

Hounslow Housing Estate Improvement Programme (HEIP): Phase 1 Report



1. Introduction and context

London Borough of Hounslow (LBH) appointed Groundwork London (GWL) to carry out a community engagement and consultation process regarding the Housing Estate Improvement Programme (HEIP) 2020/2021 over 5 estate areas, results of which will inform the development and implementation to improve the estates' external spaces.

Methodology

Phase 1 of the project included an online engagement website, Commonplace, which consisted of; identified opportunities by the landscape design team; a questionnaire; and estate maps where residents

could pin their comments. It also included telephone conversations with local residents and emails and online meetings with local stakeholders. Activities were carried out in November 2020 to January 2021 and this Phase 1 report is based on the findings of this engagement. Based on the findings of this phase, Groundwork London's land team will complete concept designs for the 5 sites and we will move on to Phase 2 of engagement, getting feedback on these designs.

The link to the online engagement website and the engagement team's contact details were shared widely with residents via letters, posters, social media and a targeted Facebook advertisement. Paper copies of the questionnaire with prepaid return envelopes were available on request. The questionnaires were open from 2nd December 2020 to the 10th January 2021 and received 11 responses in total, while a total of 6 residents expressed their priorities for the open spaces on the estate through telephone conversations during this period. 6 people have signed up to project updates through the Commonplace website.

Online workshops were planned for the week commencing December 14th but after a slight delay in getting the commonplace site advertised through the letter drop, these workshops were moved to the week commencing 4th January and the survey deadline was extended until January 10th (it had previously been December 20th). Due to a lack of resident sign up, there was one resident signed up to two of the five workshops, these January workshops were cancelled and those that signed up were consulted with individually.

Limitations

There were several factors that affected the low response rate during phase 1 of engagement:

Timeframe and timing

The lead up to the start of engagement was very short and the engagement period itself was a relatively short 5.5 weeks considering this included the Christmas break period when many are not engaging with social media, emails etc.

Covid 19 Pandemic

The Covid 19 pandemic has affected a lot of people's lives in many different ways from unemployment to bereavements to suddenly having to home school children. Many people are under enormous pressure and are therefore unable to engage on estate open space improvements due to lack of time, stress or simply not seeing it as important at this time.

The other issue the pandemic created are restrictions on meetings and gatherings which has meant the entirety of phase 1 of the engagement has been online or through telephone conversations. Traditionally engagement usually has a higher turn out and more meaningful findings when the GWL engagement team are able to meet the residents 'where they are', make engagement activities visible on the estate and talk about issues on site with residents.

Lack of historical engagement

This is a new approach for LBH Housing. Historically they have not engaged with residents on estate improvements in this way before and as such residents would not be looking out for ways to get involved or be signed up to updates through social media or emails.

Lack of community groups and established routes for engagement

There are no Tenant and Resident Associations or community groups on any of the 5 sites or established routes for engagement such as community whatsapp groups.

2. Key findings of consultation activities

2.1 Online questionnaire survey

See appendix 1 and 2 for questionnaire survey and responses.

Norman Crescent; Number of respondents: 2

From the two responses to the questionnaire, when answering Q1 about how they felt about open spaces on Norman Crescent one person said they felt neutral (3 out of 5), whilst the other said they felt negatively (2 out of 5).

For Q2 and Q3, one said they *never use the outdoor spaces* whilst the other said they use the spaces *at least once a day* for the activity of *walking* (Q.3).

When given multiple choice options about the problems that need addressing on the estate in Q4, they both chose the options *antisocial behaviour; dull or untidy appearance; littering; dog fouling; signs of vandalism; wasted space; intimidating dog behaviour*, whilst one also added *noise; crime, rough sleeping; wasted space; overgrown; inadequate lighting; poor pathways* and that there was *nothing to do for children, young people or adults*.

Priorities for improvements, Q5, were also picked from multiple choice and both chose *improve lighting* and separately chose *improve signage and more areas for peace and quiet; making the estate crime safe; and more attractive planting and plant more trees*, respectively.

In response to how would they like to improve the large open green spaces on the estate, Q6, they both chose *attractive garden space* and one respondent also chose *nature area*.

When asked which features they would like to see in these open green spaces, Q7, both chose *more colourful and attractive planting* and *more trees* from a list of options.

Q8, asked residents if they would like to see more artwork on the estate and one respondent said *yes* and that they would be *interested in workshops* and one respondent said *no, I would not like to see more artwork*.

In Q9 they were asked if they would be interested in community gardening or food growing and both said *no*.

