

Godwin and Crowndale

Proposals for 10 new social rented homes

Statement of community involvement



Context

This document should be read alongside the Planning Statement and the Design, Access and Landscaping Statement for Godwin and Crowndale, August 2020 (Surface to Air).

Contents of this report

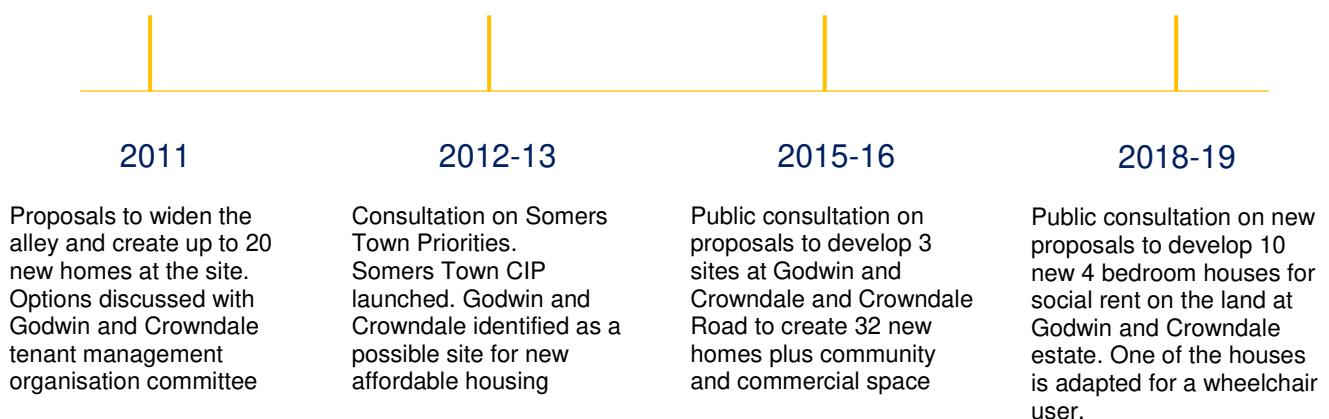
Consultation timetable overview (below)

1. Redevelopment proposals 2011
2. Somers Town priorities consultation 2013
3. Consultation on CIP regeneration proposals 2015
4. How the consultations that went before shaped the next stage of the proposals
5. The current proposal for 10 new houses at Godwin and Crowndale estate
6. Conclusion

Appendices:

1. 2011 exhibition boards, Metropolitan Workshop
2. Somers Town priorities exhibition boards 2013
3. 'Chalton Street regeneration – consultation report' January 2016, PPS Group.

Consultation timeline



1. Redevelopment proposals 2011



Metropolitan Workshop were approached by the London Borough of Camden to assess - as part of its Community Investment Programme - the potential for new building around Godwin Court on the Godwin and Crowndale estate, in the ward of St Pancras and Somers Town.



The brief was to assess the capacity and viability of the area of open land to the south of Godwin Court for suitability as a site for new homes. Currently the land is a mixture of green open space, a gated car park and a ball court in a state of disrepair. The ball court and car park sit on land that was part of Chalton Street, the street that runs along the south side of Godwin and Crowndale Courts.

Part of the exhibition prepared by Metropolitan Workshop

Proposals to develop the land behind Godwin and Crowndale estate were discussed with 8 members of Tenant Management Organisation (TMO) committee on 25 October 2011.

Camden officers wrote to residents about the proposals:

“We think there is potential for a new housing development at the rear of the gardens at Godwin Court, fronting onto Chalton Street, and that 10 to 20 new homes could be built here, either as houses or flats. The new buildings could also reinstate a street frontage along the stretch of Chalton Street at the back of South Camden Community School. At the same time, the communal gardens behind Godwin Court could be improved by relandscaping them.”

A presentation was made by architects at Metropolitan Workshop [Appendix 1]. The design options were based on the widening of the alleyway which currently runs along the northern edge of the school which at this time was called South Camden Community School. This pedestrian alleyway had long been regarded by residents as attracting Anti-Social Behaviour.

Concerns raised about the proposals by the TMO committee

- Overlooking and daylight/sunlight impact on the flats at Godwin and Crowndale
- Over-development in the area and a concern that the area was being radically changed and removed from public control.
- Loss of public space in the area, for example, the building of the Francis Crick Institute in Somers Town
- How any new housing would be managed
- Security for residents, and local ASB

The TMO took a vote to oppose the development of the land at the back of the estate. As a result, the proposals were shelved.

2. Somers Town priorities consultation 2013

Somers Town was identified as a priority for investment as part of LB Camden's Community Investment Programme. Officers launched a consultation with Somers Town residents to identify their priorities.

The consultation is reported on this link
<https://consultations.wearecamden.org/eap/somers-town-cip/>

It found that the issues that the majority of respondents (over 50%) ranked as high priorities are: Community Safety, Education and Community, Jobs and Training, Housing Issues.



Banner from the WeAreCamden web page

As a result, officers wrote to the TMO in June 2013 to update them and to begin further conversations:

“Following the launch of the Somers Town CIP and the priorities consultation, we would like to now develop ideas for individual projects in more detail working closely with local residents. We have previously presented some ideas for new homes at Godwin & Crowndale, and it would be useful to now reconvene and discuss how we might take these ideas, and any other estate improvements, forward.”

This led to the next iteration of development proposals for the site.

Somers Town

These are some of the projects we want to discuss with you

1) **Godwin and Crowndale**

There is potential to develop a small site to the rear of the existing buildings to provide some additional housing including affordable housing. This could help fund improvements to the landscape within the estate and make the pedestrian routes next to the estate more attractive, better overlooked and potentially safer. Some feasibility work has been done and we want to work with residents to explore this opportunity further.

Extract from the Somers Town priorities exhibition
– see Appendix 2

3. Consultation on CIP regeneration proposals 2015



The London Borough of Camden consulted on the potential to build new homes in the small site between the Londis store and Teatro Technis on Crowndale Road, and to the south of Godwin and Crowndale Court on Chalton Street.

This proposal was part of the broader Community Investment Programme (CIP) being brought forward in Somers Town, and was designed to fund local improvements including making the pedestrian routes next to the estate more attractive, better overlooked and potentially safer.

The proposal involved development of 3 separate sites;

- 2 sites on Crowndale Road North and Crowndale Road South. These sites would provide 21 units of housing along with 226 sq m of community / commercial space.
- The site on land at the back of Godwin and Crowndale estate. This would provide 11 units of housing.

Consultation event: July 2015 drop in exhibition

Initial conversations with the TMO indicated that people would be concerned about the loss of their parking spaces, concerned about the loss of the games court and land. Residents expressed the view that these losses would result in no tangible benefit for them. The drop-in exhibition was held to explain the proposals and the possible benefits for residents.

All residents at Godwin and Crowndale were sent a letter inviting them to a drop-in session about the proposals. LBC set out the opportunities and constraints, and sought feedback on their priorities for the area.

Despite the publicity the drop-in was poorly attended, so proactive steps were taken to gather feedback on the proposals.

September and October 2015 – door knocking and interviews

LB Camden commissioned community researchers to carry out the interviews between 23rd September 2015 and 6th October 2015.

58 out of a total of 176 residents were interviewed.

Feedback and report on the consultation

A report analysing the consultation and titled 'Chalton Street regeneration – consultation report' was published in January 2016 by PPS Group.

- The report is provided in Appendix 3

4 options that had been discussed, and the option that most respondents agreed with was an option that offered better use of gardens and spaces around buildings (75%)

From the report:

“Residents clearly have concerns about security and maintenance levels on the estate; comments on these feature in every question.

“Overcrowding is also a common theme, raised in answers to questions 3, 4 and 5. This is reflected in the priorities residents gave in answer to question 5 – housing was the topic most respondents thought important (31%) followed by community safety (21%)”

“The results also suggest that the outdoor spaces and other facilities are not well-used. While a majority of respondents use the outdoor spaces during the day, most only pass through. At night the majority simply do not use these spaces.”

Overall, it was clear that residents wanted to see some improvements – such as better outdoor space and landscaping, and a reduction in overcrowding. However many residents remained ambivalent about the development proposals.

There were concerns about over-development and the loss of the land at back of the estate. Residents at Godwin and Crowndale did not see the proposals as benefitting the estate or their situation. A small group of residents and the ward councillors actively campaigned against the proposals. Theatro Technis raised the prospect of a legal challenge and possibly an injunction against the council

4. How the consultations that went before shaped the next stage of the proposals

Given the consultation and engagement responses, the council decided to reconsider the extent of any possible development on the three sites.

The 2015 proposals were not taken forward. Instead, consideration was given to the possibility of a stand-alone development of houses on the Godwin and Crowndale site.

Camden officers approached the Godwin and Crowndale TMO with new proposals in Autumn 2018 on the basis that:

- There is still a need for new, genuinely affordable homes in the Somers Town area. 3 and 4 bedroom properties are in particularly high demand for larger families currently living in over-crowded conditions. The Equalities Impact Assessment for the project provides further detail of the research and evidence base.
- There is an opportunity created by Modern Methods of Construction to build good quality homes faster and more cost-effectively, with less disruption and less impact on neighbouring residents.

Surface to Air architects were appointed to take forward the design and LUC were commissioned to work on landscaping.

INTRODUCTION BOARD: WHAT'S TODAY ALL ABOUT?

BACKGROUND OF THE PROJECT

The Council has listened to the feedback from previous consultations; the previous proposal which was much more extensive and included building private homes has been dropped. Instead we are proposing to build a small number of new council houses that will be let on a local letting policy. This will help to alleviate over-crowding for families living in Somers Town. We're proposing to improve the gardens and play areas, as well as improving the alleyway between the estate and Regents High.

We are going to use an off-site manufacturing approach which will reduce the impact of construction as well as ensuring the project is delivered with exceptional design quality.

AT TODAY'S EVENT YOU CAN:

- MEET THE TEAM
- FIND OUT MORE
- SEE INITIAL DESIGNS
- SHARE FEEDBACK

What the new homes could look like.

PROPOSED TIMELINE

WE ARE HERE 2019 2020 2021

OCTOBER JANUARY FEBRUARY SUMMER

- Surface To Air Architects Appointed
- Consultation Event #1 (with questionnaire)
- Landscape Design Workshop
- Consultation Event #2
- Planning Application
- Site work to begin
- Estimated Completion

*This timeline is indicative, based on information currently known. We will inform you of any changes, should they occur.

GODWIN AND CROWDALE: LANDSCAPE WORKSHOP

SURFACE TO AIR

Camden

Introductory exhibition panel, Jan 2019. Source: Surface to Air

5. The current proposal for 10 new houses at Godwin and Crowndale estate

The key aspects of the proposals are:

- 10 new 4 bedroom homes for council rent, including one adapted for wheelchair use.
- Landscape improvements
- Replacement of the multi-use games area (MUGA) with upgraded public realm and improved amenity space for local residents
- Relocation of some of the existing car parking spaces subject to further statutory consultation.

Using the results of the previous consultations undertaken, two key principles were discussed and agreed with the TMO during November and December 2018:

1. Any new housing should benefit local residents living in overcrowded conditions through a local lettings policy. A local lettings policy was put in place for Somers Town during the establishment of the Somers Town CIP.
2. The proposed new housing should be managed by the Godwin and Crowndale TMO as the new homes are being built on the estate's land.



Masterplan proposal drawing from the public exhibition 2019

Source: Surface to Air

Consultation events for residents

All residents were sent a letter inviting them to attend drop-in exhibitions in the tenants' hall

23 Jan 2019 – the proposals for the 10 new houses

20 Feb 2019 – proposals for the landscaping

A consultation report was produced in June 2019. This forms pages 17 through to 23 of the accompanying Design, Access and Landscaping Statement and show the consultation events and materials, along with the feedback received from residents.

Design features which may be implemented as a result of resident consultation include:

- A new security fence and access gate, with 'public' hours of opening
- New entrances into the courtyard to help all residents to enjoy the outside space.
- A gardening club featuring raised planters to enable disabled residents to take part more easily.
- A grass mound to provide buffering of noise.
- Inclusion of quiet areas for elderly people to sit.
- Safe yet adventurous play areas for young children
- A designated area for dogs

Consultation with Regent High School

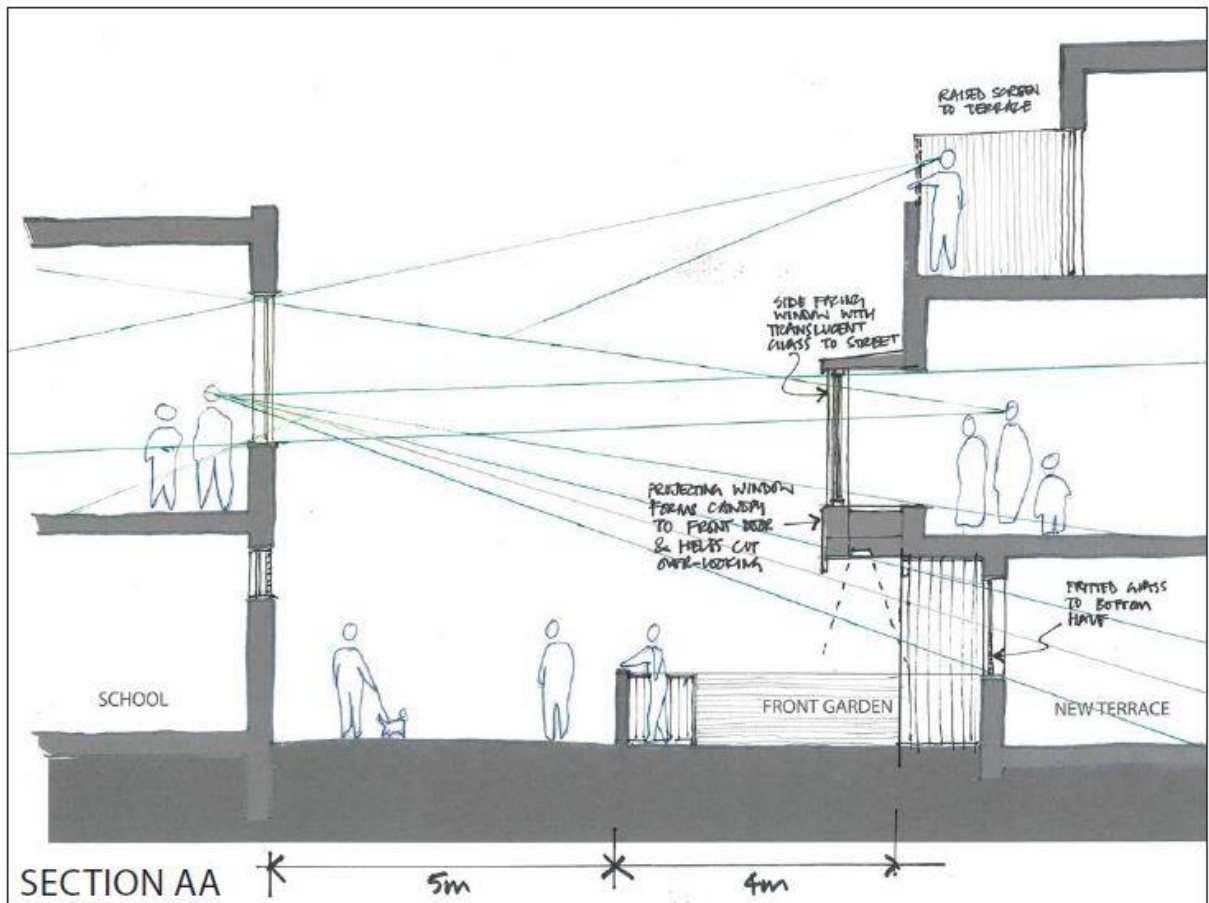
While the proposals impact mostly upon residents of Godwin and Crowndale estate, the new houses will sit at the northern end of Regent High School, an immediately opposite the performing arts facility.

