



# ROADSHOWS

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## Recommendations

1. Continue with face-to-face contact with residents.
2. Incorporate minor estate improvements with direct resident involvement by consulting with residents on roadshows.
3. Feedback to residents regularly with updates using appropriate contact method.
4. Get buy in from other teams, when chasing actions and updating issue progress.
5. Work closely with Contractors to get more accurate updates.

# Shrublands

## Background

The council built a permanent estate in the late 1950s and early 1960s with a mix of short terraces of houses and three-point blocks of low-rise flats. The houses had back gardens and the blocks all offered close access to communal greenswards and children's play areas. Shops, a community hall and a doctor's surgery were among the amenities built on Broom Road. Fir Tree Avenue and the southern part of Gorse Road were renamed Shrublands Avenue.

The Shrublands estate now has 260 houses, most of which have been sold to private owners, and 770 flats and maisonettes, many of which remain in council ownership or are leasehold properties. In the late 1990s £5 million worth of improvements were carried out, including measures to improve security and reduce the fear of crime. In 2001 the council launched an action plan to further improve Shrublands' housing and environment, and the health of its residents. All the council houses now have central heating, cavity wall and roof insulation and double glazing.

In 2001 a small new block was built at 200a Shrublands Avenue comprising of 6 2-bedroom properties and 4 specially adapted 2-bedroom houses for residents with serious mobility issues were built at 72a to 72d Gorse Road.

Following the demolition of bedsits and garages at Broom Road, a further 6 specially adapted 2-bedroom houses for residents with serious mobility issues were built and 3 3-bedroom houses along Jasmine Gardens (following the demolition of garages there) were built in 2015. Both the projects in 2001 and 2015 were funded via the HRA.

## Roadshows and Door Knocking

Following numerous serious complaints via Councillors, the Resident Involvement Team organised a mini roadshow at Canterbury Road, which kickstarted a series of roadshows and door knocking on the Shrublands Estate, beginning in October 2023. They continued for a

couple of weeks but due to the prioritisation of rent surveys, stopped, however, work recommenced in late January 2024, and was completed by the beginning of June 2024.

## Results

Number of residents consulted	130	
Stated they preferred face to face contact with council	80%	Majority of residents state they have not had a satisfactory response to their problems
Number of properties involved	67	
Number of repairs cases raised	79	
Number of Damp and Mould cases raised	22	
Number of minor improvement budget cases raised	9	External areas of the estate are very unkempt and visible signs of deterioration in green spaces and fly – tipping.
Distinct disconnect with the community.	104	Feel disconnected from the Council, it does not work for them and a feeling of abandonment, especially post covid.

## Summary Findings

1. Security is very poor due to faulty entrance gates, engendering a feeling of insecurity, especially in areas where doors had been installed due to serious ASB previously.
2. Installing boulders and fencing to deter fly – tips.
3. General external maintenance and caretaking needs to seriously improve.
4. Improve communal information e.g. noticeboards.
5. Jet washing the facias on all blocks.
6. Consultation about bike storage and Gerda gate installation required before application.

Further findings center around a significant number of residents feeling ‘abandoned’ or disassociated from the Council.

This is mainly due to:

- the number of unresolved repairs issues, especially regarding faulty communal doors, which have been non – working for over a year.
- blocks suffering from serious anti – social behaviour issues.
- major historical unresolved axis repairs issues
- damp & mould issues.

- the general maintenance of the estate regarding caretaking and grounds maintenance being poor.
- major issue of fly tipping
- There is on a whole no central residential area where young residents can feel safe to congregate or meet.
- ballpark is a no-go area to some now and the community centre does not have events that would attract all residents to use the facilities, but this may change with the new management in place there.

(A full table of repairs can be supplied)

## Minor Estate Improvements

Requested	Date of request	Completed	Cost
Canterbury / Stanley Road Estate fencing beside 34 Stanley Road.	October 23	Feb 24	£5,538.75
Line painting at 2 – 8 Myrtle	Outstanding		
Road resurfacing the communal yard area 10 – 32 Lilac Gardens		Due to start July 24	
Resurfacing the communal yard area 1 - 33 Bracken Avenue	<i>Assigned to a surveyor that as interim who has now left. 05/07/24</i>		
Fence off the washing area beside the bin chambers, which are currently subject to major fly tipping hot spot, due to easy access. 28 - 50 Broom Road			
Install a lockable gate to the washing area opposite block 79 – 87 Myrtle Road, which are currently subject to major fly tipping hot spot, due to easy access.			
Gerda Gate installation - 140 – 182 Shrublands Avenue	Consultation carried out 06/24		£5271 14/06/24
Gerda Gate installation - 118 – 140 Shrublands Avenue	Consultation carried out 06/24		£5271 14/06/24
Gerda Gate installation – 200a Shrublands Avenue	Consultation required	Due to start installation July 24	£5271 14/06/24

## Repairs Data

			<b>Resolved</b>	<b>Still in progress</b>
Number of repairs cases raised	79	Number of repairs completed (at time of report) 48		31
Resident Request Response Time to Repairs cases	Average 3 weeks		72	7
Number of Damp and Mould cases raised	22	8 wash and paints completed	1 due to no mould present	13
Resident Request Response Time to Mould cases	Average 12 days			
Number of repairs completed (at time of report)	17		As of 01/08/24 24	5
Feedback to residents (Turnaround time)	None given at time of report			<b>Sep 2024</b>

## Handcroft & Eastney - New Addington -Kettering/Laxton/Atlanta Fieldway - Violet Lane/Bramley Hill/Waldrons - Tollers - Whitehorse Road - Laxton Court

May 2024

### Background

A series of roadshows surgeries were organised to consult with residents on the new resident engagement framework and strategy. The exercise would inform consultation work already done with the resident focus group. The 8 events took place over a three-week period between 8 and 23 May 2024. Officers from various teams across the housing service were invited along to pick up and address any issues raised by residents who attended the events. The turnaround time for officers to respond to events raised was initially set at 5 working days from the date of the event.