One respondent left further comments and the other said they would be in touch with the engagement team. Of the comments left they said they didn't want picnic areas as these would encourage more litter on the greens, dog fouling, vandalism and tree climbing which already happens. They would like 'nice flowerbeds and blossom trees' and said that these would 'mentally benefit residents' compared to 'play areas which would incite ASB and late-night noise disruption.' They complained about 'bin men rolling bins across the green, dropping plastic and bottles along the way.' More lighting was requested along the public paths around the estate, to reduce dark areas and corners to improve safety which was stated as a real issue. Lighting on sensors was requested around the greens.

Harlech Gardens; Number of respondents: 1

There was only one resident response to the online questionnaire for Harlech Gardens. This resident answered *negative* when asked in Q1 about how they felt about open spaces on the estate (2 out of 5).

For Q2 and Q3, they said they *occasionally* use the open spaces (Q2) for the activity of *walking* (Q.3).

When given multiple choice options about the problems that need addressing on the estate in Q4, they chose the options *dog fouling; intimidating dog behaviour; nothing to do for children, nothing to do for adults*.

Priorities for improvements, Q5, were also picked from multiple choice and they chose *more attractive planting* and *add art feature eg. Mosaic, mural*.

In response to how would they like to improve the large gated areas spaces at the back of Harlech Gardens, Q6, they chose *attractive planting; more trees; space for community events; and space for community growing*. When asked which features they would like to see in these spaces, Q7, they chose just *raised beds for food growing* from the list of options.

For Q8, residents were asked about the large lawn space next to the playground on Packwell Place and how they would you like to see this space used. The response we have from this one resident was to see *space for community food growing* and *attractive garden space*.

In Q9 they were asked what features they would like to see in this space and they chose *games tables e.g chess table* from the multiple options.

Q10 asked what their priorities are for improving and upgrading the existing play areas. The one respondent chose other and wrote “allow for space for keen residents such as myself to plant flowers, veg etc.”

For Q11, which asked if they would be interested in participating in community gardening or food growing activities on the estate, the respondent answered *yes*. And when asked how they would you like to see the existing communal food growing area improved, they answered *more raised growing beds; bins for composting; more colourful and attractive planting* and *a space for community activities*.

Q12, asked residents if they would like to see more artwork on the estate and if they would be interested in participating in workshops to deliver this. The one respondent chose *yes, and also interested in workshops*.

When asked in Q13 if they had further comments they answered ‘I would like to see more raised beds near the Green space near 99 Harlech Gardens to allow for planting, I have previously contacted the council to see if I can be given permission to plant flowers, etc. More than happy to maintain and look after the site.’

Rostrevor; Number of respondents: 2

From the two responses to the questionnaire, when answering Q1 about how they felt about open spaces on Norman Crescent one person said they felt neutral (3 out of 5), whilst the other said they felt very negatively (1 out of 5).

For Q2 and Q3, one respondent said they use the outdoor spaces on the estate *at least once a day as a through route; walking; for children's play and enjoying nature* (Q3) whilst the other respondent said they *never* used the outdoor space and in Q3 on what do you use the outdoor spaces for they chose *walking and never use the outdoor space*.

When given multiple choice options about the problems that need addressing on the estate in Q4, they both chose the options *littering; overgrown; poor pathways*. One of the respondents added *crime; signs of vandalism; wasted space* and *rough sleeping*, whilst the other added *antisocial behaviour; dull or untidy appearance; dog fouling; nothing to do for children, nothing to do for young people and nothing to do for adults*.

Priorities for improvements, Q5, were also picked from multiple choice and one respondent chose *improve existing seating/seating areas; add art feature e.g. mosaic, mural; spaces for young people and plant more trees*. The other respondent chose *more attractive planting; improve pathways for people with mobility issues; create new wildlife habitats; spaces for young people and more places to sit*.

In response to Q6 on fencing, and whether they would you like to see improved fencing between gardens and public areas, both said *yes*.

For Q7 they were asked for further comments. One said there are 'lots of problems with grass verges being poorly maintained' and 'fly-tipping along North Hyde Lane is notorious.' The other said they would like a centre for young children that would function during the school holidays for play but also to provide support; 'a centre keeper who the kids will be comfortable to see whenever they go there.' They were also keen to for more local playground with seating areas.

Redwood Estate; Number of respondents: 3

Of the three questionnaire responses received, one resident expressed that they feel neutral about the open spaces around the Redwood Estate (3 out of 5), while the other two residents selected negatively (2 out of 5) and very negatively (1 out of 5), respectively.

For Q2 and Q3, two residents expressed that they *never use the outdoor spaces* or only use them as a *through route*. The other respondent uses the outdoor spaces *a few time a week for walking and as a through route*.

