

Resident Led Improvement Budget 2019

Consultation Report

April 2019

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 Hackney

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Introduction

The aim of the consultation was to engage with residents who live on estates in the Hoxton East and Shoreditch area about the Resident Led Improvements Budget (RLIB). This is a fund where residents make suggestions on what improvements that residents wish to make to their estate.

Hackney Council are seeking your ideas on what residents would like to improve on their estate. The Resident Led Improvement Budget (RLIB) is a pot of money which can be spent to improve your estate such as the creation of a community garden, redecorating a community hall or play area on an estate. This also includes improvements made to existing structures on your estate like play equipment or broken windows.

Methodology

Data collection, inputting and analysis:

The statistical data and qualitative comments of the consultation were collected online on Hackney Council's Consultation Hub; Citizen Space. Housing Officers were also trained to manually input responses if residents called up needing help to fill out the survey.

The consultation ran for 2 weeks. An online form was created and the link was sent to residents by email and text advertising the survey. This report looks at the findings of the survey. The results were inputted and analysed by the Resident Engagement Apprentice on Citizen Space and the results have also been produced into this report by the Resident Engagement Apprentice.

Promotion:

The main components of the consultation process are as follows:

- Advertisement of survey
- Online reply form
- Walkabouts on the estate

Advertisement of survey:

Residents was first informed about the opening of the RLIB for another year with a letter posted to their home.

Date And Time

Table of response rate per day

<u>Row Labels</u>	<u>Count of Created</u>
29/03/2019	11
30/03/2019	8
01/04/2019	6
02/04/2019	2
03/04/2019	119
04/04/2019	32
05/04/2019	12
06/04/2019	7
07/04/2019	5
08/04/2019	1
09/04/2019	6
11/04/2019	1
12/04/2019	1
13/04/2019	1
14/04/2019	1
Grand Total	213

Residents spent an average of 3 minutes to complete the survey. The survey went live on 29/03/2019 and an email was sent to residents that same day with a link to fill out the survey. From this email, 11 responses were collected. On 03/04/2019 a text was sent out to residents with the link to the survey and 119 responses were collected. The majority of surveys were completed following the text.

Response rate

A total of 213 people took part in the consultation. 190 surveys were completed on a phone and 23 responses were completed using a computer. The assumption can be made is that 23 respondents filled out the survey following the link sent by email.

Online engagement:

The survey was created and made available on the Council's consultation hub – Citizen Space. Links to the survey was sent via emails and text.

Walkabouts on the estate

Walkabouts on the estates consulted was conducted by housing officers from 08/04/2017 to 11/04/2019. Over the 17 estates consulted, a total of 17 residents attended the two hour walkabout session. In comparison to last year, a total of 20 residents attended the walkabout sessions.

Note on the data quality and interpretation:

On qualitative data (comments):

In analysing the data, all of the comments and different themes contained within them were 'tagged' or grouped under common themes.

Not all participants chose to give comments in the survey, meaning some questions contained more qualitative data than others. Where comments have been highlighted in this report, it is because the frequency of the comment or theme mentioned was high (relative to other comments and themes for that given question).

Summary of key findings

The top three estate responses:

- St John with 13.62% (29 responses)
- Charles Square with 11.27% (24 responses)
- St Marys/Dunloe Court with 9.390% (20 responses)

The top three themes for improvements to existing issues was:

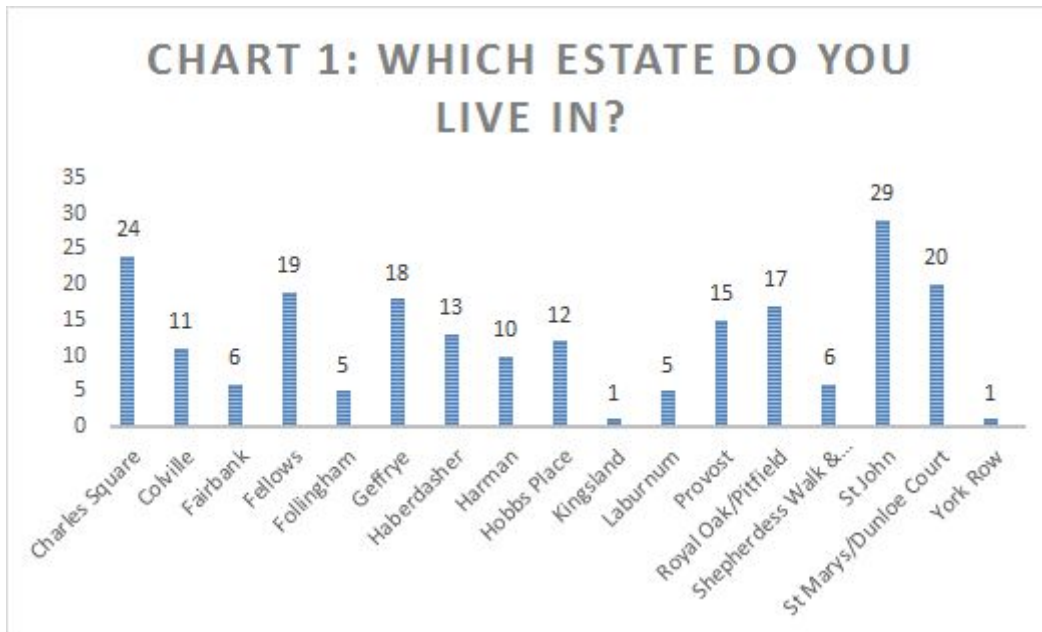
- Estate works at 105 responses
- ASB with 42 responses
- More parking spaces for cars with 18 responses.

The top three themes that emerged for new improvements was:

- Community garden and green spaces at 57 responses
- Estate works at 47 responses
- Play area with 40 responses

Review of findings

Question 1: Which estate do you live in?