The events were targeted in areas where data suggested that there was increasing dissatisfaction amongst residents in relation to the housing services they received:

- Handcroft & Eastney Road
- New Addington
- Laxton/Atlanta & Kettering Courts
- Bramley Hill/Violet Lane
- Fieldway
- Tollers estate

- Laxton (sheltered)

A short survey was drafted and completed face to face at the events by officers from the resident engagement and community development teams using either the online Microsoft Forms application or, where there was no internet connection at the venues, paper forms that were subsequently added manually to MS Forms.

Officers from various teams across the housing service and representatives from our three responsive repairs contractors also participated in the events and were tasked with speaking to residents and taking note of any issues raised by completing a 'Reporting an Issue' form and noting any agreed follow-up actions. Where possible, officers from our repairs contact centre raised jobs orders and issued job numbers and appointments to residents at the events.

Officers from the following teams attended:

- Tenancy & caretaking
- Income
- Repairs contact centre
- Repairs inspectors
- Welfare benefits
- ASB
- Damp & mould
- Asset Management
- Community development
- Wates/Mears/K&T
- Resident Involvement

Local ward councillors were invited to all events and attended 5 of the 8 events:

- Handcroft & Eastney – Councillor Sherwan Chowdhury
- Fieldway – Councillor Adele Benson & Councillor Kola Agboola
- Violet Lane/Bramley Hill/Waldrons – Councillor Simon Fox
- Tollers – Councillor Margaret Bird
- Whitehorse Lane – Councillor Catherine Wilson

### Survey Questions

A survey of 12 questions was drafted to ask residents their experience of being involved in the existing resident engagement framework and whether they had ever given feedback to the council about its housing services, reasons they had not participated and any potential barriers, whether they had seen any information from the council about getting involved and their preferred means of contact. Residents were also asked whether they wanted to get involved and about any areas of particular interest.

The survey itself was anonymous, but residents were asked to provide their postcode and contact details – either email or mobile phone number - in instances where they indicated

that they wanted further information about getting involved. They were also given a 'Get Involved' flyer with information on our various panels and involvement schemes. 40 (44%) residents who attended the events expressed an interest in being involved and will be subsequently contacted with further information and to sign them up to our involvement database.

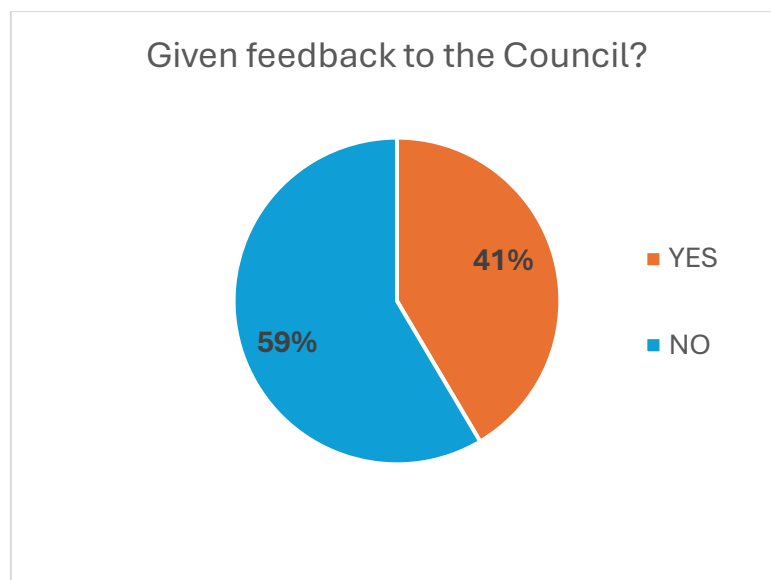
Respondents were given the option to complete demographic questions which would help us to ensure that we obtained a range of opinions from across our tenant population and could provide more detailed analysis as required.

See Appendix 1 for more information on roadshow event breakdowns. Appendix 2 for the demographic profile.

### Survey results

A total of 140 residents attended across the 8 events and 94 surveys were completed.

Of those 94 residents who completed the survey 59% stated that they had never given feedback to the council about its housing services, including attending meetings, estate events, focus groups, completing surveys, etc. The reasons for not having given feedback included not having heard about how to feedback or being invited to do so (34%); a feeling or perception that the council don't do anything even when they did give feedback (23%); or that they have not previously felt the need to give feedback (18%).