When given multiple choice options about the problems that need addressing when improving green spaces on the estate in Q4, all three chose the options *dull or untidy appearance; littering and dog fouling*. Two residents chose *crime* as a problem and one chose *signs of vandalism; wasted space; inadequate lighting; antisocial behaviour and nothing to do for adults*.

For Q5, residents also chose their priorities for improvements from multiple choice options and had the opportunity to leave a comment for anything else. The single option prioritised by all three respondents was *more attractive planting*, while two residents selected *more areas for peace and quiet. Plant more trees; create new wildlife habitats; improve paths for people with mobility issues and improve existing seating/ seating areas* were all selected once. One respondent also added the 'need to deal with crime and antisocial behaviour' as a priority for improvements to green spaces stating that they 'don't feel safe to go out and use green spaces at the moment.'

Two residents answered Q6 to express their priorities for improving and upgrading the existing play area. Both residents selected *updated toddler play equipment (up to 5 years)*; *updated junior play equipment (6 and above)* and *more seating around the play area*. *Updated existing seating*; *updated surfacing* and *more swinging equipment* were each selected once.

Only one respondent answered in Q7 and Q8 that they already participate or would be interested in participating in community gardening and food growing activities. This person would like to see *attractive fencing around the area* and *more colourful and attractive planting*.

With regards to the central area on the estate with the playground, food growing area and MUGA, in Q9 all three residents expressed that they would like this space to be used for *attractive planting*. A *nature area* and *more seating areas* were selected twice, while *more trees* was selected once.

When asked in Q10 which features they would like to see in this space *more colourful and attractive planting* was chosen by all respondents. *Quiet sitting areas*; *picnic tables*; *informal play elements, e.g. Stepping stones*; *more trees*; *new wildlife habitats increasing biodiversity*; *sculptures and artwork* and *a wildflower meadow* were all selected once.

When asked what they would like to use the large green space off from Cranford Lane with large trees and a diagonal path for (Q11), all three residents selected an *attractive garden space*. Two residents selected a *nature area*, while one selected *space for young children to play*. For Q12 about features they would like to see in this space, two residents selected *quiet sitting areas* and *more colourful and attractive planting*, while one selected *picnic tables*; *more trees*; *new wildlife habitats*; *sculptures and artwork*; *informal play area* and *wildflower meadow*.

All three respondents answered in Q13 that they would like to see more artwork in open spaces, however only one of these expressed an interest in participating in workshops to co-design these.

Only one respondent answered Q14 about making fencing styles around the estate more consistent. This resident was in favour of the idea.

One resident left a further comment expressing that they don't walk through the estate due to antisocial behaviour and crime and that they believe 'any new improvements will be destroyed straight away'. They suggest that more lighting would help with this. However, they feel that creating new places to sit would attract groups and more antisocial behaviour and would make the space around the estate feel more unsafe. A further resident added a comment to the map feature regarding insufficient parking on the estate in general, but specifically next to Cranford Lane. This resident expresses how new homes have been built in the space formerly reserved for parking and requests more parking and permissions signage: 'It's a mouse trap for residents and visitors. All we are asking is for you to remove this pavement so the residents can park their vehicles. There have been nights I've come back from work and could not find a single space, I had to park in the pub (Queens Head).'

George Chatt & Archer Court; Number of respondents: 2

From the two responses to the questionnaire, when answering Q1 about how they felt about open spaces around Archer Court and George Chatt House, one respondent expressed that they felt neutral (3 out of 5), whilst the other felt very negatively (1 out of 5).

For Q2 and Q3, one said they *don't currently use the outdoor spaces*, whilst the other said they use the spaces *weekly* as a *through route* and for *children's play*.

When given multiple choice options about the problems that need addressing on the estate in Q4, both respondents chose the options *dull or untidy appearance; littering and dog fouling*, whilst one also added *signs of vandalism; wasted space; intimidating dog behaviour; noisy; crime; wasted space and inadequate lighting*.

Priorities for improvements, Q5, were also picked from multiple choice options. Both respondents prioritised *more attractive planting*. One respondent also chose *improve existing seating/ seating areas*, while the other chose *plant more trees*.

Only one resident answered Q6 to express their priorities for improving and upgrading the existing play area, selecting the options *updated toddler play equipment (up to 5 years); updated junior play equipment (6 and above); updated existing seating around play area and more swinging equipment*.