Estate	Respondents	Percentage
Charles Square	24	11.27%
Colville	11	5.164%
Fairbank	6	2.817%
Fellows	19	8.920%
Follingham	5	2.347%
Geffrye	18	8.451%
Haberdasher	13	6.103%
Harman	10	4.695%
Hobbs Place	12	5.634%
Kingsland	1	0.4695%
Laburnum	5	2.347%
Provost	15	7.042%

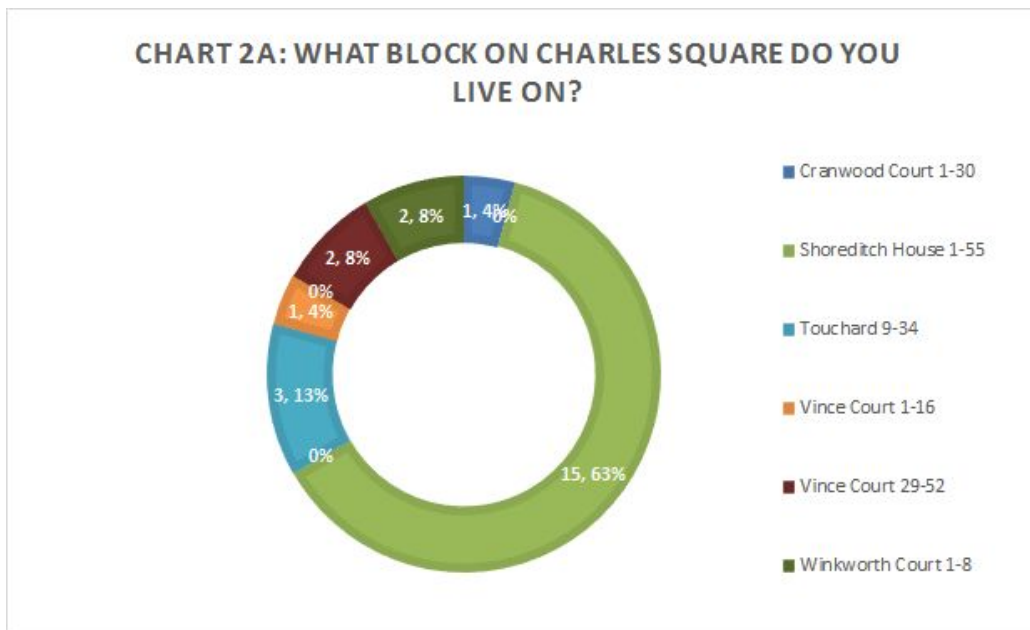
Royal Oak/Pitfield	17	7.981%
Shepherdess Walk & Market	6	2.817%
St John	29	13.62%
St Marys/Dunloe Court	20	9.390%
York Row	1	0.4695%

The top three estates with the most responses are:

- St John with 13.62% (29 responses)
- Charles Square with 11.27% (24 responses)
- St Marys/Dunloe Court with 9.390% (20 responses)

Question 2: What block do you live on?

Which block on Charles Square do you live in?



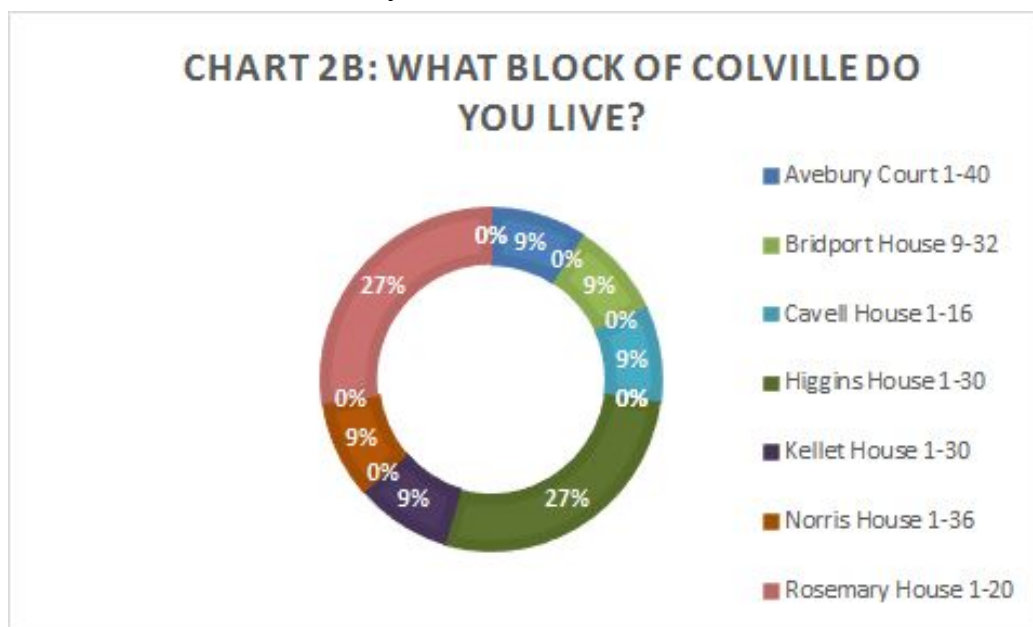
Block	Responses	Percentage
Cranwood Court 1-30	1	0.4695%

Parkinson Court 1-20	0	0%
Shoreditch House 1-55	15	7.042%
Touchard House 1-8	0	0%
Touchard 9-34	3	1.408%
Vince Court 1-16	1	0.4695%
Vince Court 17-28	0	0%
Vince Court 29-52	2	0.9390%
Winkworth Court 1-8	2	0.9390%

The top three blocks with the most responses are:

- Shoreditch House 1-55 with 7.042% (15 responses)
- Touchard 9-34 with 1.408% (3 responses)
- Vince Court 29-52 and Winkworth Court 1-8 with (2 responses)

Which block on Colville do you live in?