Residents who reported that they had given feedback to the council (41%) did so mainly in relation to the following housing services and in various ways, including at block meetings,

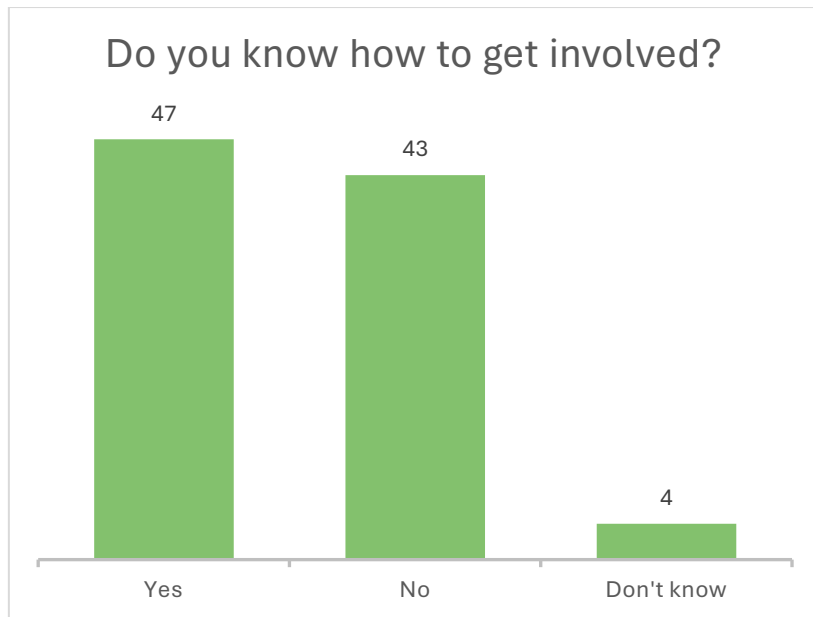
estate walkabouts, completing surveys, attending resident panel meetings, focus groups and participating in mystery shopping exercises:

Feedback topic/method	Number	%
Repairs	12	29%
ASB	5	12%
Security	4	10%
Block Meetings	5	12%
Services	5	12%
Surgeries/walkabout	2	5%
Surveys	3	7%
Ri panels, focus groups, mystery shopping	6	15%
		100%

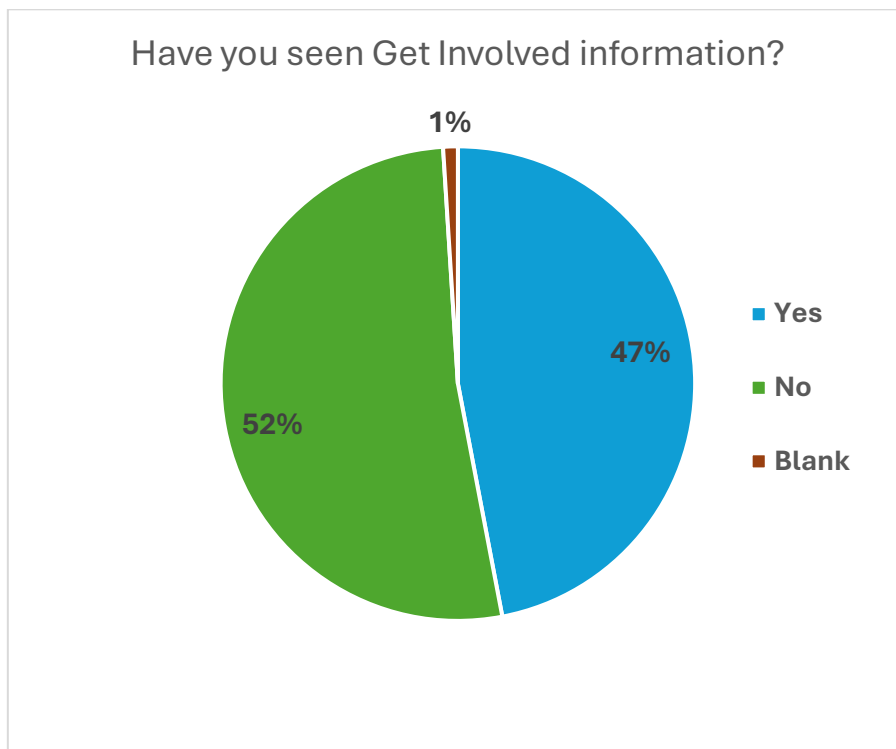
Residents were asked what they thought the council could do to encourage them to give feedback or get involved. 35% of respondents felt that more local face to face events and meetings, rather than online activities, would go some way to encourage residents to come out and voice their concerns and give feedback regarding the service they receive. A further 15% of residents who answered this question felt that they would give more feedback if the council were more responsive to residents' needs, and quicker in actioning repairs and issues reported by residents and also in delivering housing services to a good standard.

When asked whether they were aware of ways that they could get involved and provide feedback that would influence the council's decision making, 47 (50%) of those responding said that they knew how to get involved and in some cases were already actively involved. However, 43 (46%) said that they did not know or were unaware of how to do this.