For Q7, one resident answered that they *don't have a bike and don't use the bike shed*, while the other answered that they *do have a bike but don't use the bike shed*. This resident cited 'theft and vandalism of bikes in the past' as their reason for not doing so and commented that 'the bike sheds are bigger than the bin storage areas' and that the bin storage is currently too small for the number of residents, causing waste to pile up weekly. They suggested that the bike shed and bin storage could be swapped around. A comment left on the map feature continued that the 'bike sheds are not used much at all, in fact they are used by youngsters to sit inside and smoke drugs'.

A second comment on the map feature relates to the play area being used by teenagers for 'anti-social behaviour, smoking of drugs and drinking, using abusive language'. This resident expresses that they do not currently find the play area 'a friendly place to take young kids to' and that they have felt the need to call the warden or the police.

2.2 Phone calls with residents

Contact details of the GWL engagement team were shared on letters, posters, in social media and on the commonplace website. 6 residents in total rang the engagement team to give more in depth comments. See appendix 3 for further notes and details of the phone calls with residents.

Norman crescent

3 Norman Crescent residents rang to talk to the engagement team about how they felt about the open spaces on the estate.

From the conversations with residents, antisocial behaviour came out as a top issue. This appeared to have increased during lockdown but there was also a sense that whilst residents had moved to working from home during the Covid 19 pandemic, they were also witnessing more of the ASB and were far more aware of other people's presence around their homes. This was particularly true of those that lived on the ground floor next to green spaces that were used as meeting points.

People do not seem to feel safe in their homes and do not let their children out to play (even supervised) due to ASB issues. There was also concern that criminal activity was taking place on the estate including drug dealing.

Residents spoken to felt they were not getting support with ASB and other issues on the estate from the council and public services, with one resident saying she had been in contact with the housing officer,

the police and the community police about the issues and not feeling safe on her estate. Some of the points she raised did come up in the initial project briefing from the housing officer, Diane Tyger.

Equally there was discussions about caretakers not cleaning up properly, with the alleyways being a particular problem. Litter is an issue; left by residents and from bin men running the bins over green spaces. This is then blown around the estate and into private gardens.

Dog fouling was brought up as an issue, particularly on the greens.

Private driveways were suggested in front of 57-65 to create more of a barrier between housing and the green space in front which is used as a meeting point and for ASB. This same resident complained about ball games being played on the green, with balls hitting her windows regularly.

With regards to fencing and gates, some fencing between properties and public spaces needed repair, and there was a concern about security. Alleyways behind houses were being used for drug dealing and gates were requested to be put in, particularly behind numbers 57-65. Fencing and gates were requested to be of a robust enough material (metal) to withstand vandalism and high enough that people can't jump over them which is happening on some areas of the estate.

Timber bollards are being replaced regularly so a more durable material was suggested.

Clearer signage, particularly for the detached houses was requested as delivery people are getting lost.

A play area was demolished to build new housing some years ago. Two residents mentioned this with one of them being quite angry that a replacement play area had not been built as they stated this had been promised in meetings and in writing by the council. There are currently no play spaces or meeting spaces on the whole estate, with one resident noting there is "nothing for children in the area." Another resident suggested seating areas for children and teenagers.

It was stated that there is "nowhere to walk," but residents did like the new trees that had been planted recently. Another resident did bring up concerns about residents taking care of new infrastructure and landscaping as one of these new trees had to be recently removed due to vandalism.

One resident asked about the regeneration plans for the estate, knowing that this was due to take place in the next few years and was surprised that these plans to improve green spaces was going ahead with this in mind.

One very active community member spoke about resident interest and previous efforts to set up a Tenants and Residents Association but that key instigators had passed away and momentum had been lost.

Harlech Gardens

Only one resident rang to discuss Harlech Gardens open spaces.

In conversation with this resident, they said they liked the proposals online for the cycle storage and flower beds. They said there were a lot of green spaces but that they are not used properly. They are interested in growing food and vegetables and that they had tried to get an allotment space but local

allotments are full in the area. They talked about the previous resident efforts in community food growing but this was before they moved to the estate. They are very interested in starting a gardening club.

They would like to see the large gated green spaces at the back of Harlech Gardens made into much more of a communal space. They said the community is predominantly Asian and space for big events such as Divali would be really good and were also interested in using this space for community yoga. They said that there were many younger kids, from age 6 and upwards, on the estate who would probably love table tennis and outdoor activities in these large green spaces. They said a mural would work well at the back of the large green spaces and that artwork around the playground would be nice.

Discussing cycle storage locations they said these could go 'where the blue garages are' and that some people are leaving their bikes inside.

Rostrevor Gardens

One resident rang to discuss Rostrevor Gardens open spaces. The resident who rang is disabled and lives in a block of flats by the garages. She was concerned about potentially illegal parking behind her home that blocked her means of escape and would make it difficult for her to get out when she would eventually be in a wheelchair. She had suggested a drop curb would stop people parking there.