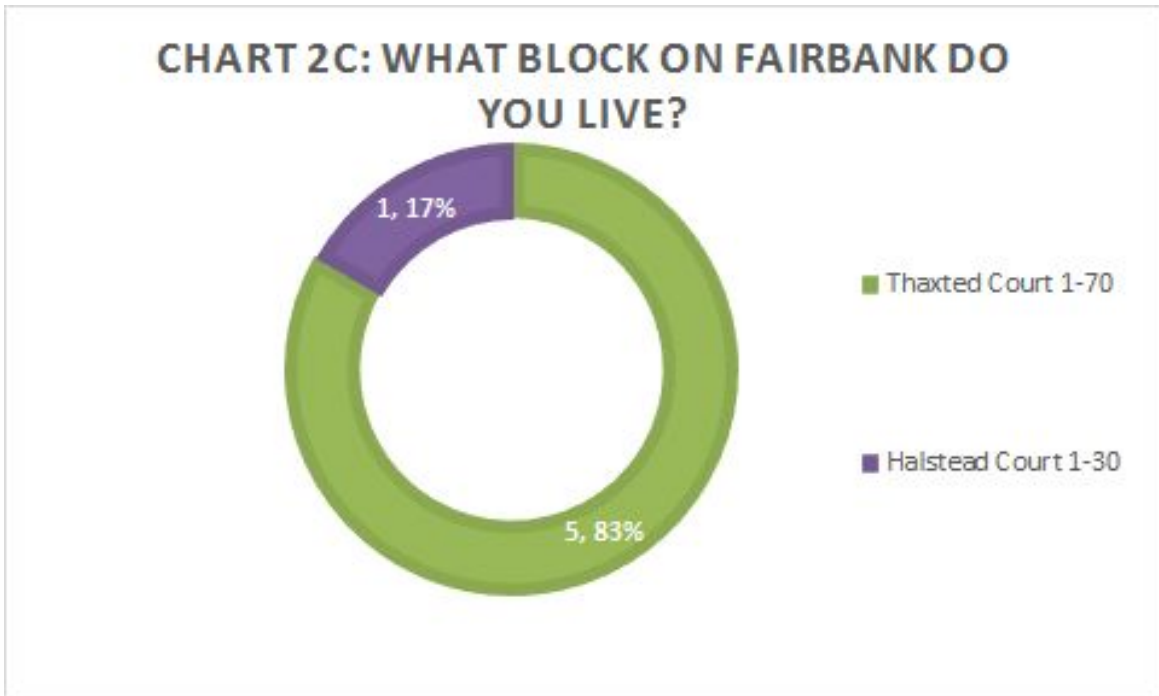
Block	Responses	Percentage
Avebury Court 1-40	1	0.4695%
Avebury Court 41-46	0	0%

Bridport House 9-32	1	0.4695%
Bridport House 33-41	0	0%
Cavell House 1-16	1	0.4695%
Francis House 1-16	0	0%
Fulcher House 1-24	0	0%
Girling House 1-24	0	0%
Higgins House 1-30	3	1.408%
Kellet House 1-30	1	0.4695%
Kenning House 1-16	0	0%
Norris House 1-36	1	
Ray House 1-16	0	0%
Rosemary House 1-20	3	1.408%
Silitoe House 1-16	0	0%
Upwey House 1-8	0	0%

The blocks with the most responses are:

- Higgins House 1-30 and Rosemary House 1-20 with 1.408% (3 responses)
- Avebury Court 1-40, Bridport House 9-32, Cavell House 1-16, Kellet House 1-30 and Norris House 1-36 with 0.4695% (1 response)

What block on Fairbank do you live in?

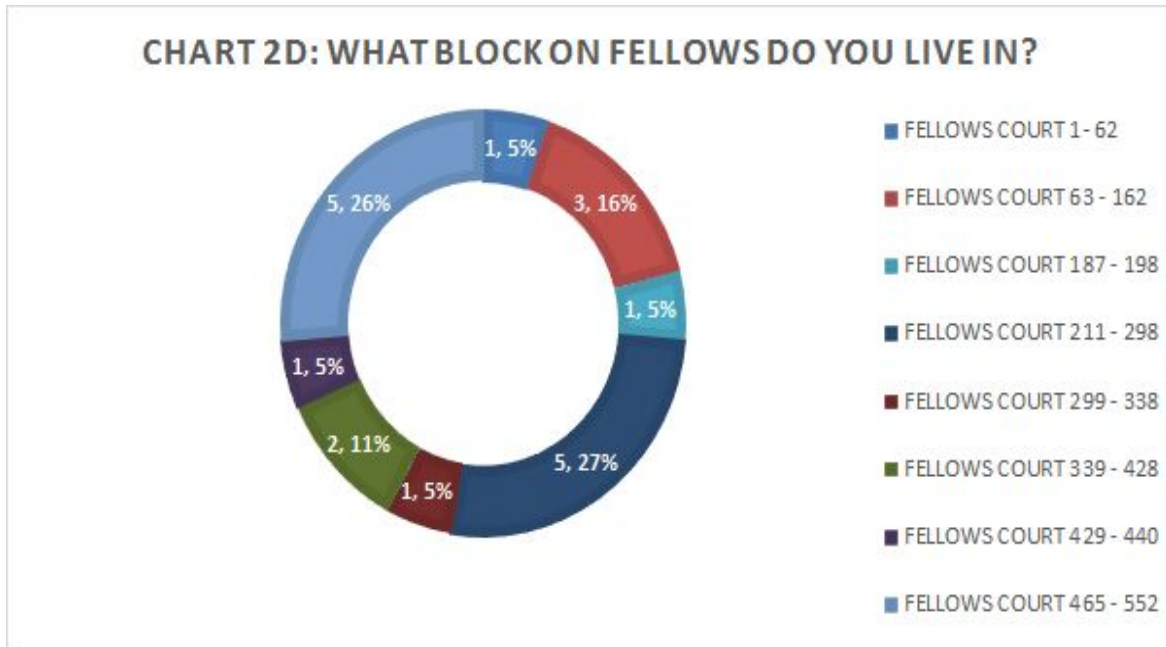


Block	Responses	Percentages
East Road 101-115	0	0%
East Road 117-131	0	0%
Thaxted Court 1-70	5	2.347%
Halstead Court 1-30	1	0.4695%

The blocks with the most responses are:

- Thaxted Court 1-70 with 2.347% (5 responses)
- Halstead Court 1-30 with 0.4695% (1 response)

What block on Fellows do you live in?