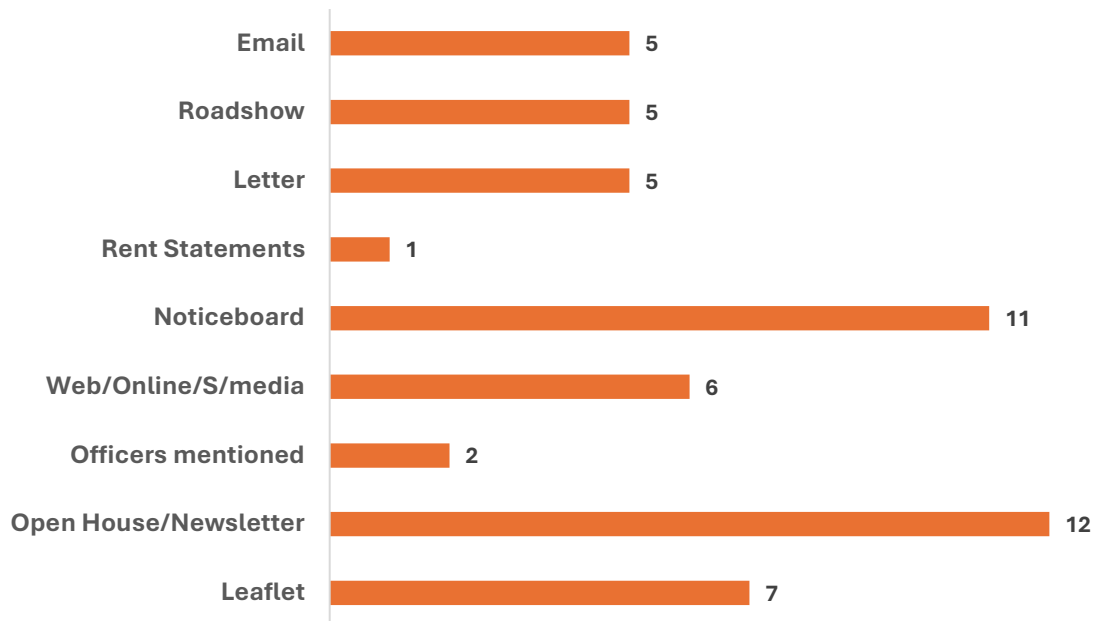


49 (52%) residents completing the survey said that they had not seen any 'Get Involved' information from the council.



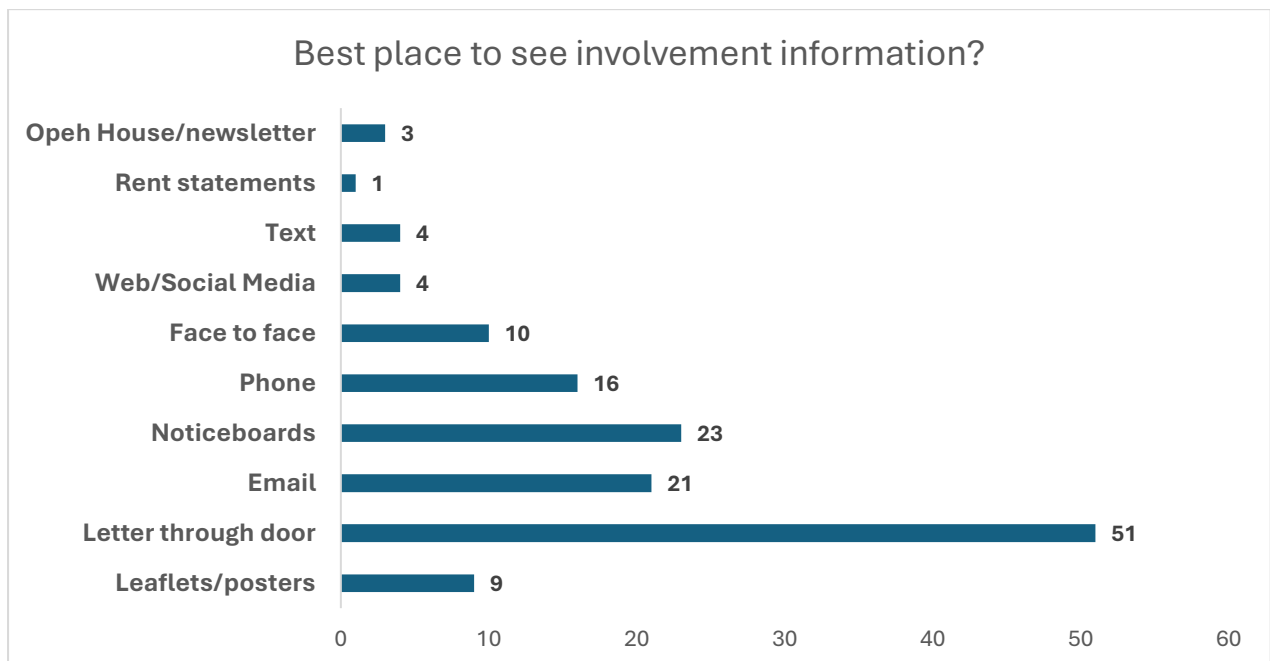
The 44 (47%) residents who had seen Get Involved information indicated that they had seen it in the following ways:

### Where did you see get involved information?

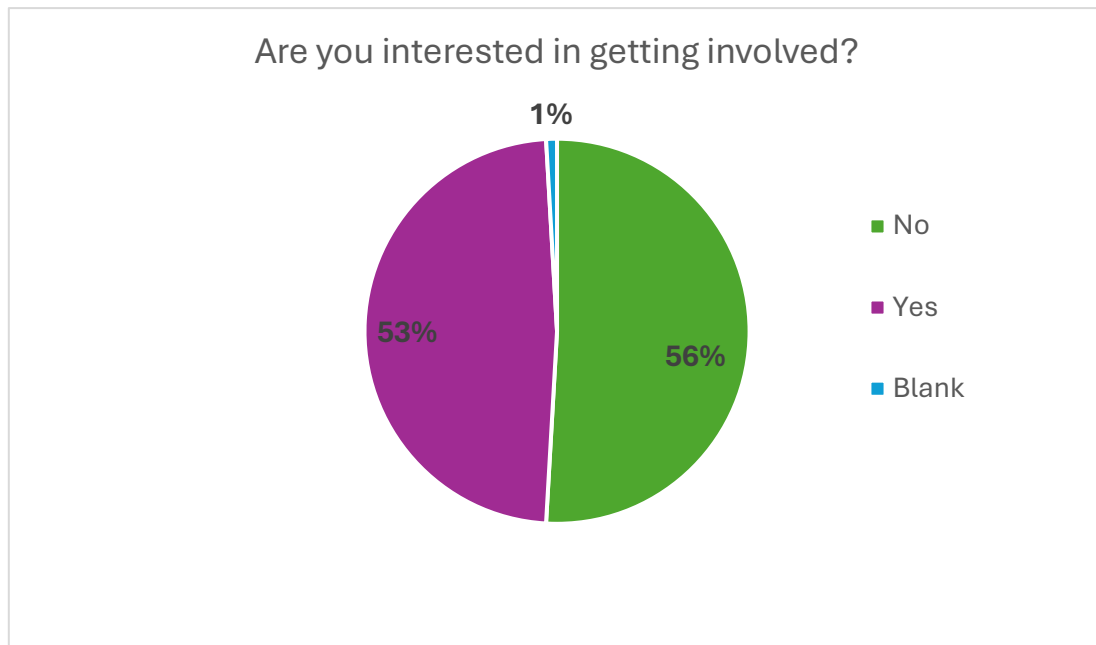


Residents overwhelmingly felt that the best way for the council to share information with them about resident involvement and other service was by putting something directly through their doors. Roadshows that were well attended had been publicised by either letters (Handcroft, New Addington, Laxton Court) or by putting leaflets through resident’s front doors (Violet/Bramley/Waldrons, Whitehorse Road).

### Best place to see involvement information?



40 (53%) residents expressed an interest in volunteering and being involved to help the council shape services. Their details were taken, and they were given a 'Get Involved' leaflet. These residents will be contacted by a member of the resident involvement team to sign them to our involvement database and provide further information.



## The Resident Involvement Team

The Resident Involvement Team made significant contributions to the organisation and execution of the roadshows. Their responsibilities encompassed a wide range of tasks, including arranging and booking venues, sending out invitations, and conducting door-to-door outreach to ensure resident participation.

Their efforts in organising eight roadshows demonstrate a commitment to engaging with residents and fostering community spirit. The approximate time taken for these activities can vary, but it involves a considerable investment of hours in planning, coordination, and actual event management.

This report on the Roadshows highlights the interactive, engaging, and informative nature of the events, which were designed to meet residents in their communities and learn more about their needs and aspirations. The National Housing Federation also underscores the significance of meaningful resident engagement in decision-making and the collaborative design of oversight mechanisms.

The team's dedication to following up on action points and addressing issues raised by other teams was instrumental in the smooth operation of the roadshows.

## Feedback gathering

### Shrublands Input

Repairs	SO- Contractor	Weekly from 01/10/24
	Door knocking	3 occasions
MIEB	Assets Team, Delivery Team	New policy and procedure
HOS	Weekly Update on Issues	26/6, 05/07, 12/07/ 19/07

### Handcroft & Eastney - New Addington -Kettering/Laxton/Atlanta Fieldway - Violet Lane/Bramley Hill/Waldrons - Tollers - Whitehorse Road - Laxton Court

Repairs		SO- Contractor	Weekly from
		Door knocking	
MIEB	Assets Team, Delivery Team	New policy and procedure	MIEB
HOS		Weekly Update on Issues	26/6, 05/07

## Appendix 1

### Roadshow event breakdown

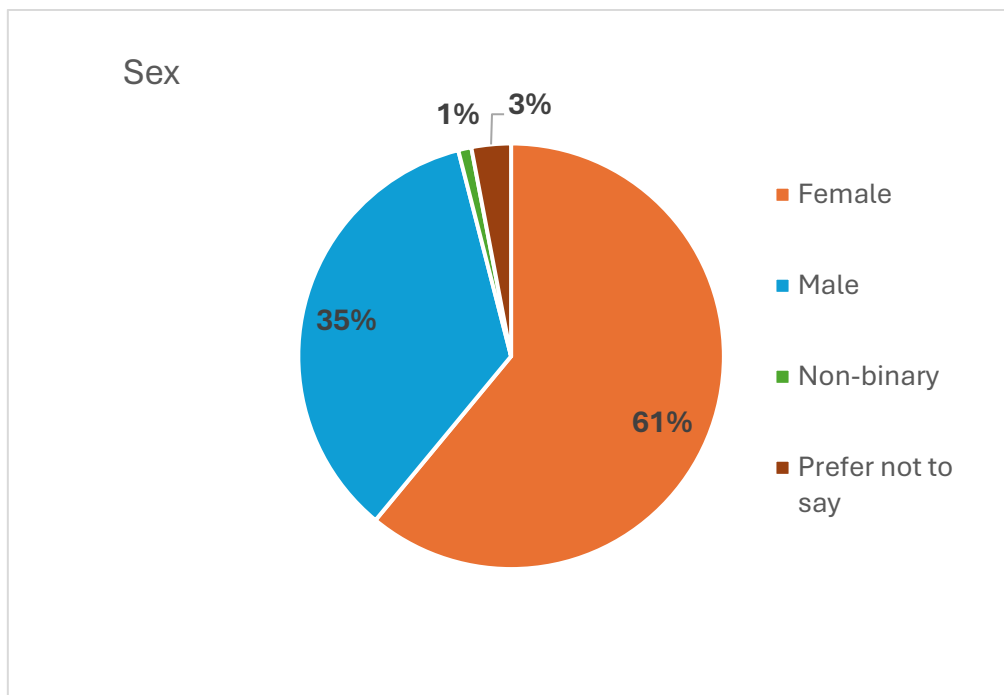
Area	Numbers Attended	RI Surveys	Repair Jobs raised	D&M	Tenancy	ASB	Welfare benefits	Income	K&T Wates Mears
Handcroft/Eastney	31	18	11	10	12	0	0	0	1
New Addington	31	12	17	5	17	5	0	0	1
Kettering/Laxton/Atlanta	10	4	2	0	5	1	2	0	14
Fieldway	9	9	7	0	4	3	0	0	2
Violet/Bramley/Waldrons	17	11	14	12	13	0	1	0	14
Tollers	5	5	8	0	2	2	0	0	0
Whitehorse Road	17	11	10	7	10	0	0	0	10
Laxton Court	23	23	14	0	8	6	8	4	8
<b>TOTALS</b>	<b>93</b>	<b>143</b>	<b>83</b>	<b>34</b>	<b>71</b>	<b>17</b>	<b>11</b>	<b>4</b>	<b>50</b>