On 8 May 2019 a meeting took place between project officers and the community engagement lead at Regent High School. This was a face to face engagement to explain the proposals and hear any issues or concerns from the school.

The school welcomed alteration of the alleyway at the north of their site as the prospect that this area would be more actively overlooked and better lit could reduce the incidence of ASB.

However, there were a number of concerns about the changes being proposed and the impact it may have on the school.

The key concerns expressed	Design or other response
<ul style="list-style-type: none"> Overlooking from the residents of the new houses, and possible noise. Possible overlooking of residents by students, providing a distraction from learning. 	<p>Page 29 of the Design, Access and Landscaping statement provides a response to these concerns.</p> <p>Projecting window frames and raised screens help mitigate any overlooking – diagrams are provided to demonstrate the impact of these measures.</p>
<ul style="list-style-type: none"> Possible disruption and noise during the construction, especially at times when students may be taking exams Dangers posed to students of a building site nearby. 	<p>The method of construction is likely to minimize the disruption.</p> <p>We would also expect to consult with Regent High about the Construction Management Plan and involve them in a Construction Working Group during the build to help identify any issues, including any additional measures that might be required to keep students safe.</p>



6. Conclusion

Consultation is an integral part of the pre-planning application process.

The proposals for the site at Godwin and Crowndale estate have been under discussion since 2011. A variety of different proposals and options have been considered over the last 9 years, in discussion with those living on the estate.

The close focus on the views, issues and concerns of those living in the immediate neighbourhood is due to the site location. The site is on land which forms part of the Godwin and Crowndale estate grounds, being effectively 'enclosed' on 3 sides by the estate.

The key driver for changes to the proposals has therefore been the engagement with local residents - demonstrated throughout this Statement of Community Involvement.

Resident opinion has influenced the scale and the scope of the design, as well as shaping those details which are of primary interest to residents living on the estate – such as the design of the courtyard area and the landscaping.

The team has proactively engaged with residents, councillors, the tenant management organisation at Godwin and Crowndale and neighbouring Regent High School.

- The majority of respondents to the consultations carried out over time have been supportive of the ambition of the council to provide good quality family homes that will be let on a social rent.
- The Equalities Impact Assessment demonstrates that a number of the tenants in Godwin and Crowndale are living in over-crowded conditions. With a local lettings policy for Somers Town it is this cohort which might directly benefit from the proposed development.
- Camden has agreed that the proposed houses would become an integral part of the tenant management organisation for the estate, addressing fears expressed throughout all of the consultations that the development could result in land being 'taken away' from the estate.

On this basis, an effective engagement with the community has been carried out to support the development of the proposals presented in the application.



Metropolitan Workshop was approached by the London Borough of Camden to assess - as part of the Community Investment Programme - the potential for new building around Godwin Court on the Godwin and Crowndale estate, in the ward of St Pancras and Somers Town.



The brief was to assess the capacity and viability of the area of open land to the south of Godwin Court for substantially so a site for new homes. Currently the land is a mixture of green open space, a gated car park and a ball court in a state of disrepair. The ball court and car park sit on land that was part of Godwin Street, the street that runs along the south side of Godwin and Crowndale Courts.

Historical maps show the area to have been predominantly terraced housing and highlight the links between Charrington Street and Crowndale Road. They also show Godwin Street connecting east-west to Goldington Crescent. It is these historical links and type of housing that we have explored in this feasibility assessment.



1898 - 1902



1981 - 1985



2012 - 2014



Now



The section of Godwin Street immediately south of Godwin Court is currently closed off to road traffic. This has created a poor pedestrian site along the edge of South Camden Community School, with poor visibility and which lacks usable space. The existing tall blocks sit with no usable, intermediary building between them and the street. The spaces that occupies the old Godwin Street is a disused and under-used ball court, and a car park.



Within the Charrington Street Conservation Area is a three-story terrace. This, once a traditional terrace development, has been the starting point for a new assisted living proposal along the line of the now closed Godwin Street.



Layout 1
This is a three story terrace that follows the original pavement line of Chatham Street and then returns towards the space between Cowden and Crowndale Courts. The positioning of the terrace on the original pavement line allows for a small front garden to the terrace and the re-establishment of Chatham Street as a single lane, one-way street.



Layout 3
This proposal is also for a three story terrace that follows the original pavement of Chatham Street until meeting the line of Crowndale Court. A section is reserved to form an entrance line between Crowden and Crowndale Courts. This positioning of the terrace on the original pavement line allows for a small front garden area to the terrace and the re-establishment of Chatham Street as a single lane, one-way street.

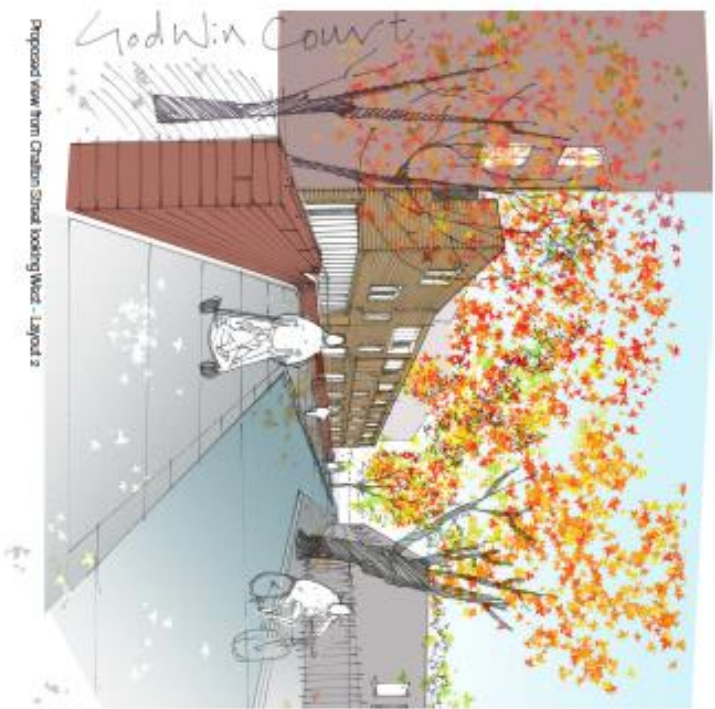


Layout 2
This proposal is a three story terrace that follows the original pavement line of Chatham Street and then returns towards the space between Cowden and Crowndale Courts. The positioning of the terrace on the original pavement line allows for a small front garden to the terrace and the re-establishment of Chatham Street as a single lane, one-way street.



Layout 4
This is also a three story terrace proposal that follows the original pavement line of Chatham Street but also includes a new walkway along the new pavements from an opening into Cowden and Crowndale Courts and the new garden is formed by terraces forming the western wing of Cowden Court.





Somers Town

These are some of the projects we want to discuss with you



1) Godwin and Crowndale



There is potential to develop a small site to the rear of the existing buildings to provide some additional housing including affordable housing. This could help fund improvements to the landscape within the estate and make the pedestrian routes next to the estate more attractive, better overlooked and potentially safer. Some feasibility work has been done and we want to work with residents to explore this opportunity further.

2) Goldington Estate



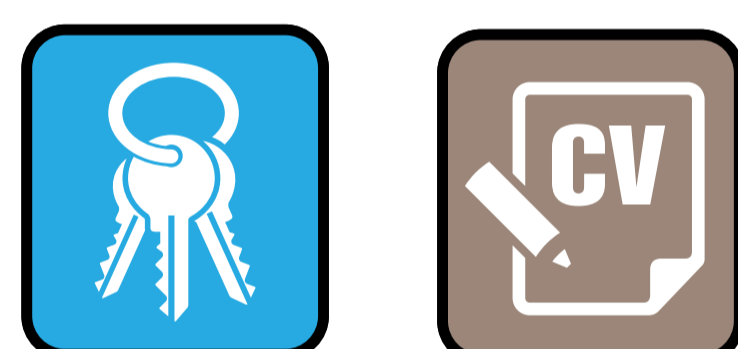
New development on the corner of Goldington Street and Chenies Place could deliver new affordable housing for families in Somers Town. We want to work with residents to develop this idea further including building a new TRA hall.

3) The Edith Neville Primary School and Children's Centre



This key project will consider options for the existing Edith Neville site together with the Polygon Road and Purchase Street open spaces. We want to work with the community to develop options that will rebuild the school buildings and create a brand new school and community hub. This will need to be part funded by the development of some much needed new housing. We also think there is an opportunity to improve the quality of the open spaces and their community facilities to make them more attractive and useful for local people.

4) Phoenix Court



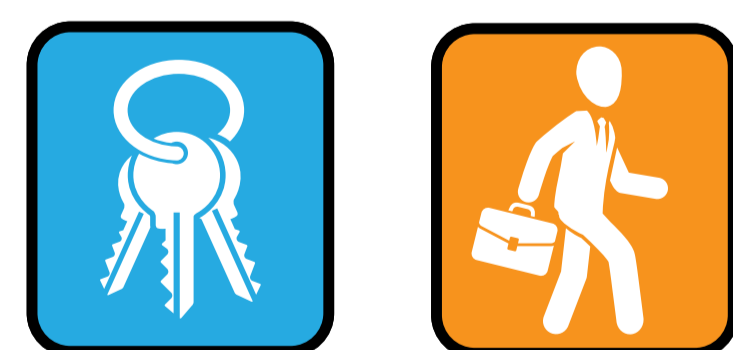
A low carbon combined heat and power (CHP) heat supply is proposed for communally heated estates in Somers Town. The CHP led boiler house would be located in the basement of Phoenix Court and supply heat to 350 homes at Monica Shaw Court, Oakshott, Clyde Court and Goldington. Electricity from the CHP would also be sold to the Francis Crick Institute with the income used to reduce heating costs to residents.

5) Maria Fidelis School and Drummond Crescent Police garage



This secondary school is currently split over two sites either side of Euston Station. Maria Fidelis is included in the government's Priority School Building Programme and also potentially affected by High Speed Two so we are urging government to put forward joint proposals to move the school to a single site incorporating the Drummond Crescent Police Garage. As part of this project we want to ensure Clarendon Grove becomes a more attractive and safer route.

6) Churchway



This estate is built at quite a low density and we would like to consider whether there is an opportunity to provide more homes here.

7) Ossulston Estate



We think there is an opportunity to provide a clear and safe east/west pedestrian route through the estate, potentially with some new homes, but we also think that the courtyards can be improved to provide more attractive space for residents.

For more information email SomerstownCIP@camden.gov.uk or phone Jane Debono on 020 7974 6373

Somers Town Community Investment Programme

Somers Town

Tell us about your priorities

You've told us that these are the priorities for Somers Town – Now tell us which ones are important to you...

What we'd like to do

How can we do this?



1. Housing

We want to build new affordable homes, including larger socially rented homes, address overcrowding, the lack of variety and invest in our existing housing.

- Make better use of our land to increase the total number of homes
- Ensure an increase in social rented, intermediate and private housing
- Provide some larger socially rented homes for families
- Ensure high quality of design including life time homes, sustainability and the Mayor's space standards
- Improve existing Council owned homes using receipts from the sale of land



2. Getting about

We want to make it easier and safer for people to walk around Somers Town and beyond to other places that people want to get to.

- Identify new east/west and north/south routes through Somers Town which are useful to local people
- Ensure existing and new routes are attractive, well lit and overlooked by homes and buildings
- Improve and enhance streets for cycling, in particular the strategic north/south route through Somers Town
- Improve the pedestrian environment including safe walking routes to existing and new schools and community facilities



3. Education and community facilities

We want to ensure that all schools and children's centres provide an excellent environment in which to learn and that the community has appropriate and flexible spaces to meet.

- Provide a new Edith Neville Primary School and Children's Centre
- Improve community facilities, including Plot 10, to provide flexible space to meet the needs of local people and organisations
- Promote a rebuilt Maria Fidelis secondary school and consider possible opportunities for associated benefits to neighbouring primary schools



4. Open Space

We want to improve the quality of public open space to ensure it meets the needs of local people and, if possible, increase the amount of public open space.

- Increase the total amount of public open space across Somers Town through development opportunities
- Try to retain significant trees and ensure an increase in the total number of trees across Somers Town
- Improve the quality and function of open space to better meet the needs of residents and visitors
- Create clear definition between public and private space



5. Community Safety

We want to ensure that new buildings and spaces are designed to reduce the opportunities for crime and anti-social behaviour.

- Increase the surveillance of streets and spaces from surrounding buildings and encourage ground floor uses that add interest and reduce the opportunity for crime
- Work with local people to understand issues and devise solutions to improve the perception of safety in the area
- Identify specific locations where crime and anti-social behaviour are a problem, understand the reasons and propose specific solutions



6. Jobs and Training

We want to ensure local people can access jobs locally and in the wider area

- Use the Community Investment Programme and Section 106 agreements to ensure training, apprenticeships and employment opportunities in local developments
- Investigate opportunities to provide workspaces for small businesses



Consultation report

Chalton Street Regeneration
London Borough of Camden
January 2016



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Executive Summary

- The London Borough of Camden (LBC) is currently consulting on the potential to build new homes in the small site between the Londis store and Teatro Technis on Crowndale Road, and to the south of Godwin and Crowndale Court on Chalton Street. This is part of the broader Community Investment Programme (CIP) being brought forward in Somers Town by LBC, and could fund local improvements including making the pedestrian routes next to the estate more attractive, better overlooked and potentially safer.
- In line with its Statement of Community Involvement (SCI) and the tenets of the Localism Act (2011), LBC is undertaking a programme of community engagement and consultation on the proposals, in line with. The SCI sets out eight key principles which LBC has adopted for all consultations it carries out.
- To date, this activity has included a drop-in session for residents at which LBC set out the opportunities and constraints and sought feedback on their priorities for the area in July 2015. LBC also carried out a series of interviews with residents in September and October 2015. This report concerns the latter period of activity.
- LBC has appointed independent specialists PPS Group to analyse the results of the consultation and to assess its consultation process against the requirements set by local and national planning policy. This report sets out the results and where appropriate makes recommendations for future consultation activity.
- Community researchers carried out the interviews between 23rd September 2015 and 6th October 2015. The interviews were structured and involved community researchers asking respondents a series of questions about their views on their area as it stands, how it can be improved, and their views on a number of options for the area. Interviews took place with residents who were present at the time of the visit and wanted to provide a response. 58 of 176 households were interviewed.