She also said there used to be flower beds outside her flats but now this area is full of weeds. She would love this to be made into flower beds again.

Redwood Estate

One resident rang to discuss the open spaces around the Redwood Estate. She highlighted a number of key issues in the area, namely flytipping, dog fouling, parking, safety and crime. Her primary concern when talking with the engagement team was the lack of sufficient resident-permitted parking spaces. She explained how households on the estate often have multiple cars due to poor public transport connections in the area and that visitors to Heathrow Airport often park on the estate so that residents have trouble finding parking. She explained how her neighbour is disabled however cannot leave her house currently as she does not have a permitted parking place (for fear her space will be taken). This severely impacts her ability to live an independent, fulfilled life.

She also identified car theft, crime and antisocial behaviour as issues on the estate (her car was broken into twice last year) and strongly requested CCTV to be installed to deter this type of behaviour. Her safety concerns also inhibit her enjoyment of the green spaces on the estate: 'If I go for a walk, I would take the long main road for safety rather than walk through the estate. I also don't want my children (14-25yrs) walking through either, even in the day.'

She feels that she would trust the council to implement improvements to green spaces more if they acted to solve some of these core issues first.

She used to visit the communal space with the playground, food growing area with her family when they were younger but doesn't anymore. This resident's house backs on to the green space next to Cranford Lane that the landscape team have identified as an opportunity area for improvements. They do not use this space currently as they have a garden, not even to walk through due to safety concerns. She agreed that more attractive planting in communal spaces would encourage residents to use spaces, making them

feel safer, however reiterated the need for CCTV and lighting to be installed as a priority to increase feelings of safety.