## Appendix 2

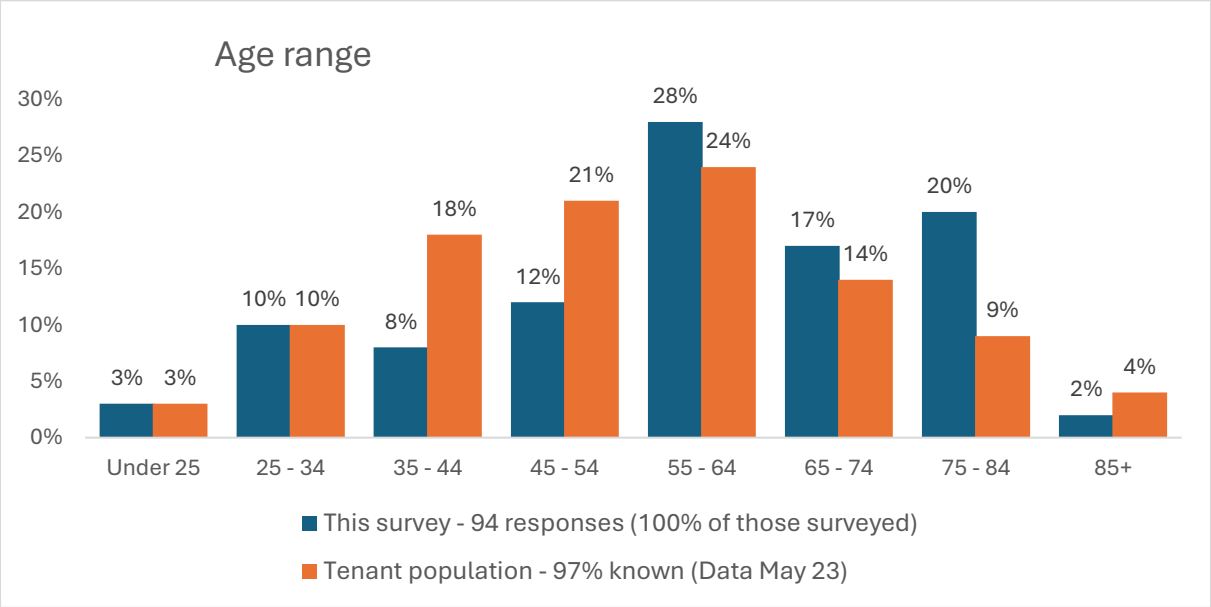
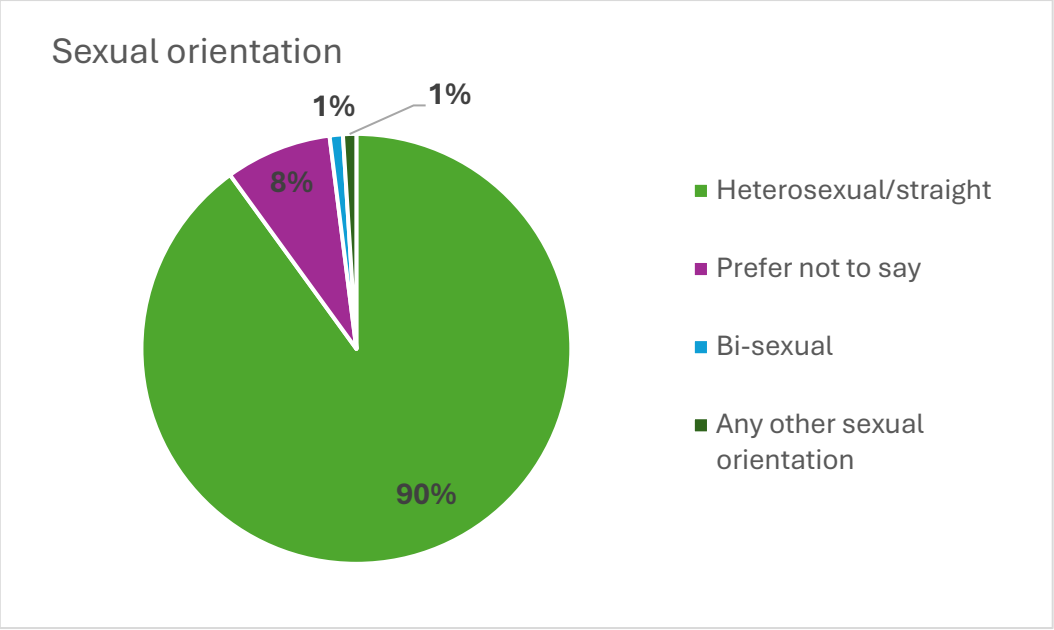
### Demographic profile of respondents