Results

- Respondents were first asked to state how satisfied or dissatisfied they are with the area as a place to live. 93% overall said they were satisfied – although the majority (63%, or 36 households) were only ‘fairly satisfied’, suggesting there could be scope for improvement. The most common reasons for liking the area are its convenience (22% of respondents), including its proximity to shops (9%), transport (9%) and schools (5%). A number of respondents however raise concerns about poor maintenance (7%), security (5%) and drug dealing (5%).
- Respondents were asked whether they would change anything about the area as a place to live. Mirroring the results of the previous question, the most common response was that the respondent would not change anything.

- However, a clear majority identified changes they would like to see – 17% asking for improved security, 12% for a new public space, and 9% highlighting the importance of providing opportunities for young people.
- Questions then moved from residents' views on the area to their home. When asked how satisfied they were with their home, a majority (70%) expressed satisfaction – again, more here (44%, or 25 households) were 'fairly satisfied' rather than 'very satisfied' (26%, or 15 households). The largest number of responses here referenced poor maintenance of housing stock as an issue – 22% (13 households) of all respondents said this affected their consideration of the question.
- Respondents were then asked if they would change anything about their home. The most common responses were that they would change nothing or a desire to reduce overcrowding, both 16%; however, the main trend was a wide range of issues being raised by small numbers of individuals – this accounted for 48% of responses. This left three major issues as raised by larger groups – overcrowding, damp, and kitchen improvements, raised by 12% of respondents each.
- The next question focused on respondents' priorities for the area – the six included in the questionnaire had been informed by previous feedback. The largest number of respondents (31%) identified housing as their most urgent priority, followed by community safety (21%), education (19%), open space (16%), getting about (9%) and other (3%).
- Questions then moved on to respondents' use of the outdoor spaces around Chalton Court and Godwin Court. The results show that, while 64% of respondents use these spaces during the day, an equal proportion do not in the dark. In each case, respondents who do not use the spaces indicated either that they do not find them useful (28% during the day and 34% at night) or that they have concerns about using the space (8% during the day and 24% at night).
- Respondents were then asked to state whether they agreed or disagreed with four options for the estate. The option that most respondents agreed with was Option 3, better use of gardens and spaces around buildings (75%), followed by improving east-west links and north-south links (Options 1 and 2 – both 41%) and then removing barriers around the estate (Option 4 – 28%). A significant number of respondents cited safety (22%) and privacy (10%) concerns as their reason for rejecting Option 4.
- Provided with the opportunity to make comments outside of the scope of the questions, respondents raise a number of key areas for attention – outdoor uses (14%), security (10%), improvements to homes (9%) and visual improvements (5%).
- Demographic data is broadly reflective of trends for the ward the site is located in, Somers Town and St Pancras. The exception is household size and tenure type. Respondents included a relatively high number of households containing four or more people; the size of the average household in the ward is 2.4 people. The percentage of LBC tenants (69%) is also higher than the ward average of 45.2%.

Conclusions

- It is clear from the results that a majority of respondents are broadly content both with their homes and the area as a place to live. 93% overall said they were satisfied with the area as a place to live, and 70% with their homes. It is worth noting however that in each case, a majority of residents only said they were 'fairly satisfied' with these areas – suggesting some room for improvement.
- There are a number of trends which emerge throughout responses to the questionnaire. Residents clearly have concerns about security and maintenance levels on the estate; comments on these feature in every question. Overcrowding is also a common theme, raised in answers to questions 3, 4 and 5. This is reflected in the priorities residents gave in answer to question 5 – housing was the topic most respondents thought important (31%) followed by community safety (21%).
- Concerns around security and safety are also strongly reflected in the options respondents expressed support for in question 7. The option that most respondents disagreed with was the fourth, removing barriers and fencing on the estate (54%); 22% cited concerns about safety and 10% privacy as their reasons for giving this answer.
- The results also suggest that the outdoor spaces and other facilities are not well-used. While a majority of respondents use the outdoor spaces during the day, most only pass through; and at night the majority simply do not use these spaces. There is no trend toward organised opposition to changing the use of these outdoor spaces.
- There is a low level of trust in LBC amongst respondents. For each question, respondents raised concerns around perceived issues with the maintenance of the building; in a number of cases, they call for LBC to focus on existing homes rather than new development. This likely undermines respondents' faith in LBC communications.

Ways forward

- Future communications materials should respond to the fact that a significant number of residents say they do not feel there is a need for change, while others have identified clear priorities: setting out LBC's pride in the estate and its history, but also demonstrating directly how residents will benefit from the proposals.
- LBC will need to rebuild trust with tenants who feel their own homes are being ignored at the expense of new development. Solutions could include inviting representatives from LBC's housing department to consultation events or providing guidance on the correct way to engage with the housing department alongside materials.
- Concerns around security and safety are key, and appear to have been a driver in respondents' concerns around Options 1, 2 and 4. LBC will need to demonstrate how these concerns have been taken into account and that they will not impact negatively on residents' safety.

- We also recommend that LBC takes the consultation wider than this phase. Survey work is useful for gaining a detailed understanding of respondents' views, but means a relatively small proportion of residents are informed about the proposals. We suggest LBC builds on work carried out to date by holding a further round of engagement, focused on consultation events, to set out its response to feedback and emerging proposals.
- It has now also been a number of months since LBC carried out the surveys, and there is a risk that a gap in communications may lead to misinformation spreading about the proposals. To this end, we recommend LBC produces an update newsletter for residents setting out the results of engagement to date and a timetable for future engagement

Background

Introduction

The London Borough of Camden (LBC) is currently consulting on the potential to build new homes in the small site between the Londis store and Teatro Technis on Crowndale Road, and to the south of Godwin and Crowndale Court on Chalton Street. This is part of the broader Community Investment Programme (CIP) being brought forward in Somers Town by LBC, and could fund local improvements including making the pedestrian routes next to the estate more attractive, better overlooked and potentially safer.



The activity set out in this report is part of an iterative process of consultation, and has been informed by a previous round of engagement in July 2015. This focused on a drop-in session for residents at which LBC set out the opportunities and constraints and sought feedback on their priorities for the area. The options presented to residents during this phase of consultation took into account feedback from this drop-in session. The results of this activity are presented in Appendix 1.

Purpose of consultation

LBC recognises the impact development has on local communities and believes that local people should be involved in helping shape the environment in which they live.

The importance of pre-application engagement is recognised in the Government's National Planning Policy Framework (NPPF), adopted in March 2012, which states that:

“Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.” (Section 188, page 45).

Against this background, LBC adopted a ‘Statement of Community Involvement’ in July 2011 setting out its standards for community involvement and consultation.



Much of the guidance relates to the preparation of a Local Development Framework and the statutory consultation to be carried out by LBC on planning applications in its role as a Local Planning Authority.

However, the SCI sets out the following general principles for all consultations carried out by the Council:

1. Be clear about the aims and scope of the consultation before starting a consultation exercise;
2. Reduce duplication and waste by coordinating consultation internally, and, where possible, across local organisations;
3. Give clear information on both the purpose of the exercise and the issue under consideration;
4. Wherever possible, give enough time for people to be consulted;
5. Help local people to be involved by consulting them in a variety of ways using a variety of mediums, and by ensuring appropriate access arrangements are in place;
6. Keep records of consultations;
7. Publish responses, give feedback to participants and use the results to inform policy and service development; and
8. Evaluate and monitor consultation.

The SCI also sets out LBC's commitments to ensuring the participation of hard-to-reach groups in the planning process, including using appropriate methods of notification and accessible venues.

The SCI further highlights the benefits of pre-application consultation on development proposals. However, it notes that 'we cannot require a developer to undertake pre-application discussions or pre-application consultation'.

These principles are also reflected in the Communications and Engagement Strategy adopted for the project, which provides another clear standard for the consultation programme. LBC is committed to fulfilling these principles and undertook a process of public engagement designed to meet and exceed these standards.

PPS Group and consultation

PPS Group is a leading communications company that specialises in community consultation relating to planning applications and has over 24 years of experience of working with communities up and down the country.

It was one of the first companies to promote the benefits of consultation on planning applications and is expert at developing specific programmes to ensure that our community consultations contribute positively to the planning process. PPS Group is an accredited member of the Consultation Institute, which helps all those engaged in public or stakeholder consultation to absorb best practice.

LBC has engaged PPS Group as an independent body to analyse and report back on the consultation results for this stage of consultation. PPS will also assess the methods used by LBC to consult on the proposals relative to the standards set by local and national planning policy, and make recommendations if necessary on how to improve the consultation process for the next round.

The Consultation Programme

Overview

The activity presented in this report is part of an iterative process of consultation, and builds on previous engagement in July 2015. Focused on a series of doorstep interviews with residents of Chalton Street and Crowndale Road, the data from this phase of consultation provides a detailed understanding of residents' views about their area as it stands, as well as their aspirations for it in the future. The activity in this report should be viewed as part of a wider process of consultation on the potential for development on Chalton Street.

Consultation activity

Consultation at this stage focused on doorstep interviews with residents of Chalton Street and Crowndale Road. Community researchers carried out the interviews between 23rd September 2015 and 6th October 2015.

The interviews were structured, and involved community researchers asking respondents a series of questions about their views on their area as it stands, how it can be improved, and their views on a number of options for the area. The results of these interviews are analysed in the next section.

Interviews took place with residents who were present at the time of the visit and wanted to provide a response. 58 of 176 residents were interviewed. The next section assesses whether this sample was representative of the broader area.

While LBC used a single method of engagement at this stage, the interviews form part of a broader process of consultation including a drop-in session in July 2015. The final part of this report sets out recommendations for further engagement based on feedback from the interviews.

Assessment of consultation

LBC sets out a number of general principles for community consultation in its adopted Statement of Community Involvement. The following table assesses the consultation programme against each principle, and where appropriate makes recommendations on what could be done to improve delivery of this principle:

Principle	Assessment	Delivery
1. Be clear about the aims and scope of the consultation before starting a consultation exercise.	Details of the consultation programme were discussed with planning officers and the Stakeholder Reference Group.	LBC may wish to consider drafting a Consultation Strategy document and agreeing this in advance with planning officers as part of the planning application process. This

		will help to ensure clarity around the aims and scope of the consultation is well-established before the next phase of consultation begins.
2. Reduce duplication and waste by coordinating consultation internally, and, where possible, across local organisations.	There is a clear management structure in place for the delivery of consultation activity. This was changed following the first round of consultation in July 2015.	We have no recommendations regarding this priority.
3. Give clear information on both the purpose of the exercise and the issue under consideration.	Researchers set out the purpose of consultation and issues under consideration in conversation with residents. This builds on awareness from previous stages of consultation.	LBC is at an early stage in the development process and is still considering its options. Once it has more detailed proposals, it should consider producing a consultation document which sets out the opportunities and constraints presented by the site, responses to feedback and the emerging proposals as a clear point of reference for this wishing to learn about the proposals.
4. Wherever possible, give enough time for people to be consulted.	<p>Researchers spoke to residents on the door-step. While they had a good rate of response (58 out of 176), there is a risk that some residents who may have wanted to take part in the consultation were not able.</p> <p>Residents were also sent a letter to notify them of the exhibition.</p>	<p>LBC did notify residents in advance of the consultation ensuring residents were aware of the survey.</p> <p>Although 58 out of 176 is a good response rate, in order to encourage higher participation calling cards could be left with contact details of the project team at all addresses during the surveys to ensure anyone who was not in and wants to take part is able to contact LBC.</p> <p>Should LBC move forward with other forms of consultation such as public exhibitions, it should ensure adequate notice and sufficient response time is allowed. We recommend allowing two weeks' notice of consultation events and a three week feedback period from the first consultation event.</p>



<p>5. Help local people to be involved by consulting them in a variety of ways using a variety of mediums, and by ensuring appropriate access arrangements are in place.</p>	<p>While a single method of engagement was used in this phase of consultation, it is part of a broader process in which a range of techniques have been used.</p> <p>The questionnaire employed at this stage was detailed and effective in seeking views on the opportunities and constraints facing LBC – appropriate at this stage.</p>	<p>The results of the surveys suggest LBC would benefit from using a range of consultation techniques going forward. These are discussed in the Conclusions and Ways Forward section.</p> <p>When LBC has more detailed proposals, it should focus its feedback mechanisms directly on these via a smaller number of questions.</p>
<p>6. Keep records of consultations.</p>	<p>Full records of consultation activity were kept, including questionnaire responses. These have been retained by the team.</p>	<p>LBC should continue to keep full records of ongoing consultation and continue to include them in its reporting of consultation activity.</p>
<p>7. Publish responses, give feedback to participants and use the results to inform policy and service development.</p>	<p>This report will form part of the process of reporting back; results will be reported to decision-makers at LBC.</p>	<p>LBC should consider producing a summary document setting out results from the consultation and how it has responded to them. This could be made available as an update newsletter to residents and will mean a wider range of people are aware of the results of the consultation.</p>
<p>8. Evaluate and monitor consultation.</p>	<p>LBC has engaged PPS Group, an independent consultancy, to evaluate and monitor its consultation activity.</p>	<p>LBC has already carried out this process.</p>



Results

Overview

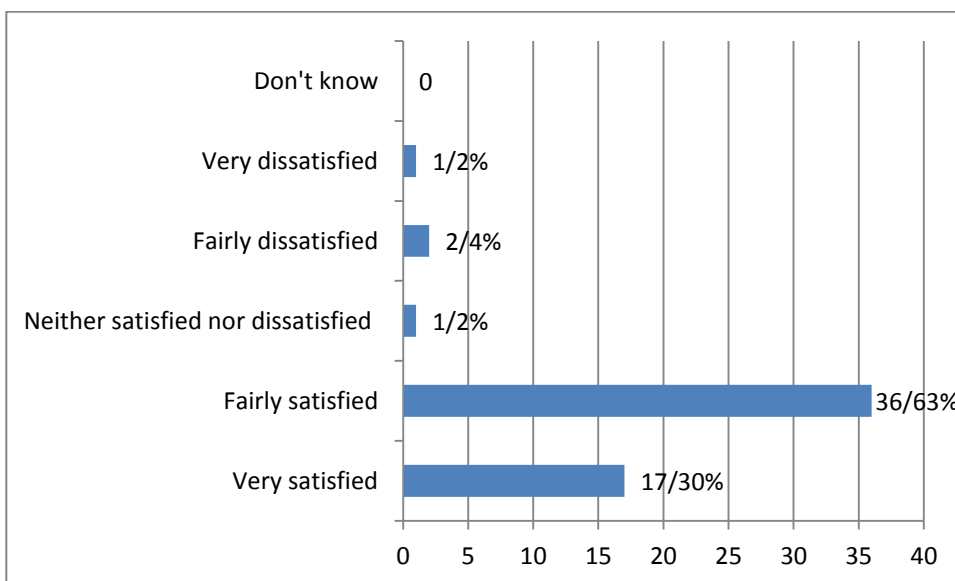
LBC received 58 responses to its questionnaire. These were collected by community researchers through doorstep interviews between 23rd September 2015 and 6th October 2015. To ensure this assessment of the consultation process and results is as robust as possible, all submissions have been considered and are analysed in the section below. The questionnaire took the form of a series of questions seeking views on the area as it stands, how residents interact with it, what they would like to change, and on a series of options for development. In each case, questions included a multiple choice element and an opportunity for respondents to set out the reasons for their choice in their own words.