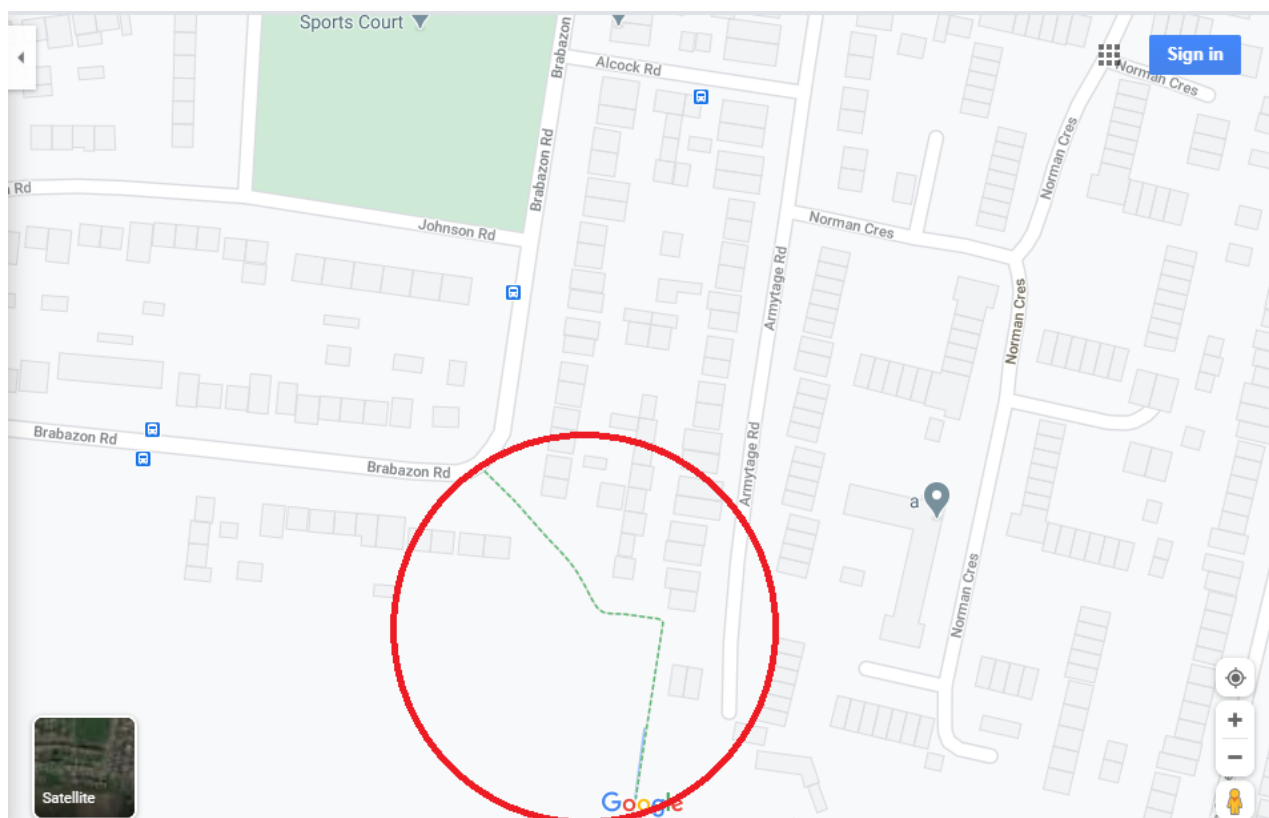
George Chatt & Archer Court

The engagement team did not receive any phone calls from residents wishing to discuss George Chatt House and Archer Court.

2.3 Phone Calls and Online Meetings with local Stakeholders

Norman Crescent

We spoke to Taz Virdee, from the Heston West Big Local group and he stressed the importance of Henlys Alley (highlighted in red on the map below) being included in the scope. He spoke about the safety issues with this route, that many from the Norman Crescent estate and surrounding area use this path daily to connect up to public transport routes (buses and the underground).



Harlech Gardens

We spoke to Taz Virdee from the Heston West Big Local group about Harlech Gardens. He spoke about the previous gardening projects done on the estate, also facilitated by Groundwork London. These projects had focused on food growing in the large green spaces to the back of the estate and there had been resident interest and participation in these projects. Taz was able to spread the word about the project with Harlech Garden residents.

Rostrevor Gardens

During phase 1 of engagement we were unable to find any existing groups or groups with active connections to residents in the Rostrevor Gardens.

Redwood Estate

Heston West Big Local

We spoke with Taz Virdee from the Heston West Big Local group. The organisation operate from a building next to Redwood Estate and have run several projects, including installing a food growing area and four murals, with residents. Taz felt that general issues on the estate had become more prevalent over the last six months, such as antisocial behaviour, flytipping and obscene and racist graffiti.

Play area: When asked about the play area on the estate, Taz felt that this desperately needs “a revamp and clean up”. He was however concerned about creating more seating areas as he felt this would attract antisocial activities.

Food growing area: Taz worked previously with Groundwork London to install raised food growing beds and to run a series of community gardening sessions. Unfortunately, the ending of these sessions in February 2020 coincided with the start of the pandemic so engagement has been difficult however there is a small group of committed residents that use the space. These residents have recently replanted all of the raised beds with a winter crop and would like to install a water tap. Taz shared the engagement team’s contact details with these residents, however they have not yet been in touch.

Taz spoke positively about the community response to the raised beds, particularly in that the beds have been maintained rather than vandalised, and noted that some residents pick garlic and parsley to take home and use.

However, there has been one issue regarding a bench (nice 3-seater wooden, cemented into ground) that was installed in response to a demand for seating for disabled residents. A group of people have taken it out of the ground and used it to ‘help them jump over fences into gardens’. Any seating installed would need to be fixed firmly into the ground.

Taz also explained that this space used to be a flytip zone and the idea for the food growing area came about in order to bring the site back into community use. He suggested that if the landscape team were to identify other flytip zones on the estate, these could also be repurposed.

Murals: Taz has run 3 successful muralling projects on the estate however wanted to tell us about a recent less successful experience he had. Residents had co-designed a mural representing the diversity of London and Hounslow and in honour of the Black Lives Matter movement. A few residents complained about the diversity of the mural, which was defaced with racist graffiti. As a result, in order to avoid trouble, the mural was painted over.

Keep Britain Tidy/ Heathrow Youth Forum

We also spoke with Alec Hammond from Keep Britain Tidy, who together with Heston West Big Local and the Heathrow Airport Community and Charity Partnerships team facilitate the Heathrow Youth Forum, a group of teenagers from Cranford and Heston (the Cranford Community College is across the road from the Redwood Estate). Alec had been working with a group of teenagers from the college to design interventions to improve the green spaces around the estate. The group had done some background

research on the area, conducted a site visit and taken part in a workshop on intervention design and behaviour change in order to then design low-intervention improvements that responded to local need.

The group's work was interrupted by the pandemic however they had planned to install flower beds and benching in communal areas. In the green squares, they had planned to maintain the green spaces, install flower beds and add new planting. They had also planned to repaint the play area and run a community day to uplift and reactivate the space. They also had further consultation with residents planned.

The engagement team suggested ways to ensure this group were able to contribute meaningfully to the engagement process, while also offering opportunities for added social value and further upskilling of the group. It transpired in the end that the group had dispersed, however more detailed data from their research has been requested.