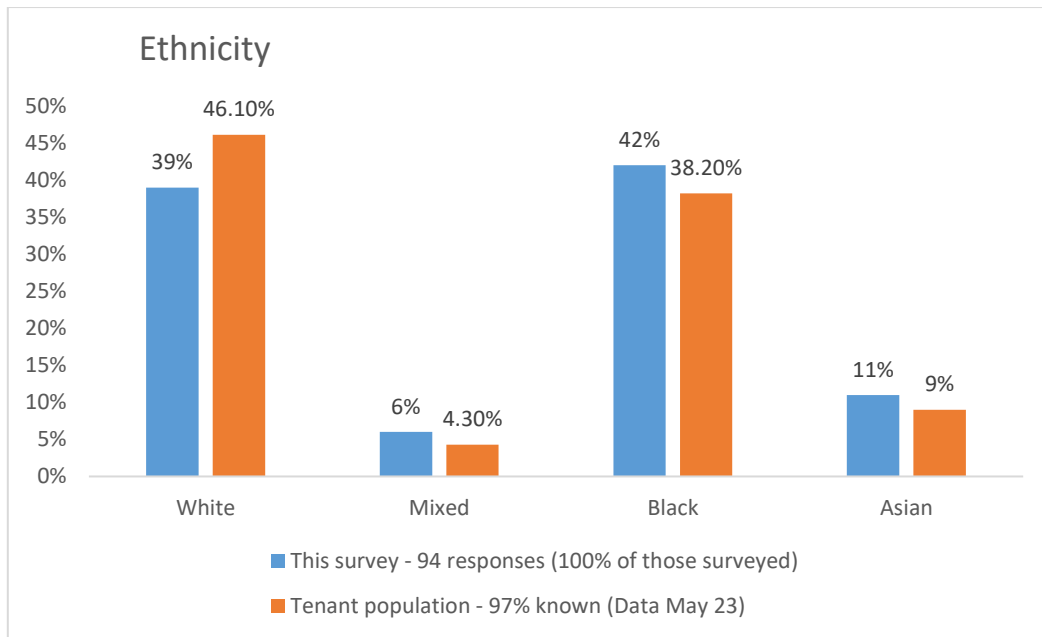
Residents given the option to answer a few equalities and demographic questions to assist us in understanding which diverse groups and communities were hearing from.

The following data relates to the 94 residents who completed the survey questionnaire.



Based on 94 responses – 100% of those surveyed. This closely mirrors the tenant population (May 23)

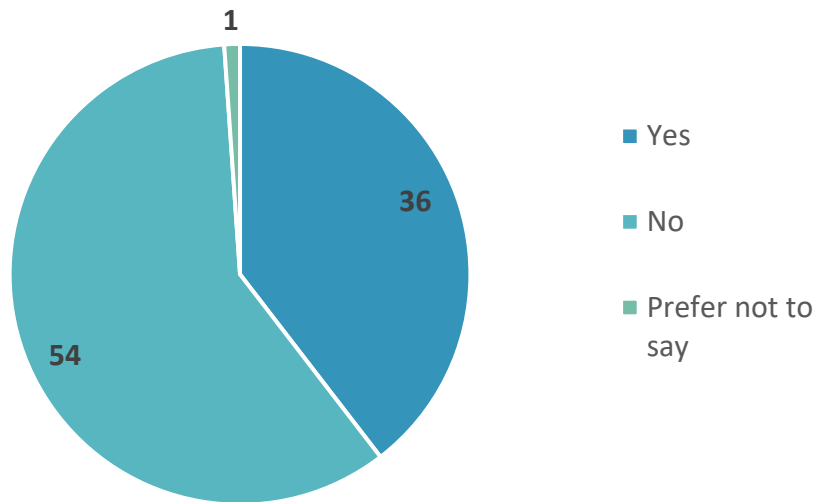




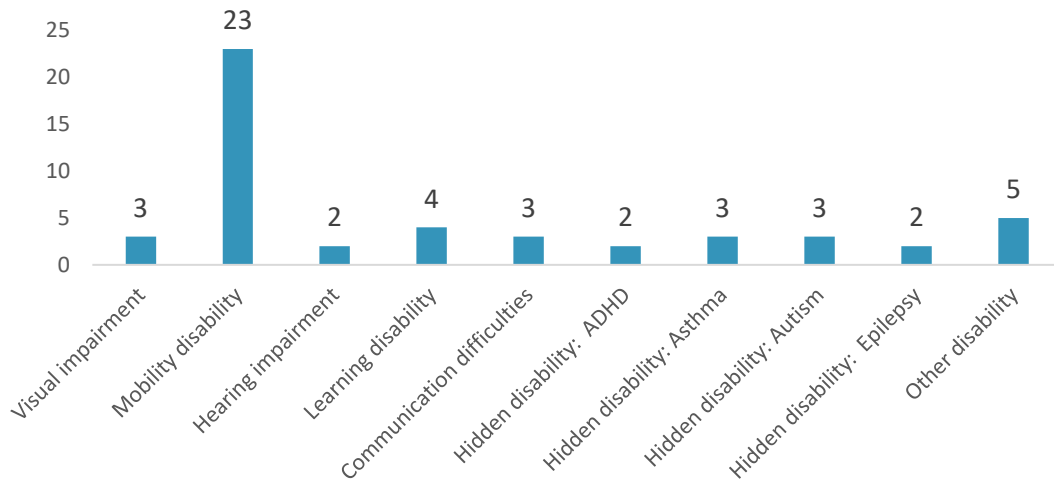
#### Detailed breakdown of ethnicity

How would you describe your ethnic origin?		
White English/Welsh/Scottish/Northern Irish/British	32	30.04%
White Irish	1	1.06%
Any other white background	4	4.25%
White and Black Caribbean	6	6.38%
Black Caribbean	22	23.40%
Black African	15	15.96%
Any other Black background	2	2.13%
Indian	5	5.32%
Pakistani	1	1.06%
Bangladeshi	1	1.06%
Any other Asian background	3	3.19%
Prefer not to say	2	2.13%
<b>TOTALS</b>	<b>94</b>	<b>95.98%</b>