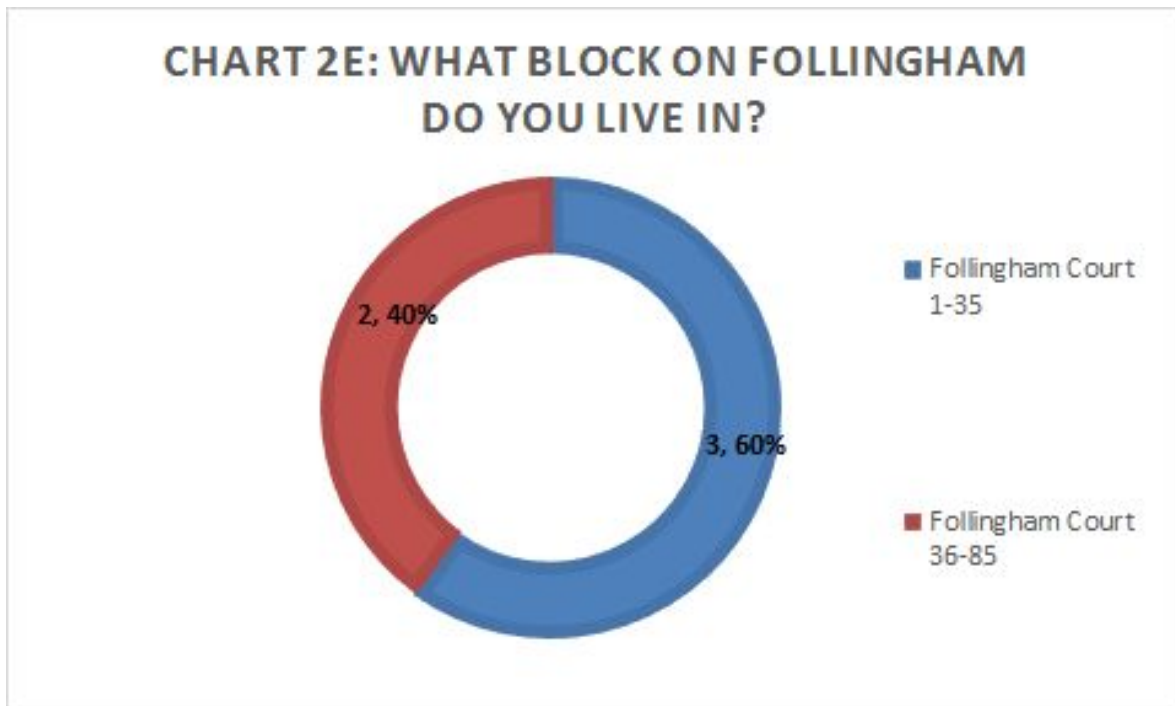
Block	Responses	Percentage
FELLOWS COURT 1- 62	1	0.4695%
FELLOWS COURT 63 - 162	3	1.408%
FELLOWS COURT 163 - 174	0	0%
FELLOWS COURT 175 - 186	0	0%
FELLOWS COURT 187 - 198	1	0.4695%
FELLOWS COURT 199 - 210	0	0%
FELLOWS COURT 211 - 298	5	2.347%
FELLOWS COURT 299 - 338	1	0.4695%
FELLOWS COURT 339 - 428	2	0.9390%

FELLOWS COURT 429 - 440	1	0.4695%
FELLOWS COURT 441 - 452	0	0%
FELLOWS COURT 453 - 464	0	0%
FELLOWS COURT 465 - 552	5	2.347%

The top three blocks with the most responses are:

- Fellows Court 211-298 and Fellows Court 465-552 with 2.347% (5 responses)
- Fellows Court 63-162 with 1.408% (3 responses)
- Fellows Court 399-428 with 0.9390% (2 responses)

What block on Follingham do you live in?

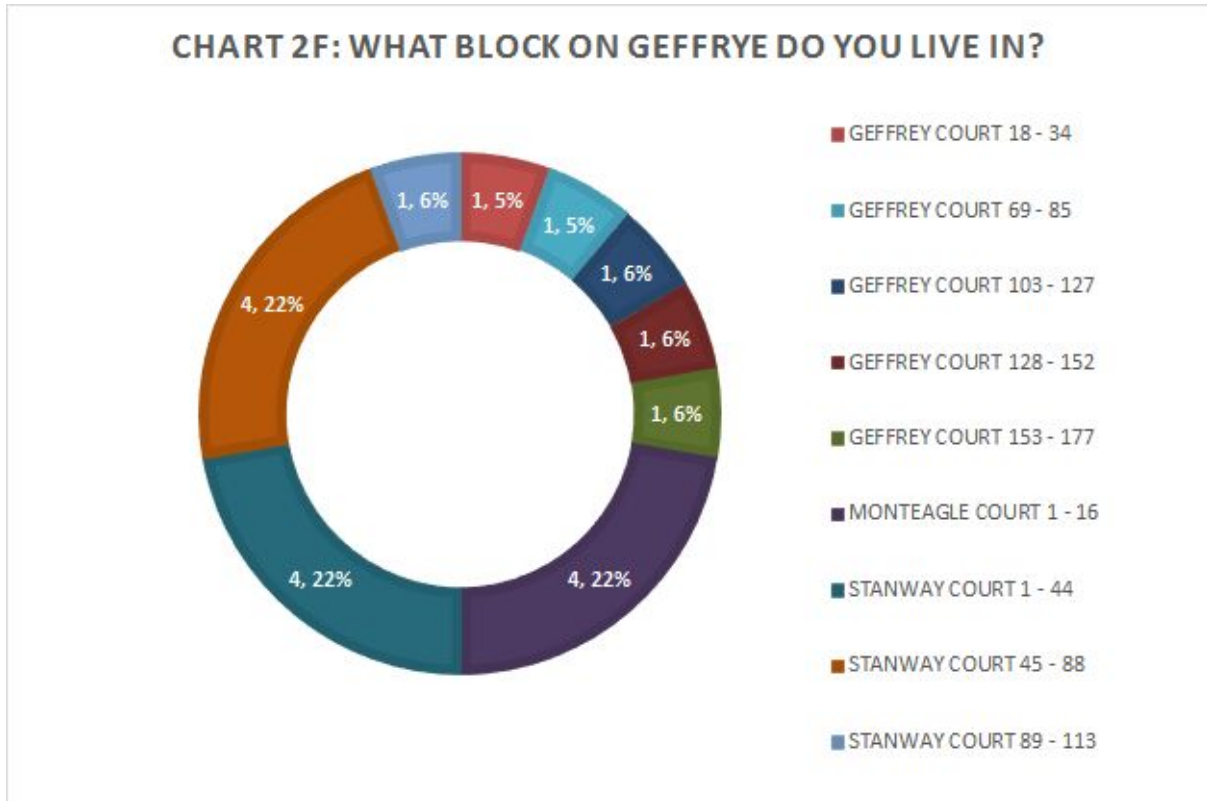


<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Follingham Court 1-35	3	1.408%
Follingham Court 36-85	2	0.9390%