The questionnaire also sought certain elements of demographic information, including age, ethnicity and postcode. This enables an assessment of whether the consultation has been successful in reaching seldom heard audiences. While demographic questions were asked throughout the questionnaire, in this report they are included in one section for ease of reference.

Responses

Question 1: Overall, how satisfied or dissatisfied are you with this area as a place to live?

This question asked respondents to set out how satisfied they are with the area in general, on a scale ranging from 'very satisfied' to 'very dissatisfied'. Respondents were offered an opportunity to say they did not know.



As shown on the graph above, a clear majority of respondents are satisfied with the area in general – 93% said they were satisfied in some way. There is however not much enthusiasm on these responses – 63% said they were ‘fairly satisfied’.

This is borne out by the comments respondents made to explain their answer when asked ‘Please can you tell me the main reasons why you are satisfied/dissatisfied with this area as a place to live’.

Topic	Frequency	Percentage
Like area as it is convenient	13	22%
Likes area as they are a long term resident	8	14%
Likes area as it is close to shops	5	9%
Likes good transport links	5	9%
Dislikes poor maintenance of building	4	7%
Likes proximity to schools	3	5%
Dislike poor security	3	5%
Likes strong community feeling	3	5%
Likes feeling of safety	3	5%
Concern about drug dealing	3	5%
Generally likes area	3	5%
Comfortable with neighbours	2	3%
Dislikes poor cycling facilities	2	3%
Dislikes lack of play provision	2	3%
Upset at removal of benches	1	2%
Dislikes noisiness	1	2%
Desire for more green space	1	2%
Dislikes pub	1	2%
Community is no longer friendly	1	2%
Dislikes rubbish being left everywhere	1	2%
Has limited comments as is a recent resident	1	2%
No desire for development	1	2%
Likes diversity	1	2%
Proximity to university	1	2%
Generally improved	1	2%

Reflecting the feedback from the multiple choice section, the majority of comments set out the positive aspects of the area. The most common reasons for liking the area are its convenience (22% of respondents), including its proximity to shops (9%), transport (9%) and schools (5%). A number of respondents however raise concerns about poor maintenance (7%), security (5%) and drug dealing (5%).



Question 2: What, if anything, would you change about this area as a place to live?

This question sought views on whether there was anything that respondents would change about the area in which they lived. There was no multiple choice element – respondents were invited to answer in their own words.

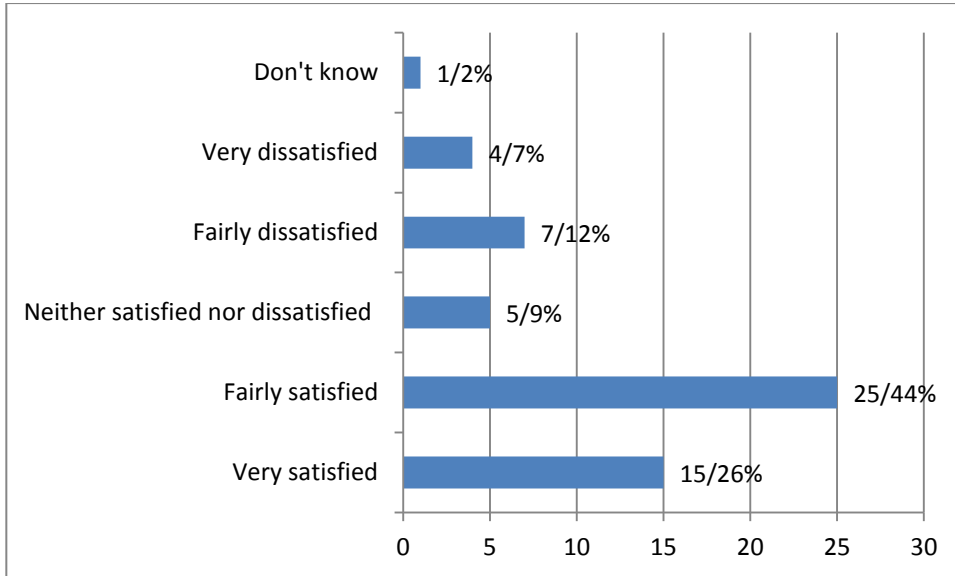
The table below includes a breakdown of comments:

Topic	Frequency	Percentage
Nothing	12	21%
Desire for improved security	10	17%
Desire for new public space	7	12%
More opportunities for young people	5	9%
Improved accommodation	2	3%
Improved lighting	2	3%
Improved cleanliness	2	3%
Improved maintenance	2	3%
Desire for more living space	1	2%
Desire for pedestrian improvements	1	2%
Desire for more parking	1	2%
Modernisation of building	1	2%
Improved curb at reception	1	2%
Improved healthcare provision	1	2%
Improved cycle provision	1	2%
Improved educational provision	1	2%
Better parking controls	1	2%
More shops	1	2%
Concern about construction	1	2%
Improvement to noise reduction from road	1	2%
Improved traffic lights	1	2%
Total opposition to development	1	2%

Mirroring the results of the previous question, the most common response was that the respondent would not change anything. However, a clear majority identified changes they would like to see – 17% asking for improved security, 12% for a new public space, and 9% highlighting the importance of providing opportunities for young people. A wide range of issues were raised by individuals – 50% of all topics were raised by no more than 2 people.

Question 3: Overall, how satisfied or dissatisfied are you with your home as a place to live?

This question shifted the focus of the survey from the area as a whole to individual homes, asking respondents to state how satisfied they are with their home on a scale ranging from ‘very satisfied’ to ‘very dissatisfied’. Respondents were offered an opportunity to say they did not know.



Interestingly, while a majority of respondents (70%) expressed satisfaction with their home as a place to live, this is a lower proportion than those who said they were satisfied with the area in general (93%). As with Question 1, more people said they were fairly satisfied (44%) rather than very satisfied (26%) – suggesting there is still room for improvement.

This is borne out by the comments respondents made to explain their answer when asked ‘Please can you tell me the main reasons why you are satisfied/dissatisfied with your home.’

Topic	Frequency	Percentage
Dislike poor condition of housing	13	22%
It's home	5	9%
Like spaciousness	5	9%
No strong feelings	5	9%
Convenient	4	7%
Like cleanliness	2	3%
Likes area	2	3%
Suitable for family	2	3%
Dislikes overcrowding	2	3%
Dislikes small flat	2	3%
Like no stairs	1	2%
Good landlord	1	2%



Long-term resident	1	2%
Dislikes poor insulation	1	2%
Likes safety	1	2%
Strong community feel	1	2%
Accommodation is well maintained	1	2%
Dislikes expensive service charge	1	2%
Likes privacy	1	2%

The largest number of responses here referenced poor maintenance of housing stock as an issue – 22% of all respondents said this affected their consideration of the question. Reflecting the multiple-choice section of the answer, the majority of responses to this section (57%) either highlighted aspects of the home that were positive or had no strong feelings.

Question 4: What, if anything, would you change about your home?

This question asks respondents to set out what, if anything, respondents would change about their home. There was no multiple choice element – respondents were invited to answer in their own words.

Topic	Frequency	Percentage
Nothing	9	16%
Reduce overcrowding	9	16%
Fix damp	7	12%
Desire for kitchen improvements	7	12%
Desire for new bathroom	4	7%
Desire for redecoration	3	5%
Fix issues with electrical equipment	2	3%
Desire for improvement to heating	2	3%
Desire for draught door	2	3%
Improved responsiveness from maintenance	2	3%
Desire for improved intercom	2	3%
Desire for balcony	1	2%
Desire for garden	1	2%
Desire for accessibility improvements	1	2%
Desire for pedestrian safety improvements near Oakley Square Gardens	1	2%
Desire for more regular maintenance	1	2%
Concern about pollution	1	2%
Desire for better internet	1	2%
Desire for extractor fan	1	2%
Desire for improved plumbing	1	2%
General desire for modernisation	1	2%
Desire for drying area for clothes	1	2%
Desire for thicker walls	1	2%



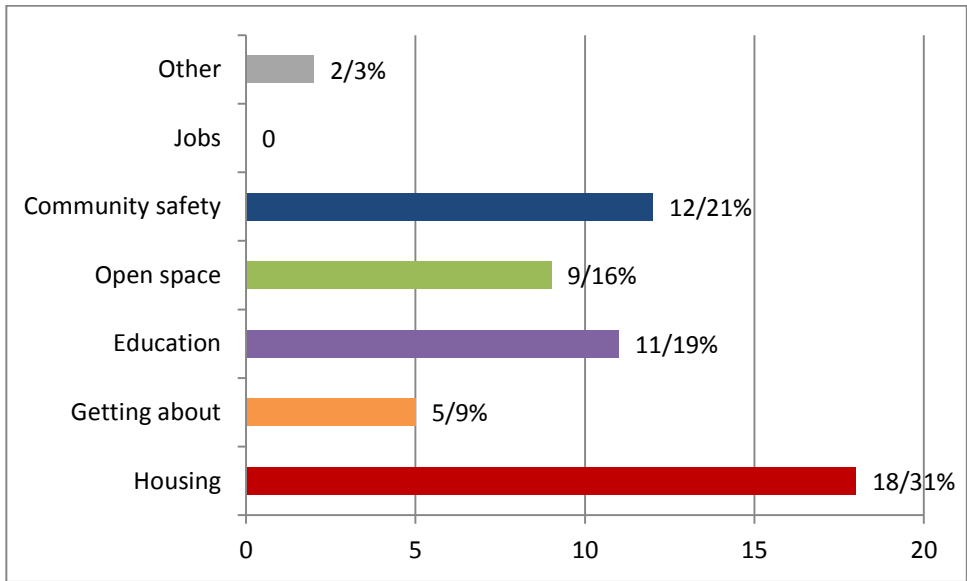
Desire for better ventilation	1	2%
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As with Question 2, which sought views on what respondents would change about their area, the two most common responses were that they would change nothing and a desire to reduce overcrowding, both 16%; however, the main trend was a wide range of issues being raised by small numbers of individuals – this accounted for 48% of responses. This left three major issues as raised by larger groups – overcrowding (16%), damp, and kitchen improvements, raised by 12% of respondents each.

Question 5 – Priorities

Previous engagement with residents had identified six priorities for improvement – housing, getting about, education, open space, community safety and jobs. This question built on that engagement by seeking views on which of these was most important.

Respondents were asked to rank each issue from 1 to 6, with 1 representing the most urgent. Respondents ranked issues in the following order of urgency:



The largest number of respondents (31%) identified housing as their most urgent priority, followed by community safety (21%), education (19%), open space (16%), getting about (9%) and other (3%). Of the two people who said ‘other’, one said all were equally important, while the other said their main priority was the end of neoliberal politics.

Respondents were then asked to expand on their choices in their own words – both setting out their reasons for choosing their main priority before being provided with an opportunity to comment on the priorities in general.

The breakdown of comments on respondents’ main priority is as follows:



Topic	Frequency	Percentage
Concern about overcrowding	12	21%
General concerns about safety	12	21%
Desire for more education/youth opportunities	7	12%
Desire for better maintenance	7	12%
Concerns about drug use	6	10%
Concern about lack of play space	5	9%
Ban dogs from children's area	3	5%
Desire for space for dogs	2	3%
Desire for more open space	2	3%
As a student, main priority is convenience	2	3%
Desire for more CCTV	2	3%
Concerns about pedestrian safety	1	2%
Desire to downsize	1	2%
Desire to keep parks	1	2%
Concern about isolation of elderly	1	2%
Camden should look after its own residents before building new homes	1	2%
Concern about ethnic diversity	1	2%
Generally likes area	1	2%
Desire for improved bus provision	1	2%
Area improving	1	2%
Lighting has improved	1	2%
Concern about loss of parking	1	2%
Desire for more events	1	2%
Desire for better lighting	1	2%

Mirroring the fact that housing and community safety were the two issues judged most important by respondents, overcrowding and general safety concerns were the two issues most commonly raised through open comments (21%) in each case.