### Do respondents consider themselves to have a disability?



### Type of disability, number of times mentioned?







## Appendix

Handcroft & Eastney - New Addington -Kettering/Laxton/Atlanta - Fieldway – Violet

Lane/Bramley Hill/Waldrons - Tollers - Whitehorse Road - Laxton Court

### Results

<b>Number of residents consulted</b>	140	Feedback Surveys Received	98	140	Total cases raised	
<b>Laxton Comments</b>		Most of the residents raised issues regarding the serious anti-social behaviour that they are currently experiencing because a few known residents are letting undesirables into the block who start fires, smoke weed and take other drugs, prostitution, etc. which is negatively affecting the residents there.			A security company has been engaged to monitor the block 24 hours a day.	
<b>Staff present</b>						
<b>Income Team Meetings attended</b>	1	Income officer and Welfare Benefits officer attended. They checked rent accounts and that residents were receiving all relevant benefits. Where necessary, residents were assisted to apply to the household support fund.			4	Cases Raised
<b>Contact Centre Meetings attended</b>	8				13	Cases Raised
<b>Community Safety Meetings attended</b>	5	Officers from the local Safer Neighbourhoods team attended and engaged with residents			14	Cases Raised
<b>Assets Meetings attended</b>	3	There was a range of issues ranging from kitchen replacements to new ceilings.			6	Cases Raised
<b>Tenancy Meetings attended</b>	8	Most cases raised in New Addington (Full results below)			67	Cases Raised
<b>Damp and Mould Meetings attended</b>	6	Most cases raised in Violet Lane/Bramley Hill/Waldrons (Full results below)			34	Cases Raised
<b>Welfare Benefits Meetings attended</b>	3	Most cases raised in Laxton Court (Full results below)			7	Cases Raised
<b>Resident Involvement Meetings attended</b>	8	6 Councillors attended the events.			98	Surveys completed

Venue	Resident Involvement	Repairs/ Assets-	Contact Centre	Community Safety	Tenancy	Responsive Repairs Contractor	Welfare Benefits	Damp & Mould	Attendance numbers	Councillors attended	Income
<b>Handcroft &amp; Eastney Handcroft Road Resource Centre</b>	Attended Surveys completed: <b>20</b>	Attended Issues raised: <b>2</b>	Attended Jobs raised: <b>11</b>	N/A	Attended Cases recorded: <b>12</b>	Attended Cases recorded: <b>1</b> (K&T)	N/A	Did not attend Cases recorded: <b>10</b>	<b>31</b> (plus 3 taken by phone)	Councillor Sherwan Chowdhury	
<b>New Addington New Addington Leisure Centre</b>	Attended Surveys completed: <b>13</b>	N/A Issues raised: <b>3</b>	Attended Jobs raised: <b>3</b>	Attended Cases recorded: 5	Attended Cases recorded: 17	Attended Cases recorded: 1 (K&T)	N/A	Did not attend Cases recorded: 5	31		
<b>Kettering/ Laxton/ Atlanta St Paul's Church Hall</b>	Attended Surveys completed: 5	N/A	Attended Jobs raised: 5	N/A Cases recorded: 1	Attended Cases recorded: 5	Attended Cases recorded: 9	Attended Cases recorded: 2	Attended Cases recorded:	10	N/A	
<b>Fieldway Fieldway Community Centre</b>	Attended Surveys completed: 9	N/A	Attended No jobs raised:	Attended Cases recorded:	Attended Cases recorded:	Attended Cases recorded: 14	N/A	Attended Cases recorded:	6	Cllr Adele Benson Cllr Kola Agboola	
<b>Violet Lane/ Bramley Hill/ Waldrons Bramley Hill Centre</b>	Attended Surveys completed: 11	Attended Issues raised:	Attended Jobs raised: 14	N/A	Attended Cases recorded: 13 (incl. ASB & L/H)	Attended Cases recorded: 14	Attended Cases recorded: 1	Attended Cases recorded: 12	17	Councillor Simon Fox	
<b>Tollers Tollers Community Centre</b>	Attended Surveys completed: 5	Issues raised: 1	Attended No jobs raised:	Attended Cases recorded: 2	Attended Cases recorded: 2	Attended Cases recorded: 2	Attended	Attended	4	Councillor Margaret Bird	

<b>Whitehorse Road Assemblies of the Firstborn Church</b>	Attended Surveys completed: 11	N/A	Attended No jobs raised	Attended Cases recorded:	Attended Cases recorded: 10	Attended Cases recorded: 10	N/A	Attended Cases recorded: 7	17	Councillor Catherine Wilson	
<b>Laxton Court</b>	Attended Surveys completed: 24	Attended Issues raised: 1	Attended No jobs raised	Attended Cases recorded: 6	Attended Cases recorded: Tenancy/TS O 8	Attended Cases recorded: 8	Attended Cases recorded: 4	Attended Cases recorded: 0	24	N/A	Attended Cases recorded: 4