The blocks with the most responses are:

- Follingham Court 1-35 with 1.408% (3 responses)
- Follingham Court 36-85 with 0.9390% (2 responses)

What block on Geffrye do you live in?



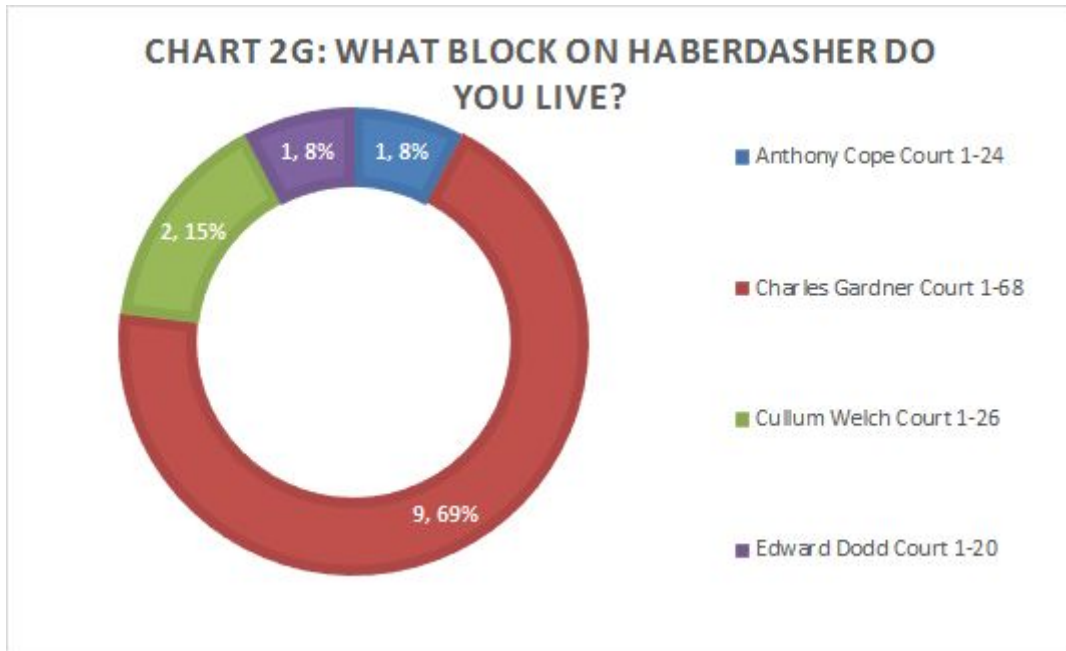
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
GEFFRYE COURT 1 - 17	0	0%
GEFFRYE COURT 18 - 34	1	0.4695%
GEFFRYE COURT 35 - 51	0	0%
GEFFRYE COURT 52 - 68	0	0%
GEFFRYE COURT 69 - 85	1	0.4695%
GEFFRYE COURT	0	0%

86 - 102		
GEFFRYE COURT 103 - 127	1	0.4695%
GEFFRYE COURT 128 - 152	1	0.4695%
GEFFRYE COURT 153 - 177	1	0.4695%
MONTEAGLE COURT 1 - 16	4	1.878%
STANWAY COURT 1 - 44	4	1.878%
STANWAY COURT 45 - 88	4	1.878%
STANWAY COURT 89 - 113	1	0.4695%
STANWAY COURT 114 - 125	0	0%

The blocks with the most responses are:

- Monteagle Court 1-16, Stanway Court 1-44 and Stanway Court 45 - 88 with 1.878% (4 responses)
- Geffrye Court 18 - 34, Geffrye Court 69 - 85, Geffrye Court 103 - 127, Geffrye Court 128 - 152, Geffrye Court 153 - 177 and Stanway Court 89 - 113 with 0.4695% (1 response)

What block on Haberdasher do you live in?



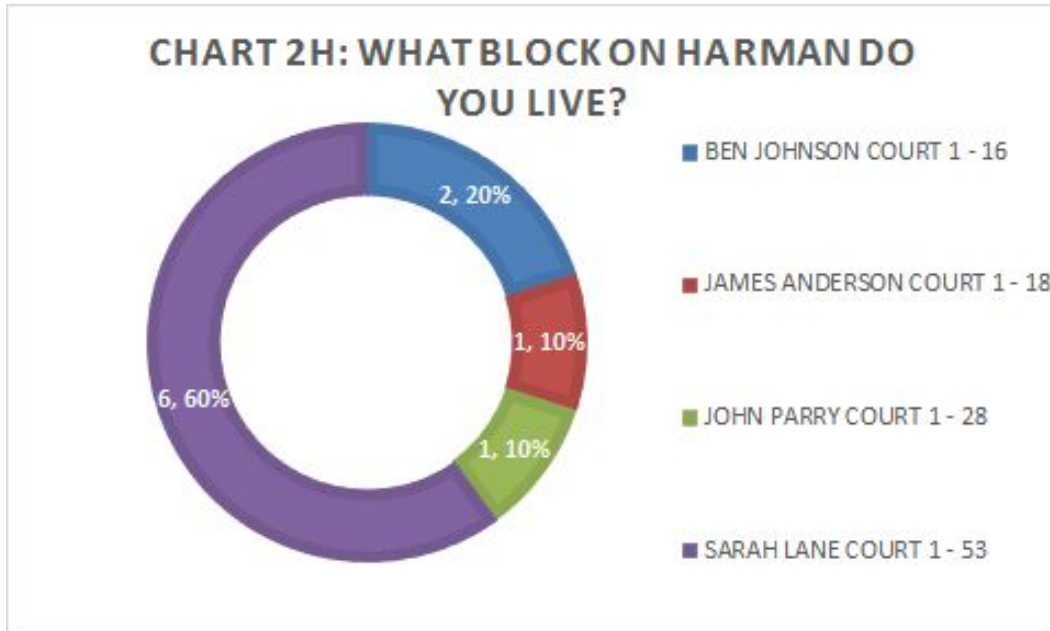
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Anthony Cope Court 1-24	1	0.4695%
Charles Gardner Court 1-68	9	4.225%
Cullum Welch Court 1-26	2	0.9390%
Edward Dodd Court 1-20	1	0.4695%
Haberdasher Street 10-22	0	0%
Ian Bowater Court 1-16	0	0%
Ralph Brook Court 1-20	0	0%

