends as to ensure we facilitated and met individual needs of residents.

Other activities have included community festive bingo, community festive lunch, workshops and proactive workshops with interactive games for residents to participate to ensure inclusivity for all ages.

We are very proud to have shown the incentive as locally employed Community Liaison Advisors to be the first to introduce to estate residents to a sensory walkabout of their estate, to give residents a general understanding to physically see, all areas of their estate. We used this exercise with residents to obtain their views, thoughts and opinions as they moved around the estate, which included the all blocks, communal landings, entrances and exits of the estate.

In our capacity of CLA's we have been asked repetitive questions since the start of the regeneration consultation process, these questions have ranged from enquiring about the following decants process, home loss disturbance payments and the possibility of adult children being independently housed. Other concerns raised by residents was the risk of losing their secure tenancy due to the proposal of potential regeneration.

Due to the nature of the immediate concerns raised about tenancies from residents, we suggested the use of a booklet that can be presented to help assist with not only the Wendling & St Stephens Close estate, but for all CIP schemes, a booklet that can be formed to help address all residents' concerns, the booklet was useful to answer all questions relating to the secure tenures that residents can read and understand about their tenancy rights.

To formalise this booklet we engaged with various Housing colleagues and senior managers, including directors to retrieve sufficient information and answers which were in line with current policies.

There was many interesting enquires from both residents and wider stakeholders referring to the wider impact on the area in general and especially in relation to school places. Which prompted us to link up with colleagues from Education which involved discussions with placements officers and reference to current policy, to ensure we had up to date information for the residents to answer their enquiry. We also contacted the GLA to obtain current statistics, as a result of retrieving this information we helped create a up to date current percentage chart of school availability for primary schools across the borough to help many residents answer their concerns.

We have prepared resident information packs for both tenant and leaseholder, this was done via many modes of communicating directly with residents via an individual one to one door knocking exercise, this was greatly received by many residents, especially our vulnerable and disabled residents including those households where English was an additional language. Resident feedback was indicative to state that the residents preferred option of receiving information relating to the options appraisals proposed relating to options 1,2 & 3 of the information booklet, along with the draft resident offer, leaseholder offer and non-resident leaseholder offer, this also included an information booklet referring to the ballot process.

Resident feedback from the proposed option appraisals, in relation to their preference of choice of the options of 1, 2 & 3 provides a strong indication from residents that their preferred choice is option 3, all residents who received their information booklet in reference to the options proposed signed and dated that they had received the pack and information. For those residents that was unavailable during the door knocking exercise received a 'sorry we missed you letter' there were many residents who preferred to attend the regeneration hub at their convenience, when making an enquiry on any of the consultation progress, its material or any updates relating to matters arising.

The regeneration hub is utilised by Wendling and St Stephens Close residents and many other wider stakeholders, including council colleagues who use the WIFI and other facilities that the hub has. The CLA's also assist and support many wider stakeholders, with many enquires which are then signposted to other council services, examples of enquires range from housing issues, homelessness, disrepair and other general issues.

The CLA's have also played an integral part in working meaningfully with local estate residents as part of the regeneration proposals for Wendling and St Stephens Close, we have been privileged to meet and discuss regeneration resident led schemes with the focus and importance of empowering and promoting meaningful resident engagement and interaction which is fully inclusivity to all residents.

The main aim and objective of CLA's roles is to help and assist a healthy working relationship with all, councillors, officers and residents to ensure openness and transparency for all. This interaction of engagement and dialogue has also been with lords, MP's and members from the GLA.

Written by Sarah Robbins Community Liaison Advisor