Respondents were then asked to provide general comments on the priorities highlighted in the question:

Topic	Frequency	Percentage
General concerns about safety	7	12%
Nothing	7	12%
Desire for more education/youth opportunities	3	5%
Desire for more police patrols	3	5%
Appreciate convenience	3	5%
Concern about lack of play space	2	3%
Generally likes area	2	3%
Desire for regeneration	2	3%

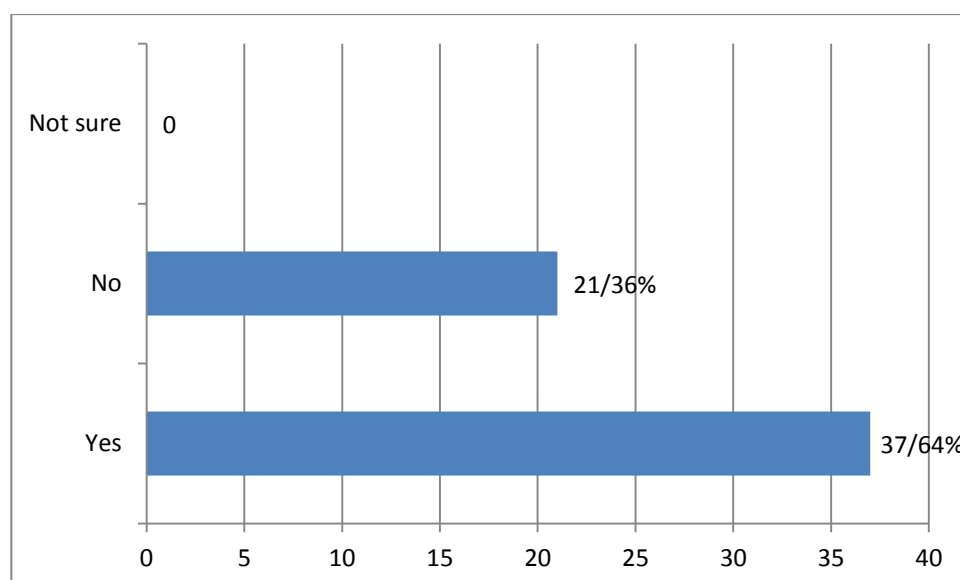
Concern about overcrowding	1	2%
Concerns about drug use	1	2%
Desire for better maintenance	1	2%
Desire for more open space	1	2%
Likes convenience	1	2%
Desire for more CCTV	1	2%
Lighting has improved	1	2%
Concern about loss of parking	1	2%
Concern about police attitude to young people	1	2%
Concern about homelessness	1	2%
Concern about rubbish dumping	1	2%
Concern about loss of green space	1	2%
Desire for housing for young people	1	2%

The fact that one of the two most common responses to this section was that respondents had no other priority, and the other reflected previous concerns about safety, suggests respondents put a strong emphasis on the importance of their main priority. Reflecting feedback in other questions, a wide range of issues were raised by small numbers of respondents in each case.

Question 6: Do you or any of your household use any of the outdoor spaces around Chalton Court and Godwin Court during the day?

This question focused on how respondents use the outdoor spaces around Chalton Court and Godwin Court during the daytime.

Respondents were asked either to answer yes, no or not sure – acknowledging the question concerned wider households – and then set out either why they did or did not use the spaces.



A clear majority of respondents (64%) either use the outdoor spaces themselves or live with someone who does.

The table below sets out a breakdown of responses to the request ‘Please can you tell me what they do’.

Answer	Frequency	Percentage
Walking	12	21%
Sport	11	19%
Shops	9	16%
Park	6	10%
Work	6	10%
College/university	6	10%
Socialising	5	9%
Exercising dogs	2	3%
Travel	1	2%

This represents a wide range of uses – although it is worth noting that none of them are activities which are specific to the space itself. In particular, the most common answer, walking (21%), represents a transitory use rather than one focused on the area itself.

All respondents were then asked: ‘And do any other members of your household not go out during the day?’ and prompted for reasons if they answered yes. Only 37 respondents provided an answer for this question. The largest number of those who provided a response (43%) did not live with anyone who does not go out during the day. The reasons respondents gave for someone in their household not going out fell into two broad categories: in most cases, they do not have an active use for the spaces (43% of those who answered), while for a small number it was because they had concerns about using the space (14%).

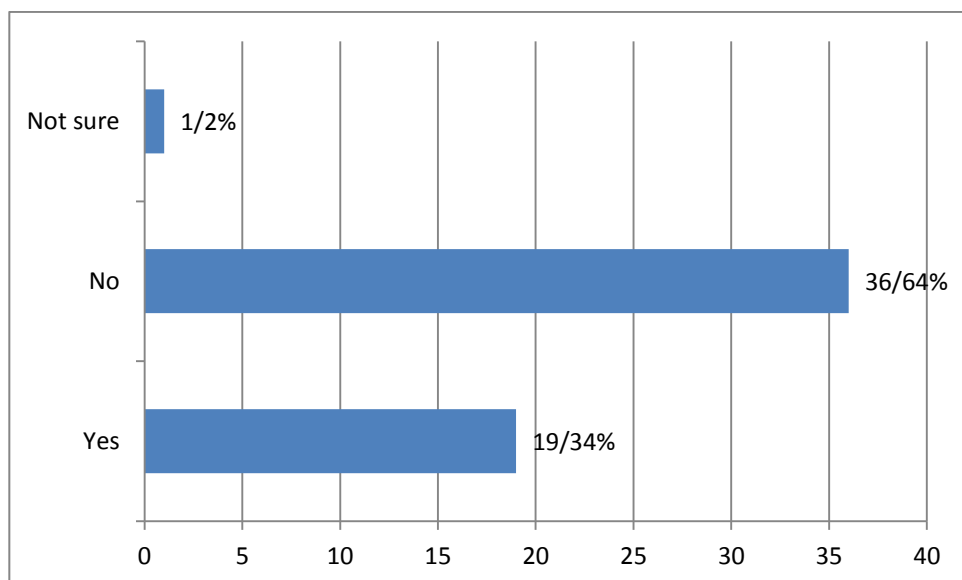
Answer	Frequency	Percentage
No	16	28%
Spaces not useful	16	28%
Now too old to go out	3	5%
Yes - children are not allowed out	2	3%
Lack of play space	2	3%
Use alternative spaces	2	3%
Does not have children	2	3%
Yes - not without carers	1	2%
Yes - concern about pedestrian safety	1	2%
Poor accessibility	1	2%
No reason to use local area	1	2%
Wasn't aware they could use the spaces	1	2%
Concerns about using space	5	8%



Concern about drug users	2	3%
Concern about dogs	2	3%
Concern about arguments with other families	1	2%

Question 7: Do you or any of your household use any of the outdoor spaces around Chalton Court and Godwin Court after dark?

This question sought similar information to Question 6 – but around the use of the same spaces at night. This allows a comparison of uses during the day and night.



The results for this question effectively reverse those about the daytime use: 64% of respondents do not use the outdoor spaces after dark. This is the same proportion that said they use the spaces during the day. As before, respondents whose household use the outdoor spaces where asked: ‘Please can you tell me what they do’.

Topic	Frequency	Percentage
Socialising	7	12%
Shopping	3	5%
Going to mosque	2	3%
Car park	1	2%
Always in and out	1	2%
Sport	1	2%
Walk	1	2%
Work	1	2%



This is a different mix of uses to those in the day: socialising, the most common answer for the night (12%), did not feature in responses for the daytime. It is worth noting that, at night, stated uses of the space tend to involve the spaces themselves rather than simply passing through – walking, the most common response for the daytime, figures for only 2% of responses at night.

Respondents were then asked to set out whether any members of their household did not go out at night – and if so why.

Topic	Frequency	Percentage
Spaces not useful	20	34%
Nothing to do	8	14%
No	7	12%
Use alternative spaces	2	3%
Children are doing homework in the evening	1	2%
Lack of pubs	1	2%
Cycle anyway	1	2%
Concern about using space	14	24%
Concern about safety	6	10%
Do not want to disturb other residents	2	3%
Concern about safety of baby	1	2%
Concern about youths	1	2%
It's colder at night	1	2%
Concern about poor lighting	1	2%
Concern about drug dealers	1	2%
Concern about cleanliness	1	2%

As with Question 6, responses fell into two clear categories – either that the spaces are not considered useful, or respondents have concerns about using the space. In this instance, a larger proportion (24% to 8%) voiced concerns about using the spaces at night.

Question 8: What, if anything, would you like to see improved about the outdoor spaces in this area?

This question sought views about what could be improved about the outdoor spaces referred to in Questions 6 and 7.

In this case, respondents were invited to answer in their own words. Community researchers provided a specific prompt on whether there was anything respondents would like to see which is not already provided.

The results of this question are analysed and grouped below:

Topic	Frequency	Percentage
New features	16	28%
Improved facilities for children	6	10%
More seating	4	7%
Separate play and dog walking areas	3	5%
Desire for outdoor gym	1	2%
Bins in Goldington Court	1	2%
Gardening space	1	2%
No change	16	28%
Happy with facility at present	10	17%
Do not use	2	3%
Keep ball court	2	3%
Preserve trees	2	3%
Safety	12	21%
Security improvements	6	10%
Better lighting	5	9%
Desire for more cameras	1	2%
Visual appearance	11	19%
General improvements to external appearance	4	7%
Improved planting	3	5%
Access to the garden	2	3%
Improved cleanliness	2	3%
Accessibility	7	12%
Improvements for cyclists	3	5%
More car parking	2	3%
Resurface pavements	1	2%
Improved accessibility	1	2%
Other	6	10%
General investment	3	5%
Remove ball court	1	2%
Larger gardens	1	2%
Remove sheds	1	2%

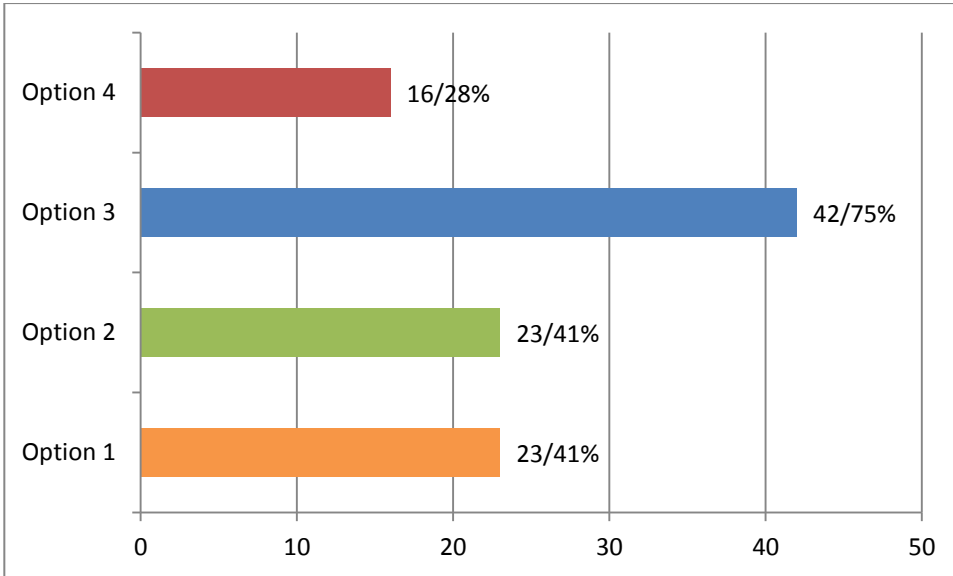
Reflecting feedback in earlier questions which suggested a number of respondents are content with the area as it stands, 28% of respondents did not want to see change; this compares with the 21% who when asked what they would change about the area (Question 2) said they would change nothing.

The remaining answers point to a number of clear priorities – provision of new features (28%), safety (21%), visual appearance (19%) and accessibility (12%).



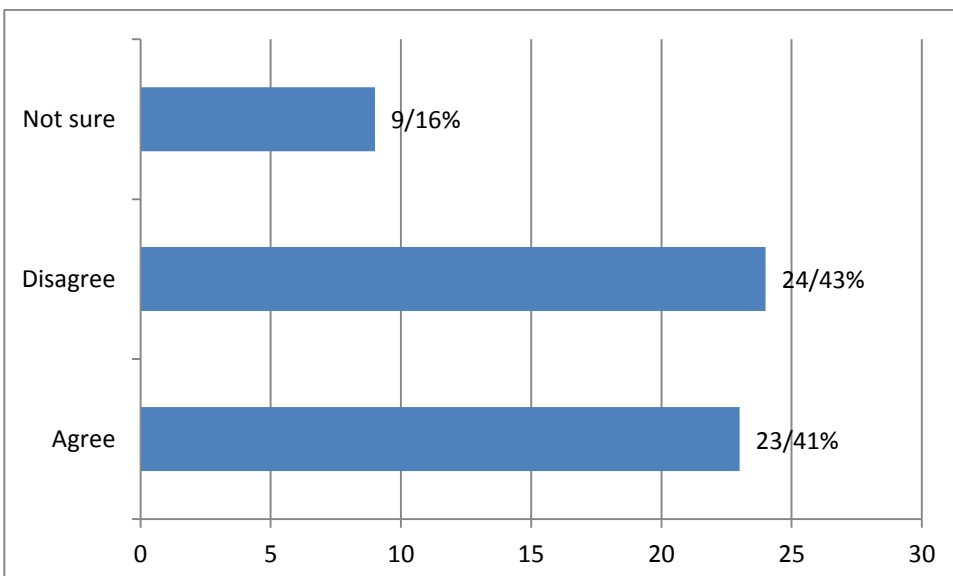
Question 9: Responses to options

Respondents were then asked about the four options LBC is considering for the site. In each case, they were asked whether they agreed or disagreed with the option; they were also provided the opportunity to say they were not sure. They were then asked to set out in their own words the reasons for the answer.



As shown on the chart above, the option that most respondents said they agreed with was Option 3, better use of gardens and spaces around buildings/improve amenities. This was supported by 75% of respondents. Opinion on the other options was more balanced, with Option 4, removing fences and barriers, the least favoured.

Option 1: Improve north-south routes



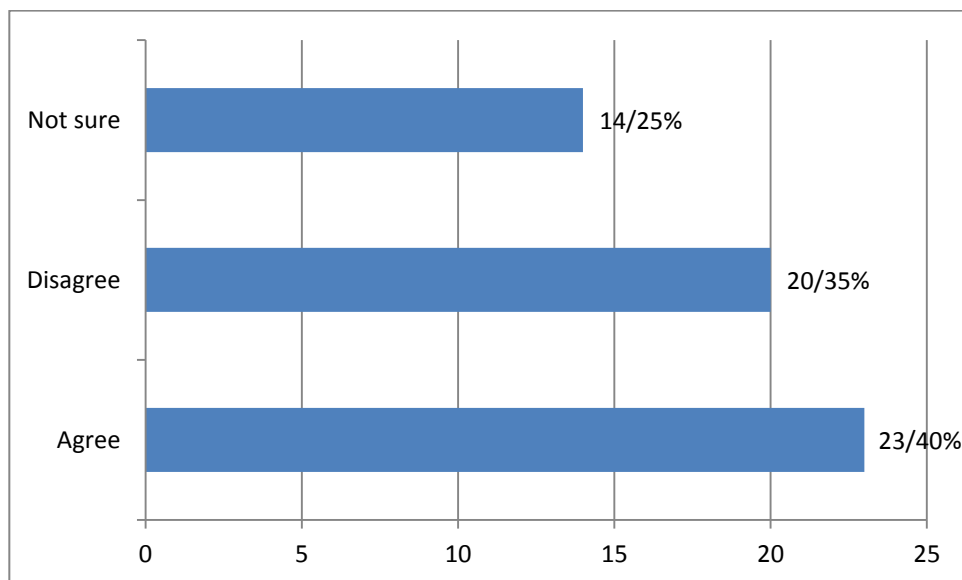
Opinion on this option was finely balanced: 41% agreed while 43% disagreed. A breakdown of the reasons given for these answers shows a wide range of views on the option:

Topic	Frequency	Percentage
Concern about loss of privacy	7	12%
Would like quicker route	7	12%
Doesn't need changing	6	10%
Desire for improved lighting	2	3%
Desire for better cycle provision	2	3%
Totally opposed to Option 1	2	3%
Concern about safety	2	3%
Larger spaces are safer	1	2%
Desire to walk through estate	1	2%
Desire for CCTV	1	2%
Fence will make children feel safer	1	2%
Opposed to fencing	1	2%
Desire for improved accessibility	1	2%
Concerns about construction activity	1	2%
Desire for more open space	1	2%
Don't know	1	2%
Uses alternative means of transport	1	2%
Doesn't use	1	2%
Needs more information	1	2%

As suggested by the fine balance of responses to the initial question, no one topic was raised by a majority of respondents when asked to set out the reasons for their answer.