The top three blocks with the most responses are:

- Charles Gardner Court 1-68 with 4.225% (9 responses)
- Cullum Welch Court 1-26 with 0.9390% (2 responses)

- Anthony Cope Court 1-24 and Edward Dodd Court 1-20 with 0.4695% (1 response)

What block on Harman do you live in?

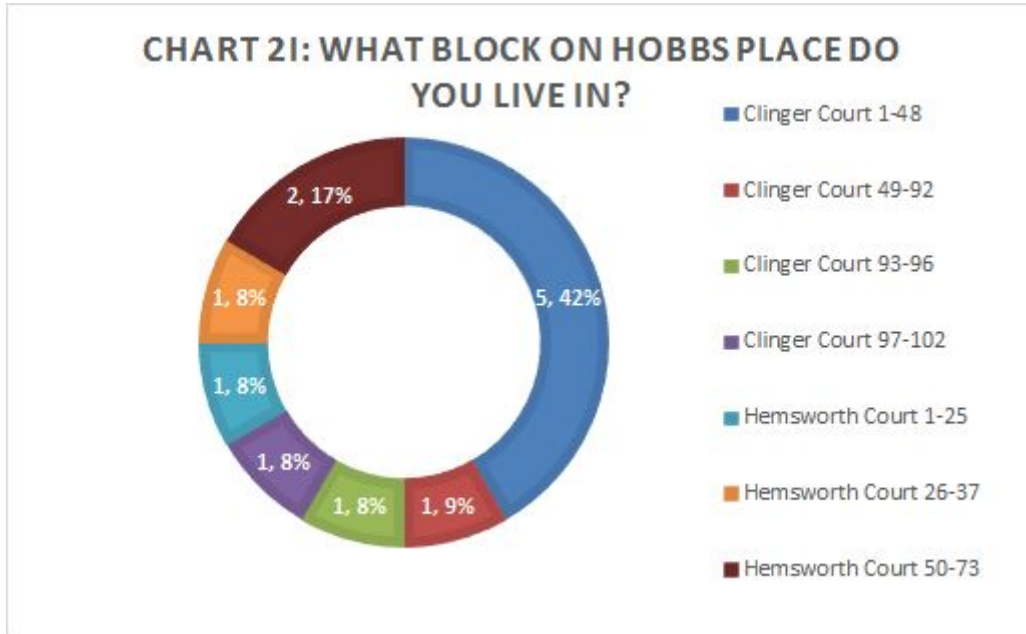


<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
BEN JOHNSON COURT 1 - 16	2	0.9390%
JAMES ANDERSON COURT 1 - 18	1	0.4695%
JOHN PARRY COURT 1 - 28	1	0.4695%
SARAH LANE COURT 1 - 53	6	2.817%

The responses from these blocks are:

- Sarah Lane Court 1-53 with 2.817% (6 responses)
- Ben Johnson Court with 0.9390% (2 responses)
- James Anderson Court 1-18 and John Parry Court 1-28 with 0.4695% (1 response)

What block on Hobbs Place do you live in?

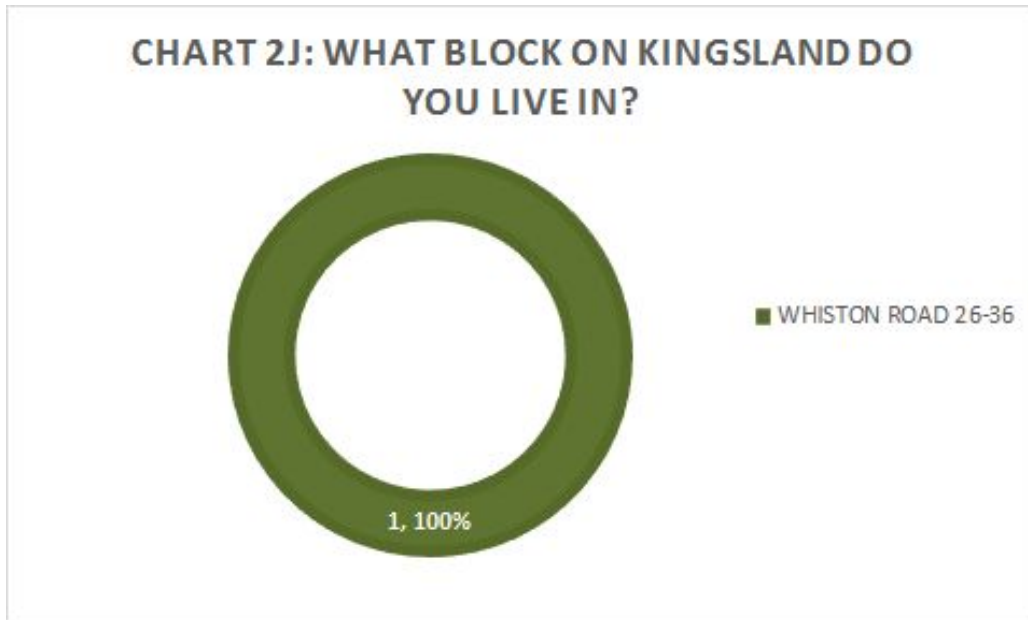


<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Clinger Court 1-48	5	2.347%
Clinger Court 49-92	1	0.4695%
Clinger Court 93-96	1	0.4695%
Clinger Court 97-102	1	0.4695%
Hemsworth Court 1-25	1	0.4695%
Hemsworth Court 26-37	1	0.4695%
Hemsworth Court 38-49	0	0%
Hemsworth Court 50-73	2	0.9390%