George Chatt & Archer Court

The engagement team shared promotional resources about the engagement process with The Hub and The Meadows Estate Steering Group, however no further key local stakeholders were identified.

3. Headline Findings/ Recommendations

3.1 General findings and recommendations

The turn-out of response to phase 1 of engagement has been very low. It was felt this was because of the issues outlined in the introduction; rapid timeframe with little lead in time; phase 1 taking place over the Christmas period; the Covid 19 pandemic which meant that not only were there bigger issues on a lot of people's minds but that all engagement needed to take place online or over the phone and the GWL engagement team weren't able to meet the residents 'where they are'. In addition to these factors there isn't a history of engagement from Hounslow Council Housing Investment Team with residents and this is a new type of approach. There is a perception by those spoken to that the council and public services did not always deal with their feedback and/or complaints to their satisfactions. Residents spoke about a lack of trust with the council. In phone calls with residents, poor maintenance and caretaking was mentioned by a couple of residents, particularly on the Norman Crescent estate. As a result, these general findings should not be taken as representative of the community of each site as a whole but rather give an indication of key issues experienced by those residents that responded.

At the next phase and for further years of the HEIP programme, it is recommended to have a longer lead in time where possible and create a more responsive and transparent relationship with residents in order to create more trust. This will be important in order to get residents buy in to the projects and for them to feel a sense of ownership of the improvement works in order that care is taken with new infrastructure and landscaping.

Antisocial behavior, crime and vandalism have come up on all the estate questionnaires when asked about problems on the estate and in many of the conversations had with residents over the phone, including issues of drug dealing, car theft and fly tipping. As well as being a concern in itself this also impacts residents' belief that change can be made on the estates and their willingness to engage on other issues.

3.2 Specific estate findings and recommendations:

Norman Crescent

Transparent communications and a long-term plan for more significant improvements

Due to the timescale of this project, there is not time for planning permission to be gained for new infrastructure such as playground or MUGA of which there are none on the Norman Crescent estate.

During phone conversations with residents, it was clear that some of them knew regeneration of the estate was due to take place in the next 5 years and potentially new blocks would be created. There is a risk that by carrying out the improvements that would be possible at this stage, elements that do not require planning permission (planting and trees), may be seen as surface level or insufficient. In the questionnaire those that responded, (2 people) said "*there was nothing to do for children, nothing to do for teenagers and nothing to do for adults*". In a phone conversation with one resident there was frustration at the play area that was demolished on the estate some years ago for new housing had not since been replaced. There was also a complaint about ball games on the green spaces and balls hitting windows which a designated MUGA would mitigate against.

Estate improvements provide an ideal opportunity for the council to start the process of creating better relationships with residents in advance of the regeneration process. In a phone conversation with one resident, it was evident that there had recently been interest in starting a Tenants and Residents' Association. This could be an effective way of improving communication between the council and residents, to build trust and community capacity.

Carefully located space for activities

Meeting spaces and play elements were suggested by a couple of residents in phone calls and in the questionnaire but locations will have to be thoughtfully considered by the design team as one resident we spoke with was concerned about the proximity to her home of current informal meeting points on the greens, how they used (ASB) and how they encouraged littering, noise etc.

Alley/path to main road

In our conversation with Taz Virdee of the West Heston Big Local group, he suggested that Henlys Alley (highlighted in red on the map above) be included in the scope. He spoke about the safety issues with this route, and that many from the Norman Crescent estate and surrounding area use this path daily to connect up to public transport routes (buses and the underground) and that they find it unsafe. We would recommend a review of this area and that it be included in the scope for this year's works or in subsequent years.

Harlech Gardens

Keep existing food growing areas

The questionnaire results and the phone call were both from the same resident, who in many of their answers in the survey and in the phone conversation spoke about areal interest in community food growing. We would suggest this is enough to keep the existing food growing area, and potentially make

improvement but not to expand it at this point as the response is from only one respondent. We would like to run further community gardening sessions as part of the works programme, Covid restrictions allowing.

Multi-purpose communal space

From the phone call with the one respondent, they suggested creating a large communal area in the large gated spaces at the back of Harlech Gardens, to allow for festivals and celebrations such as Diwali, community exercise classes such as yoga and activities and games such as table tennis.

Irresponsible dog ownership

The one questionnaire respondent chose dog fouling and intimidating dog behaviour as 2 of the problems in the green spaces of the estate. These responses suggest evidence of irresponsible dog owners not picking up after their dog and this could be addressed through a combination of design, education and enforcement.