Option 2: Improve east-west routes

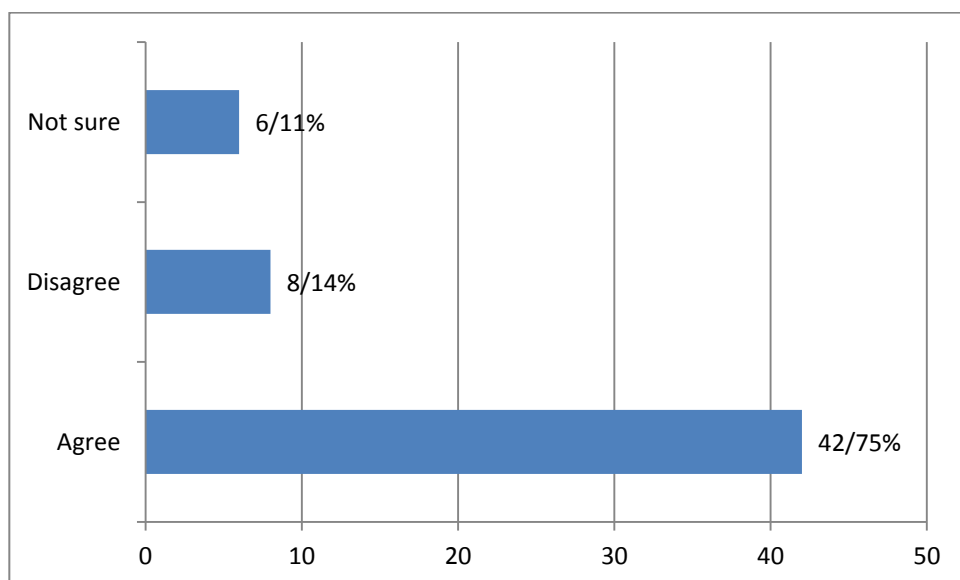


As with Option 1, opinion on this is relatively balanced: 40% agreed and 35% disagreed. It is however worth noting that a slightly larger proportion of respondents agreed with this option. As with the responses to Option 1, a desire for improved access across the estate (14%) alongside concerns around privacy following the change (9%) were common. A breakdown of the reasons given for these answers is included below:

Topic	Frequency	Percentage
Desire for improved access across estate	8	14%
Concern about privacy	5	9%
Don't know	4	7%
Ambivalent	4	7%
Concern about safety	3	5%
Doesn't use	3	5%
General opposition	2	3%
Happy with current state	2	3%
Desire for more space	2	3%
Desire for resident only access	2	3%
General support	1	2%
Desire for better parking control	1	2%
Prefer Crowndale Road route	1	2%
Desire for improvement to parking	1	2%



Option 3: Better use of gardens and spaces around buildings/improve amenities



A clear majority (75%) of respondents agreed with this option, compared with only 14% who disagreed. This was the option that the most respondents agreed with.

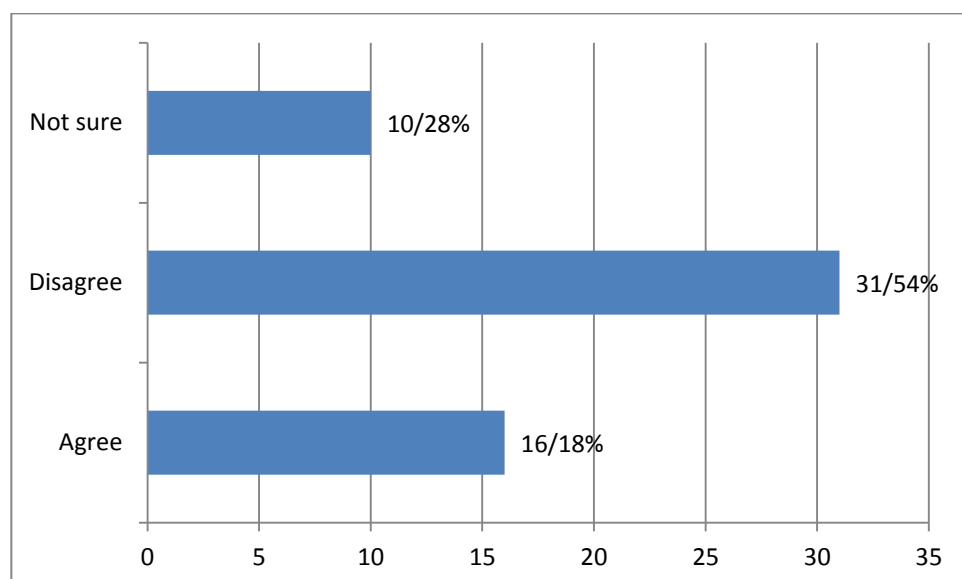
In contrast with the first two options, where answers tended to focus on why the respondent agreed or disagreed with them, responses to this question focused on the type of improvement people want to see. The most common of these was visual impact (17%), followed by better planting (10%) and facilities for children (9%).

Topic	Frequency	Percentage
Improvement to visual appearance	10	17%
Better planting	6	10%
Facilities for children	5	9%
Desire for more space	3	5%
Visual improvements will deter crime	3	5%
More seating	2	3%
Facilities for elderly	2	3%
General support	2	3%
Happy with current state	2	3%
Keep dogs separate	2	3%
No comment as new to area	2	3%
Make better use of existing space	1	2%
Desire for bicycle stands	1	2%
Desire for gardening space	1	2%



Concern about privacy	1	2%
Plans should be in line with the coop	1	2%
Don't use	1	2%
More space for socialising	1	2%
Prioritises building maintenance	1	2%
Desire for ball court	1	2%
Improve Oakley Square	1	2%

Option 4: Remove fences and barriers that block access and make it easier to get around



This was the option that the most respondents disagreed with: 54% stated that they disagreed with it, against 18% who agreed.

The reasons given for these answer show a clear trend; that respondents are concerned about the impact of removal of barriers on safety (22%) and privacy (10%). A number of the answers given by smaller numbers of respondents relate to these concerns: 2% of respondents called for CCTV and better lighting.

Topic	Frequency	Percentage
Concern about safety	13	22%
Concern about privacy	6	10%
Happy with current state	5	9%
Would make no difference	2	3%
Support improved access	1	2%
Like barriers as can lock bike to them	1	2%
Desire for CCTV	1	2%
Desire for better lighting	1	2%



Will improve visual appearance	1	2%
Desire for bicycle stands	1	2%
Only support if more secure perimeter fencing is put in place	1	2%
Level road by dentists first	1	2%
Coop has alternative plans	1	2%
Don't know	1	2%
Only remove fences around Godwin Court	1	2%
Would like this to be discussed by a Residents Committee	1	2%
General support	1	2%

Question 10: Are there any other suggestions you would like to make?

This question then sought feedback on any other suggestions for the area. There was no multiple choice element to this question; respondents were invited to respond in their own words.

The table below sets out a breakdown of this feedback:

Topic	Frequency	Percentage
Other	18	31%
Nothing	13	22%
Currently feels well supported	2	3%
Prefer coop to lead regeneration	1	2%
Concern this is a done deal	1	2%
Continue consultation	1	2%
Outdoor uses	8	14%
More bike racks	2	3%
Better mix of shops	1	2%
Better lighting	1	2%
Play area for children	1	2%
Improve accessibility for gardens	1	2%
Keep fences	1	2%
Use shorter fences	1	2%
Security	6	10%
Better security	2	3%
Address drug dealing	1	2%
Remove fences to make it harder for drug dealers to hide	1	2%
Desire for storage sheds under Crowndale House	1	2%
Desire for community garden	1	2%
Improvements to homes	5	9%
Desire for balconies	1	2%

Bigger kitchens	1	2%
More toilets	1	2%
Fix intercoms	1	2%
Maintain existing flats before building new ones	1	2%
Visual improvements	3	5%
General visual improvements	3	5%

Mirroring feedback for Question 2, the most common response to this question was that the respondent did not have any further suggestions (22%). A number of key themes are visible where respondents do make suggestions, however – outdoor uses (14%), security (10%), improvements to homes (9%) and visual improvements (5%) were all raised in responses for this question.

Question 11: If you would like to make any comments, please tell me now

Respondents were then invited to make any further comments. Including an open-ended question of this sort is valuable in that it provides respondents with the chance to provide feedback

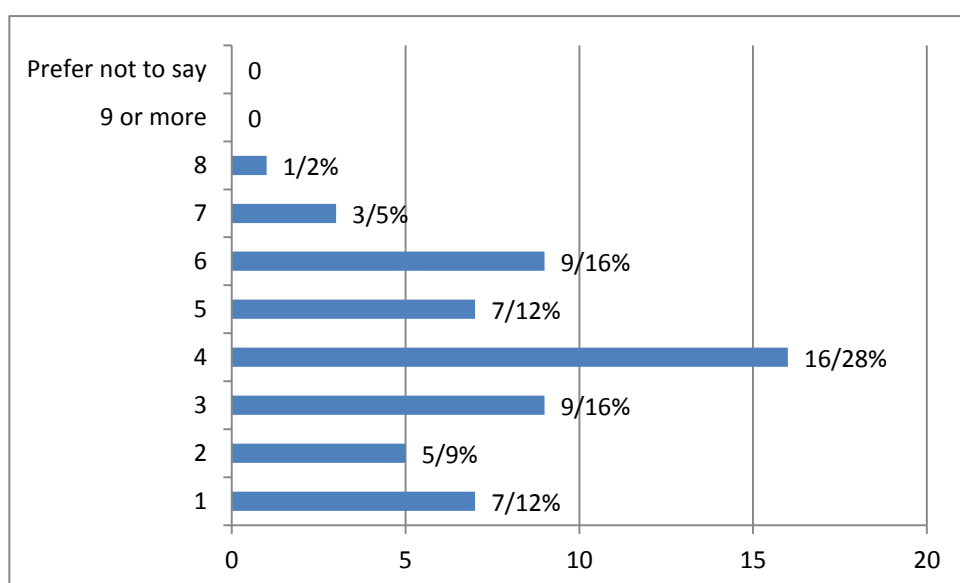
Topic	Frequency	Percentage
Council does not listen to requests for maintenance	2	3%
Concern about safety of stair windows	1	2%
Concern about leaking pipes	1	2%
Prefer development outside London	1	2%
Keep fences	1	2%
Concern about noise	1	2%
Totally opposed to development	1	2%
Likes estate as it is	1	2%
Better lighting	1	2%
More disabled parking spaces	1	2%
Revamp car park	1	2%
Would like more information on proposed housing types	1	2%
General support	1	2%
Plans need to take into account wider context	1	2%
Would like recognition of William Godwin, Mary Wollstonecraft and Mary Shelley	1	2%

Only a relatively small proportion of respondents provided additional comments – 27%. There is no obvious trend amongst the comments that were provided – a wide range of topics were raised by small numbers of people or individuals.

Demographic data

Researchers also sought certain elements of demographic information, including age, ethnicity and postcode. This enables an assessment of whether the consultation has been successful in reaching seldom heard audiences. The results have been compared to 2011 census data for Somers Town and St Pancras ward, and in most areas they are typical of the ward; where there are exceptions these are set out below.

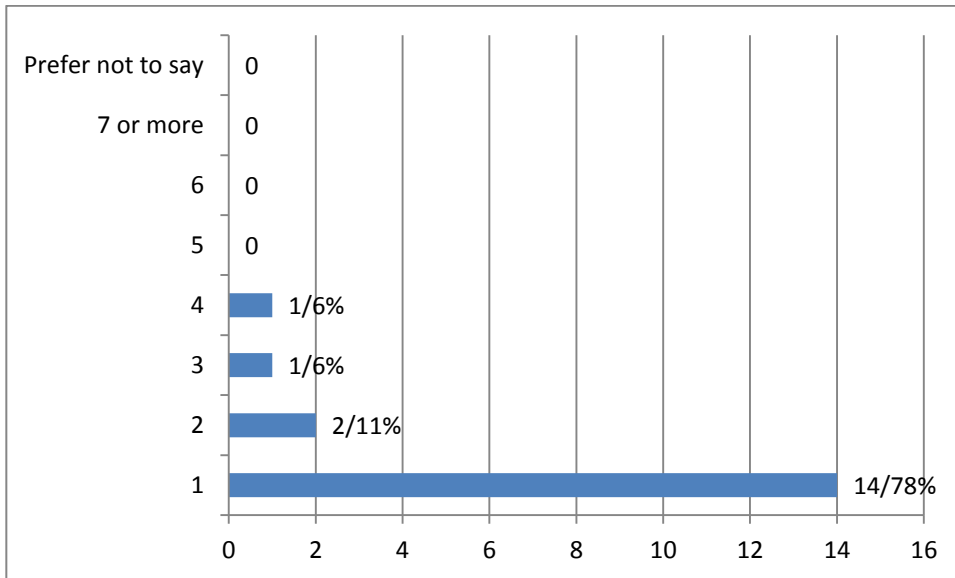
How many people live in your household?