The blocks with the most responses are:

- Clinger Court 1-48 with 2.347% (5 responses)
- Hemsworth Court 50-73 with 0.9390% (2 responses)
- Clinger Court 49-92, Clinger Court 93-96, Clinger Court 97-102, Hemsworth Court 1-25 and Hemsworth Court 26-37 with 0.4695% (1 response)

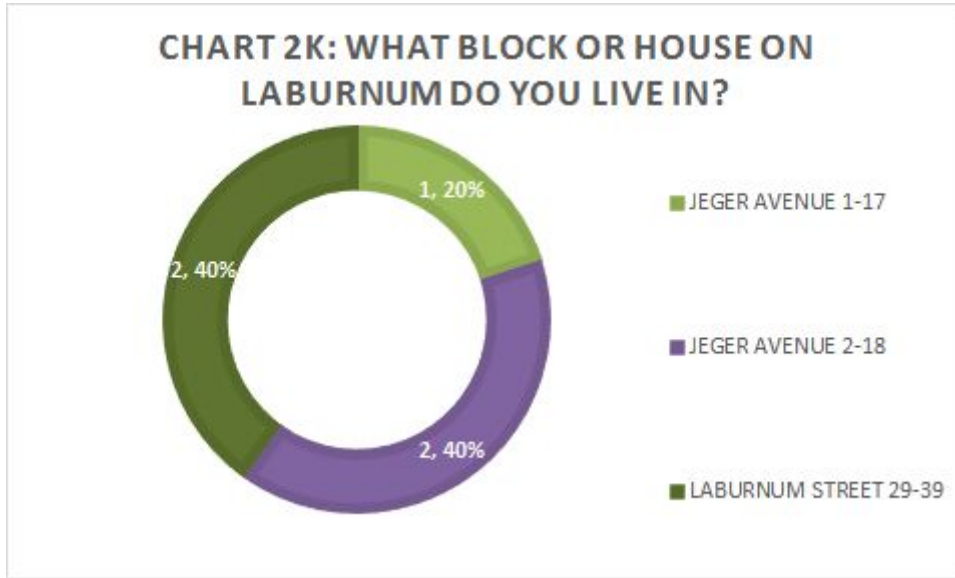
What block on Kingsland do you live in?



Option	Total	Percent of All
GEFFRYE STREET 139-147	0	0%
GEFFRYE STREET 91-137	0	0%
HOWS STREET 1-11	0	0%
HOWS STREET 13-23	0	0%
HOWS STREET 25-35	0	0%
PEARSON STREET 17-33	0	0%
WHISTON ROAD 4-12	0	0%
WHISTON ROAD 14-24	0	0%
WHISTON ROAD 26-36	1	0.4695%

Whiston Road 26-36 was the only block that responded with 0.4695% (1 response)

What block or house on Laburnum do you live in?



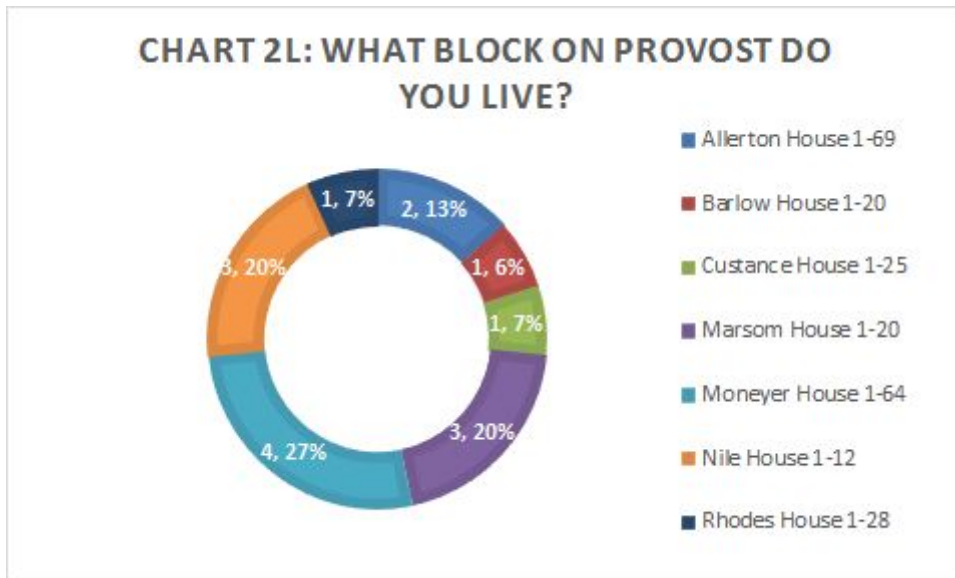
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
CANAL PATH 2-12	0	0%
CANAL PATH 5-15	0	0%
JEGER AVENUE 1-17	1	0.4695%
JEGER AVENUE 2-18	2	0.9390%
JEGER AVENUE 19-25	0	0%
JEGER AVENUE 20-26	0	0%
JEGER AVENUE 27-31	0	0%
JEGER AVENUE 28-36	0	0%
LABURNUM STREET 29-39	2	0.9390%
NURSERY LANE 1,2	0	0%
PEAR STREET	0	0%

CLOSE 1-9		
PEAR STREET CLOSE 2-10	0	0%

The responses from these blocks are:

- Jeger Avenue 2-18 and Laburnum Street 29-39 with 0.9390% (2 responses)
- Jeger Avenue 1-17 with 0.4695% (1 response)

What block on Provost do you live in?