Rostrevor Gardens

Any shared spaces are improved through landscaping, artwork and seating areas

One resident who phoned the engagement team spoke about the garden area outside her flat and that it used to be flower beds but was now weeds. In the questionnaire one respondent gave the comment that grassy verges were not maintained sufficiently and both respondents had chosen *overgrown* as one of the problems on the estate in Q4. They had also separately chosen *create new wildlife habitats* and *plant more trees*. We would recommend any shared open spaces are improved through new planting, trees where possible and ongoing maintenance.

In the questionnaire, of the two respondents we had, they had separately chosen responses to do with seating areas and artwork as priorities for improvements: *improve existing/ add new seating areas; spaces for young people; add art feature e.g. mosaic, mural, and more places to sit*.

Bins & pathway improvements

In the questionnaire, in response to problems of open spaces in Rostrevor Gardens, both respondents chose *littering* and *poor pathways*, one had chosen *dog fouling*, and one respondent had chosen *improve pathways for people with mobility issues* as a priority for improvements.

Fencing

In response to the question on improving and replacing fencing between gardens and public areas in the survey, both respondents (2 people) said yes. We would suggest further consultation is needed specifically about the fencing replacements and that this could be part of phase 2 of engagement.

Redwood Estate

Improvements to communal spaces should include attractive landscaping and nature and seating areas

There was clear support among all of the four residents that the engagement team heard from, both via the questionnaire and phone conversations, for general improvements to enhance the look and feel of the estate. All three residents that responded to the questionnaire chose the options *dull or untidy appearance; littering* and *dog fouling* as the problems that most needed addressing when improving green spaces in the area. *Attractive planting* and *an attractive garden space* were prioritised throughout

the engagement process, with all questionnaire respondents consistently voting for these options. The resident that we spoke to on the phone felt that more attractive planting in communal spaces would encourage residents to use the spaces more.

Other priorities for improvements highlighted in the questionnaire, each selected by two of the three respondents, were to improve existing seating and to add new seating areas, spaces for relaxation and nature areas. However, concerns that additional seating may attract antisocial behaviour were raised by a resident in a comment to the questionnaire and by Taz Virdee from Heston West Big Local.

All three respondents to the questionnaire also answered that they would like to see more artwork in open spaces.

Usability and enjoyment of green spaces

Antisocial behaviour, crime, vandalism and fly-tipping came up in the questionnaire and our phone conversations with residents and other local stakeholders alike. Two out of the four residents spoken with expressed that they don't feel safe to walk through the estate and choose alternative routes on main roads that avoid the estate's communal areas. Taz Virdee also mentioned instances of antisocial behaviour taking place in green spaces. Residents have suggested that improved lighting and installing CCTV would improve their perception of safety and encourage them to use these green spaces more.

One resident that spoke with us on the phone expressed how issues that she had experienced with parking, crime and antisocial behaviour had impacted her level of trust in the council to solve these issues and her willingness to engage in discussions around proposed improvements more generally. Estate improvement projects can foster better relationships with residents and provide 'quick wins' to build trust while larger-scale issues are being resolved.

Keep food growing area

There is a core group of residents that currently use and maintain the existing food growing area however more consultation is required in phase 2 of engagement to ascertain their priorities as they were not available to speak with the engagement team in more detail at this stage. There is demand for a water tap to be installed. Previous gardening sessions were delivered just before the start of the pandemic so this area would benefit from further sessions or planting days to promote more resident engagement and enjoyment of the space.

More consultation required around fencing

Only one resident answered the question about fencing styles in the questionnaire, voting in favour of making fencing around the estate more consistent. We would suggest further consultation is needed specifically about the fencing replacements and that this could be part of phase 2 of engagement.

George Chatt and Archer Court

Play area

Of the two residents that completed the questionnaire for this site, only one answered that they use the existing play area. This resident suggested the play area could be improved with *updated toddler play equipment (up to 5 years); updated junior play equipment (6 and above); updated existing seating around play area and more swinging equipment*. However, the other resident expressed that they do not find the play area 'a friendly place to take young kids to' at the moment due to antisocial behaviour and that they have struggled to access support with this from the warden in the past.

Bike shed

One respondent answered that they do have a bike but don't use the bike shed, citing 'theft and vandalism of bikes in the past' as their reason for not doing so. They expressed that the bike storage is large and hardly used compared with the neighbouring bin storage, which they feel is too small to cater for all residents, suggesting these sites could be adapted to improve usability.

4. Appendices

Appendix 1: Questionnaire Surveys

Appendix 2: Questionnaire Survey Responses

Appendix 3: Engagement Comment Tracker: Phone calls and emails

Appendix 4: Commonplace Monitoring Data