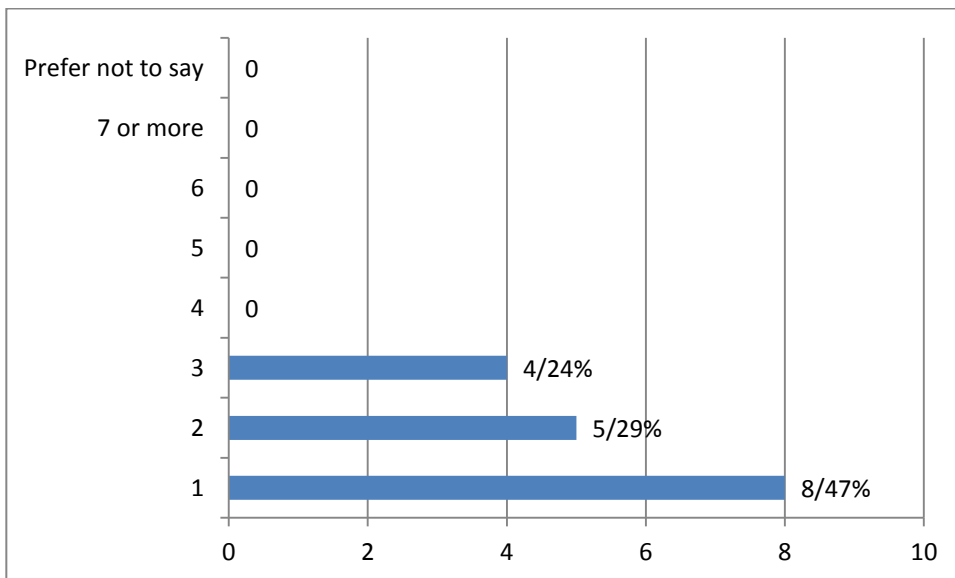
This is a relatively high number of households containing four or more people; the size of the average household in the ward is 2.4 people.



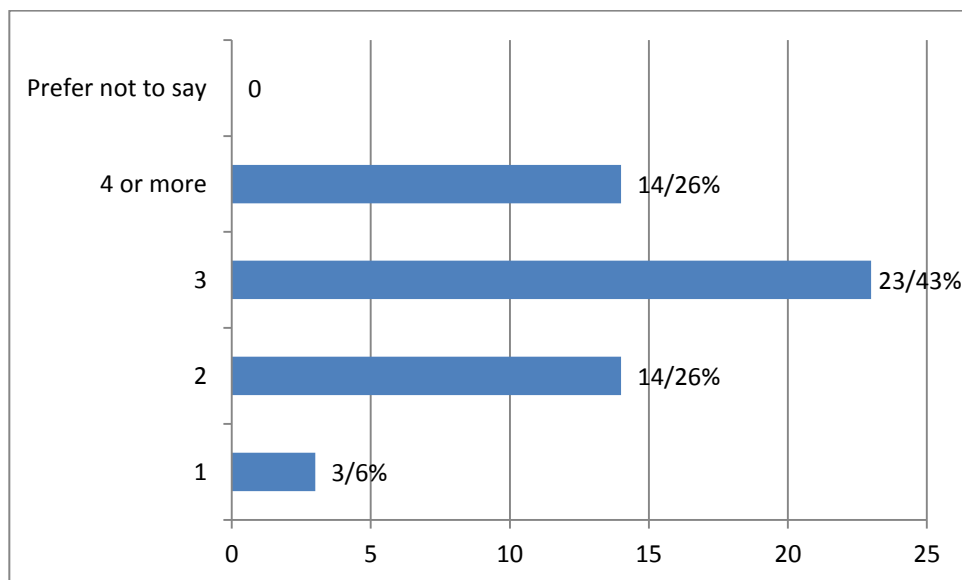
How many of these people are children aged under 16? (Boys)



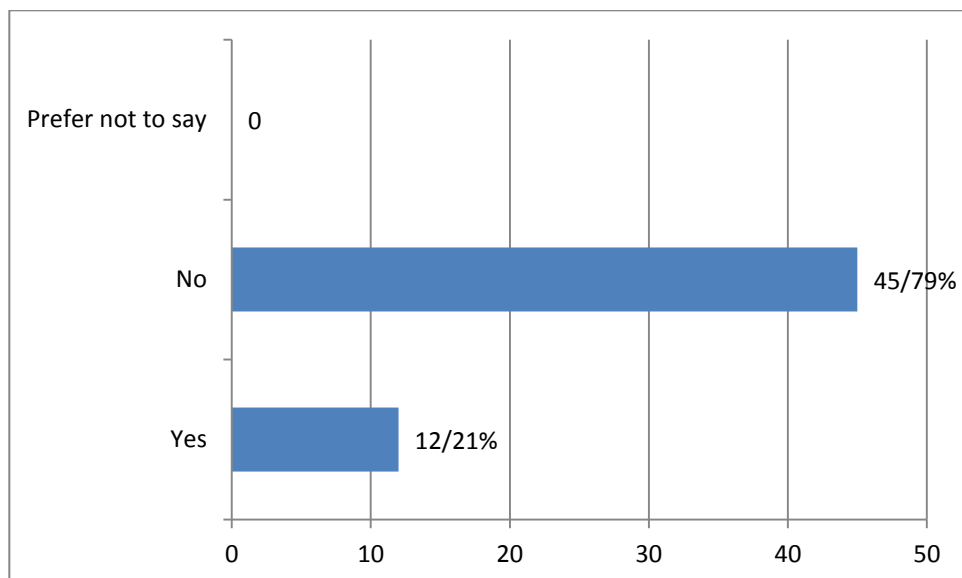
How many of these people are children aged under 16? (Girls)



How many bedrooms does your home have?



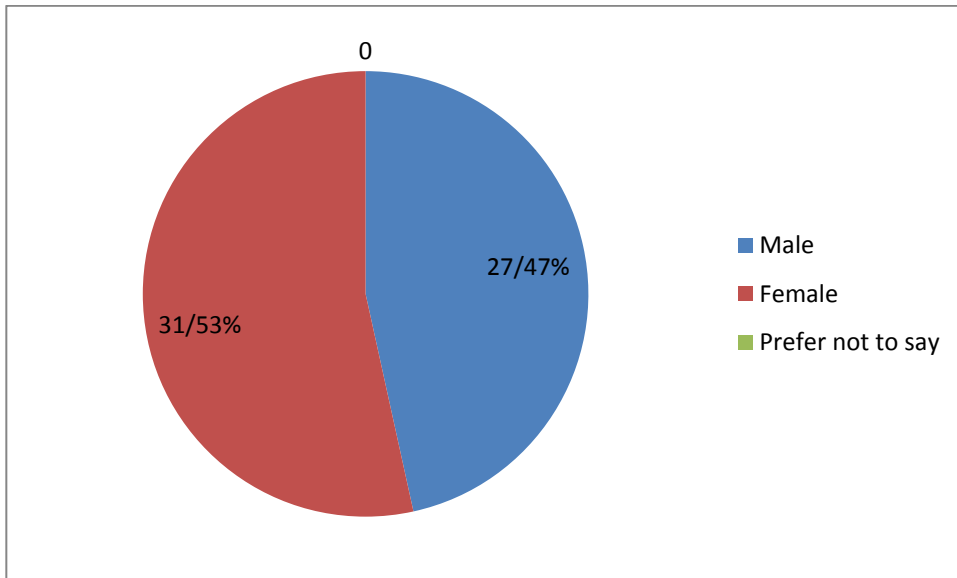
Do you own a car? If yes, where do you park it?



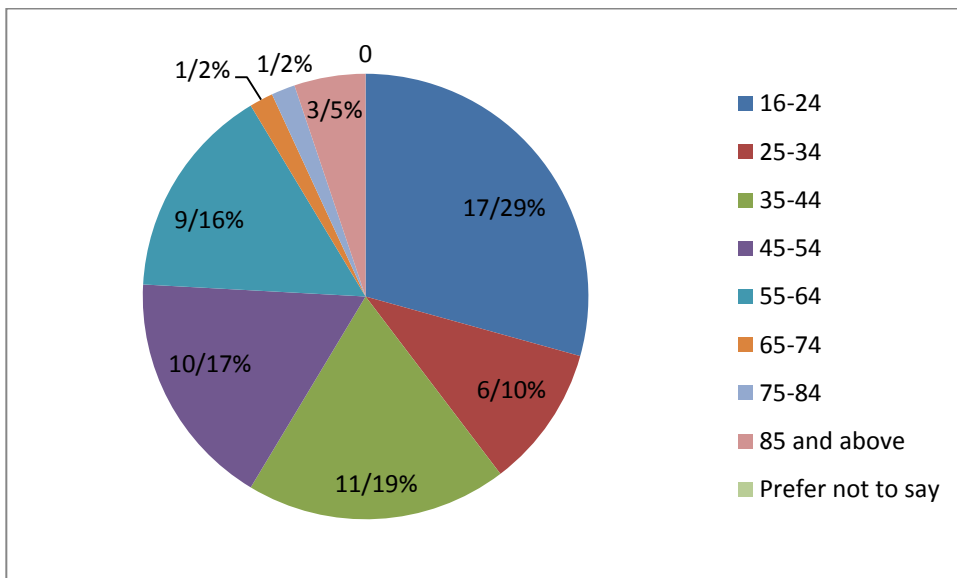
Answer	Frequency	Percentage
In allocated space	5	9%
On the street	4	7%



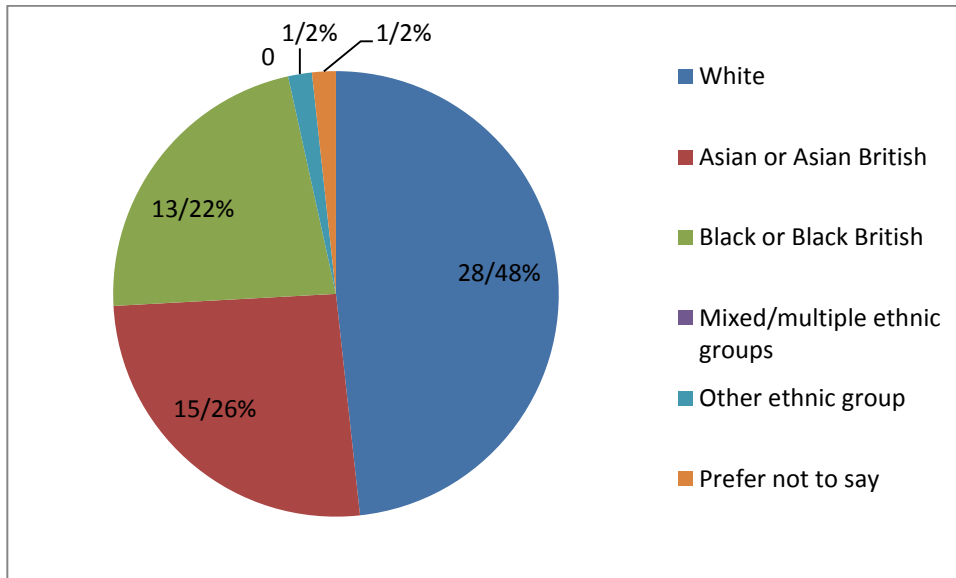
Gender



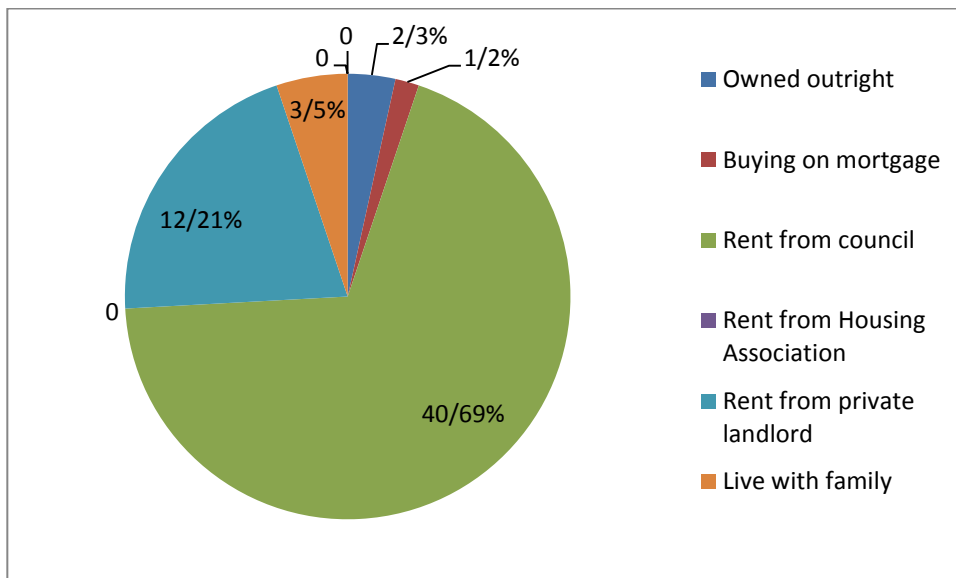
Age



What is your ethnic group?



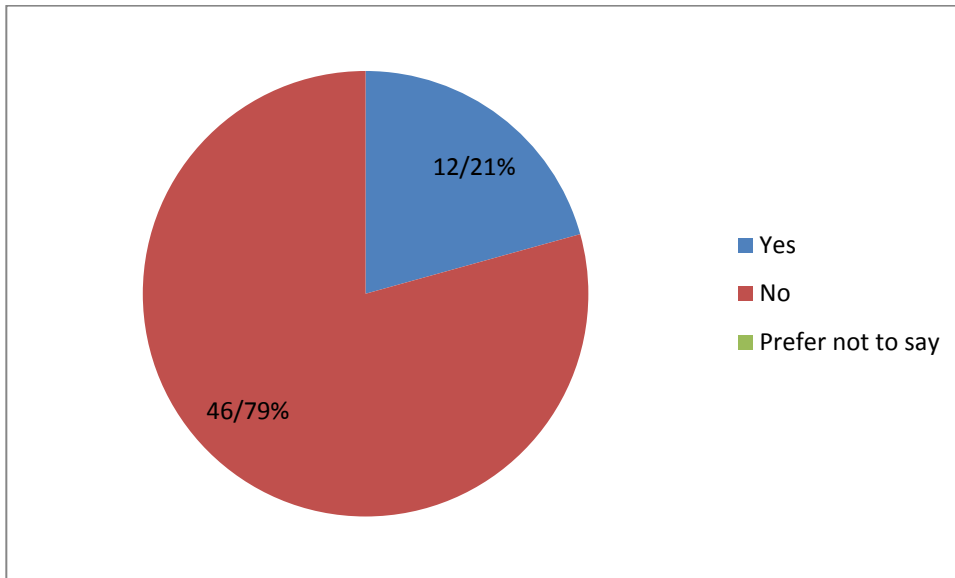
What is your housing status?



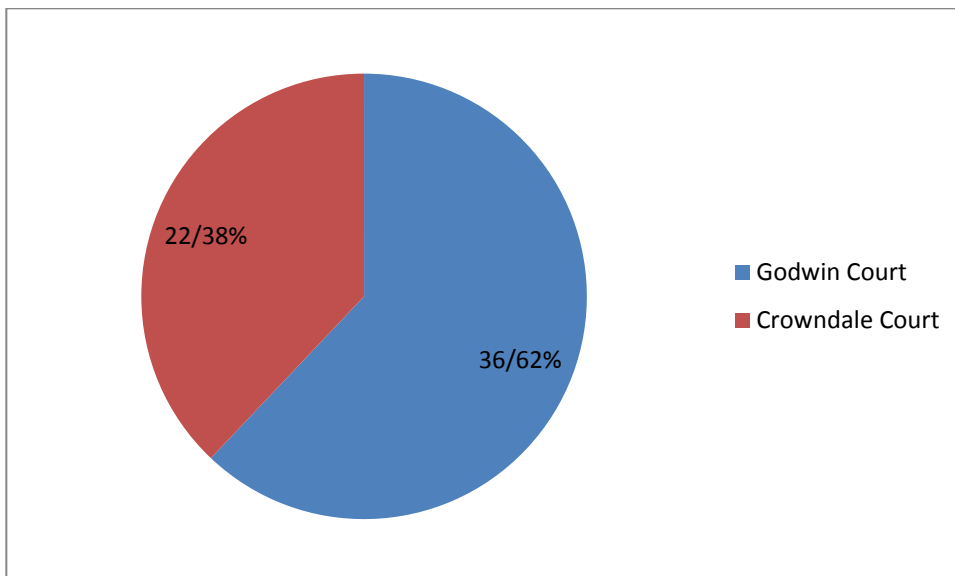
This is a relatively high-proportion of tenants who rent from the Council – the proportion across the ward is 45.2%. This is not surprising given that the history and LBC’s active involvement in both Chalton House and Godwin House.



Do you consider yourself to have a disability? (i.e. that you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day tasks)



Which block?



Conclusions

Conclusions

The results presented in this report provide a detailed understanding of how the residents surveyed feel about their homes and the wider area, and what they would like to see change. This is a useful starting point for considering future engagement activity.

It is clear from the results that a majority of respondents are broadly content both with their homes and the area as a place to live. 93% overall said they were satisfied with the area as a place to live, and 70% with their homes. It is worth noting however that in each case, a majority of residents only said they were 'fairly satisfied' with these areas – suggesting some room for improvement.

There are a number of trends which emerge throughout responses to the questionnaire. Residents clearly have concerns about security and maintenance levels on the estate; comments on these feature in every question. Overcrowding is also a common theme, raised in answers to questions 3, 4 and 5. This is reflected in the priorities residents gave in answer to question 5 – housing was the topic most respondents thought important (31%) followed by community safety (21%).

Concerns around security and safety are also strongly reflected in the options respondents expressed support for in question 7. The option that most respondents disagreed with was the fourth, removing barriers and fencing on the estate (54%); 22% cited concerns about safety and 10% privacy as their reasons for giving this answer.

The results also suggest that the outdoor spaces and other facilities are not well-used. While a majority of respondents use the outdoor spaces during the day, most only pass through; and at night the majority simply do not use these spaces. There is no trend toward organised opposition to changing the use of these outdoor spaces.

There is a low level of trust in LBC amongst respondents. For each question, respondents raised concerns around perceived issues with the maintenance of the building; in a number of cases, they call for LBC to focus on existing homes rather than new development. This likely undermines respondents' faith in LBC communications.

Ways forward

LBC is faced with a situation where a significant number of residents have identified that they do not feel there is a need for change – but also where, scratching beneath the surface, there are a number of areas they would like to see improvements. Future communications materials should respond to this: setting out LBC's pride in the estate and its history, but also demonstrating directly how residents will benefit from the proposals.

For the latter message to be effective, LBC will need to rebuild trust with tenants who feel their own homes are being ignored at the expense of new development. Including material on current homes in future engagement material will help answer these concerns; this could include inviting representatives from LBC's housing department to consultation events or providing guidance on the correct way to engage with the housing department alongside materials.

Connected to this, it has now also been a number of months since LBC carried out the surveys, and there is a risk that a gap in communications may lead to misinformation spreading about the proposals. To this end, we recommend LBC produces an update newsletter for residents setting out the results of engagement to date and a timetable for future engagement. We recommend this leads to the publication of regular newsletters throughout the development process to ensure residents remain informed about the proposals and know who to contact with questions.

Concerns around security and safety are key, and appear to have been a driver in respondents' concerns around Options 1, 2 and 4. Any work to take these options forward will need to demonstrate how these concerns have been taken into account, and demonstrate clearly that they will not impact negatively on residents' ability to feel safe in their area.

We also recommend that LBC takes the consultation wider than this phase. Survey work is useful for gaining a detailed understanding of respondents' views and informing decisions about the development process. It does however mean that a relatively small proportion of residents are informed about the proposals. We therefore suggest LBC builds on work carried out to date by holding a further round of engagement, focused on consultation events, to set out its response to feedback and emerging proposals. This will need to include key stakeholders such as the TRA.

Appendix 1: July 2015 consultation

Chalton Street & Crowndale Road Consultation Results

21st July 12-2pm – 20 attendees

22nd July 6-7:30pm – 33 attendees

26 forms received at event + 1 via post = 27 total

Landscape

How often do you use the communal gardens?

Every day: 14

Once a week: 6

Once a month: 0

Only in Summer: 1

Never: 4 (1 resident of Charrington St)

Other (please state)

Not marked: 2 (residents of Charrington / Chalton St)

Total: 27

Do you feel safe in the gardens?

Yes: 20

Most of the time: 2

No: 0

Not marked: 5 (those who replied that they do not use the gardens)

Total: 27

How could they be improved? What amenities would you like to see here? Eg: children's playground, more seating, vegetable garden...

Comments made:

From Godwin Court respondents:

“Ball court calms youth. Open for all Camden, gates open. Many outside youth attend, no probs since ball court. Car park is mixed only for G&C. Drug dealing all around carparks / Somerstown. Pushed from Kings Cross. Cameras are deterrent.”

“The current flooring in the pitch is quite hard. It would be very helpful if it was redesigned into an astro-turf flooring. Furthermore, the pitch could actually expand over the grass area as the grass area could be halved to make room for the enlarged pitch.”

“I want a playground that’s bigger”

“Allotments / Gardens”

“Playing for kids”

“Childrens playground, more seating, veg. gardens”

“Better playground for kids. I don’t want new building”

“More play area for children, more seating, vegetable garden for residents only”

“Safe now. Children play after school. Good overlooking for security. Safe children play area with play activity like swings. ie. play equipment.”

“Children’s playground”

“Play erylars” (areas)

“Playground more improved swings community sitining”

“Children’s playground, more seating, veg.garden”

“Leave well alone”

“Children’s playground, No dogs, more seating, vegetable gardens.”

“More siting chair, playground, creat more spaces”

“We don’t want new buildings, we need the area to be safer from outsiders.”

From Crowndale Court respondents:

“Sports facilities (eg. Tennis court); easier access (remove fences, open up to the public); tables, chairs / benches”

“Seating / Dog free area”

“Better security – crime hotspot, with lots of drug activity and gangs”

From Crowndale Road respondents:

“Veg Garden”

“Children’s playground; Community spaces”

“The reasons why I never used, is the following

- Lack of accessibility to the one behind the crowndale court
- It is not compelling & attractive enough to use them
- It sounds it is completely neglected, need a complete improvement
- More seats, redesigning of the park settings – make it more attractive”

From Chalton Street respondents:



“Allotments”

Conclusions drawn / how many times themes came up:

Out of 24 comments, 13 mentioned children’s playground, 9 mentioned seats

Routes

Please draw your main routes around / out of the estate on the map provided. These might be your route to the shops, to work, to school, to visit friends / family.

Map results / themes:

19 maps received; 17 showed routes: 7 indicated they use route between blocks; 6 use alley by ball court; 5 cross over Crowndale Road; 11 indicate that they use long perimeter routes, where a cut through would be easier.

Comments:

- Lived here all her life, feel safe & walks all over; uses alley & side routes to work or friends house
- “Currently, this section of Chalton St. [east of ball court] is completely disconnected to the rest of Chalton Street. It needs to have a different name – Chalton passage perhaps? Could include new pedestrian passages and make area a lot more cohesive.”
- “Concerned about community safety with new access routes” – circled southern end of gap between Godwin & Crowndale.

How do you think these routes could be improved?

Comments made:

From Godwin Court respondents:

“Meetings re future of fences. Don’t want schoolkids walking through, litter etc. What we get out of it?”

“They are fine as is”

“Repair roads, wider roads”

“We are in the process of raising funds to improve the green area”

“More access. Safety for children – stop them running out onto the road”

“Parent should monitor who children let in for safety. For safety for residents children can bring friend. If open need to be there, rather than using overlooking.”

Drawn: route alongside Godwin & an exit between the blocks.

Drawn: route between Godwin & Crowndale blocks.



From Crowndale Court respondents:

“Not sure they can be improved.”

From Crowndale Road respondents:

“By making the current area more safer for the local people & residents”

“less railings”

“my routes starts from St Pancras station to Crowndale road – the redevelopment cut short in between while the other ends of are revamp. I suggest we could do with the extended improvement on crowndale Road pavements – Removal of iron railings that has no use and taking so much of the passing by spaces”

From Charrington Street respondents:

“I use the alleyway & route through the estate”

Conclusions drawn / how many times themes came up:

11 comments: 2 request less railings, 2 want less access for outsiders

Access

Do you think the garden should be public or only for residents' use?

Public: 4

Residents only: 17

Both: 5

Not marked: 1

Total: 27

Does the fencing improve community safety?

Yes: 18

No: 6

Don't know: 1

Not marked: 2

Total: 27

How do you think access to the shops could be improved?

Comments made:

From Godwin Court respondents:

- “Fine as it is, with gates open. But question over whether gates should be open or closed”
- “At the moment it is fine.”
- “Yes”
- “No”
- “Safety on the gates”
- “It maks do difference, we have access to shops already”
- “its okay now”
- “Good access from home. Open 24 hrs. Would like only resident access at night. Some residents bar doors etc open. Would like it more closed.”
- “No”
- “No”
- “Not necessary”
- “Not needed”
- “Remove fencing”
- “No its fine”

From Crowndale Court respondents:

- “Remove fences”

From Crowndale Road respondents:

- “The current system works fine.”
- “A bit of investment to improve the area – invite some new shops”
- “If you remove the fence that serve no purpose but restricting the free movement and use of the services the local businesses offer. I strongly suggest the removal of the fence greatly improve the image and better use of the facilities around.”

Conclusions drawn / how many times themes came up:

18 comments: 11 think it’s fine now; 3 want removal of fences; 2 want more safety.

Opportunities

How important are the opportunities to you (on Board 3):

1 = very important – 5 = Not important

	1	2	3	4	5	Not marked	Total



Improving North-South access and links	9	3	1	1	6	7	27
Improving East-West access and links	6	1	2	1	7	10	27
Better use of gardens & spaces around buildings / improve amenity	10	4			4	9	27
Remove fences and barriers that block access and open onto the street	7			1	10	9	26

Options

Do you have any comments on the 3 options presented?

Comments made:

From Godwin Court respondents:

“No.”

“There is no benefit to tenants of the estate in any of these proposals. Any building should be for rented accommodation with estate residents having priority.”

“I don’t want any new building to be built. Use the money to improve existing facilities.”

“I don’t want the development proposal to go ahead. It will reduce facilities for residents.”

“I don’t want the development go ahead which will take our playground and community spaces away.”

“I don’t want any new buildings to be built. You can spend the money to improve existing buildings facility.”

“I am opposing the proposed development as it is taking away our parking, play and open spaces.”

“I don’t agree, I don’t think it’s a good idea.”

From Crowndale Court respondents:

“Option 2 seems to have the greatest potential to improve the public space as it creates one large “square” that is open and not interrupted by (new) buildings”

“I’m against all options that add housing to an already high density area which sees a high

level of crime. We want to improve security”

From Crowndale Road respondents:

“We do not need any more block flats in the area please”

“opening up the spaces to improve access for all, particularly young families would be great”

From Chalton Street respondents:

“Limit new buildings to 3 storeys.”

“There should be absolutely no building higher than 3 storeys”

From Charrington Street respondents:

“Don’t like the loss of ball court – see lots of boys & young men using it – fear they would just be hanging around otherwise with nothing to do. Don’t like the idea of 5 to 7 storey building so close to Charrington St – feels out of keeping / proportion with this street. Worried about removing fences & creating more access routes through estate which may lead to ASB – why were these fences put up in the first place? Lots of issues in the area with drug dealing etc.”

“Concerned about reduced community safety by opening up access routes that have previously been closed (to increase community safety). Concerned about loss of ball court (very well used).”

Further comments on forms

Residents of Chalton Street:

“Concerns:

- Disruption caused by building work.
- The height of the new buildings.
- There is a derelict pub in the area which should be reacquired and developed.
- No one has considered the impact on the facing terraced houses on Charrington Street.
- Need more detailed plans”

“Concerns:

- Access to site (lorries) – which street?
- How long is the building timescale?
- Height of new buildings – should be low (along with Charrington St. and Regent School)
- There’s a derelict pub which is in bad need of redevelopment on corner of Goldington Crescent. Council needs to re-acquire that site and make homes where there is space for it.
- Light – what’s the impact for Charrington St. terraced houses?

- What will be the new site location? Crowndale rd, Charrington or Chalton St.? Could we call the new segment between Godwin estate and Goldington Crescent differently – maybe Chalton passage or something like that as it's not connected to Chalton Street at all?
- Is this re-development going to happen at the same time as other Somers Town re-development projects?"

Further comments expressed at drop-in events

Tuesday 21st July 12-2pm

- 3 & 5 year olds need to play, they are being sent down Chalton Street, need swings and play areas here. Saturday afternoon a lot of youths play. Half the children are going missing, they get taken. More gates, more security, cameras on outside. Drug takers on estate break doors. Need intercoms on door so you can see them, but they can't see you. Want it more open for the public, flats will block view, need to see kids from flat.
- Can't build private houses on our green.
- Waiting list for car parking. Will trees be knocked down?
- Mosque needs extra space for women & children's activities – 70-80 have nowhere to go. 500-600 attend Friday prayers, need extension with surplus money / S.106.

Wednesday 22nd July 6-7:30pm

- There is an empty pub opposite, nothing is being done with it. The alarm at the school was going off all night, there is too much building going on here.
- Not about railings, dealers will go anywhere, will just move to the next estate. We have rough sleepers here. What are we getting out of this? All these developments in Kings Cross are causing a lot of noise and disruption.
- Main concern is to watch kids from their homes.
- Tenant with a child with special needs concerned about re-provision of parking, can't be far (requested a ground floor house).
- Overcrowded tenant with 3 kids (girl & boy in same room) waiting for a bigger house.
- Resident of 2-22 Crowndale Road need access from back so they can bring their shopping in from the carpark.
- Adamant this won't be built, a big protest campaign is being launched, someone was outside with a petition 2 days ago, they are chasing people to invite to a meeting.