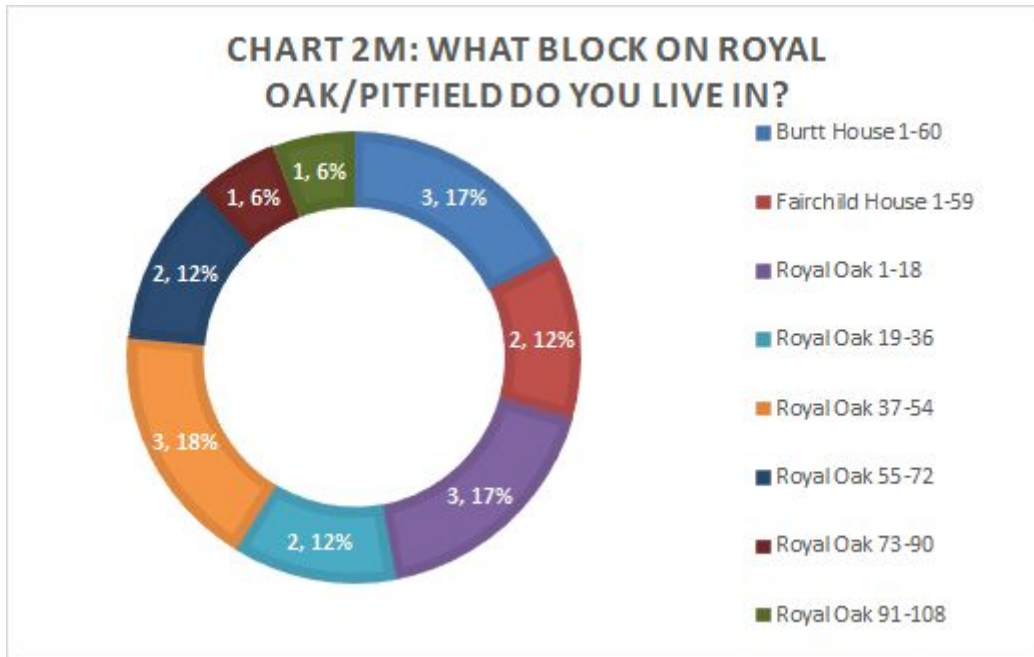
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Allerton House 1-69	2	0.9390%
Barlow House 1-20	1	0.4695%
Custance House 1-25	1	0.4695%
Marsom House 1-20	3	1.408%
Moneyer House 1-64	4	1.878%
Nile House 1-12	3	1.408%
Rhodes House 1-28	1	0.4695%

The top three responses from these blocks are:

- Moneyer House 1-64 with 1.878% (4 responses)
- Marsom House 1-20 and Nile House 1-12 with 1.408% (3 responses)

- Allerton House 1-69 with 0.9390% (2 responses)

What block on Royal Oak/Pitfield do you live in?

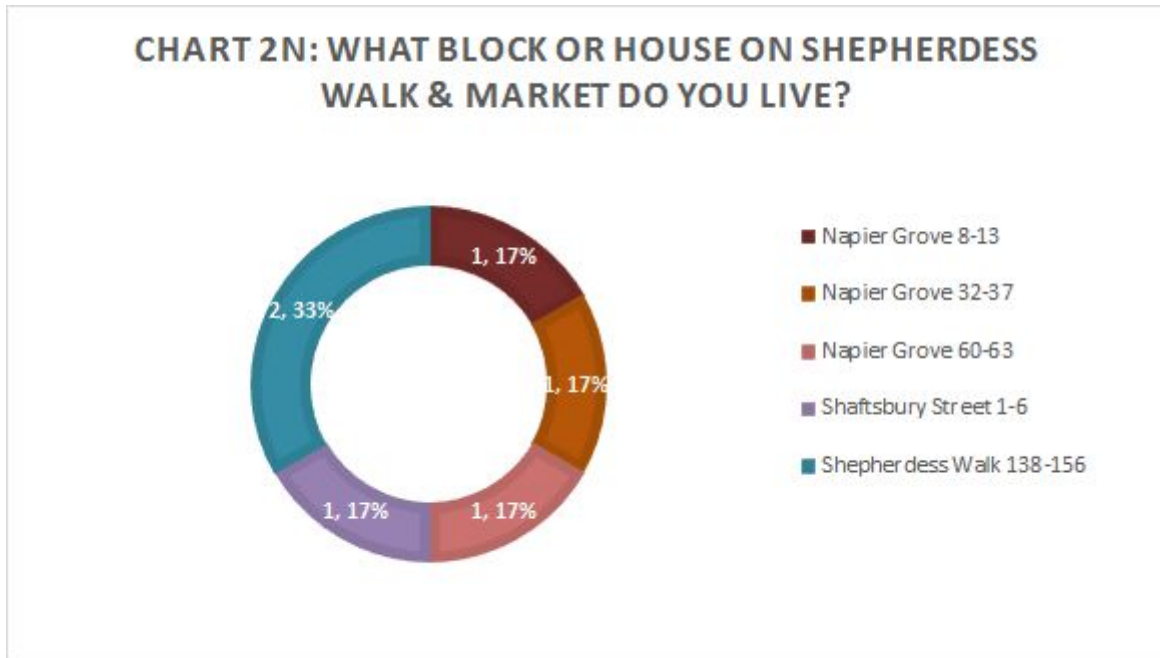


<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Burt House 1-60	3	1.408%
Fairchild House 1-59	2	0.9390%
Mcgregor Court 1-22	0	0%
Royal Oak 1-18	3	1.408%
Royal Oak 19-36	2	0.9390%
Royal Oak 37-54	3	1.408%
Royal Oak 55-72	2	0.9390%
Royal Oak 73-90	1	0.4695%
Royal Oak 91-108	1	0.4695%
Royal Oak 109-124	0	0%
Royal Oak 125-136	0	0%
Royal Oak 137-139	0	0%

The top three responses from these blocks are:

- Burt House 1-60, Royal Oak 1-18 and Royal Oak 37-54 with 1.408% (3 responses)
- Fairchild House 1-59, Royal Oak 19-36 and Royal Oak 55-72 1-28 with 0.9390% (2 responses)
- Royal Oak 73-90 and Royal Oak 91-108 with 0.4695% (1 response)

What block or house on Shepherdess Walk & Market do you live in?



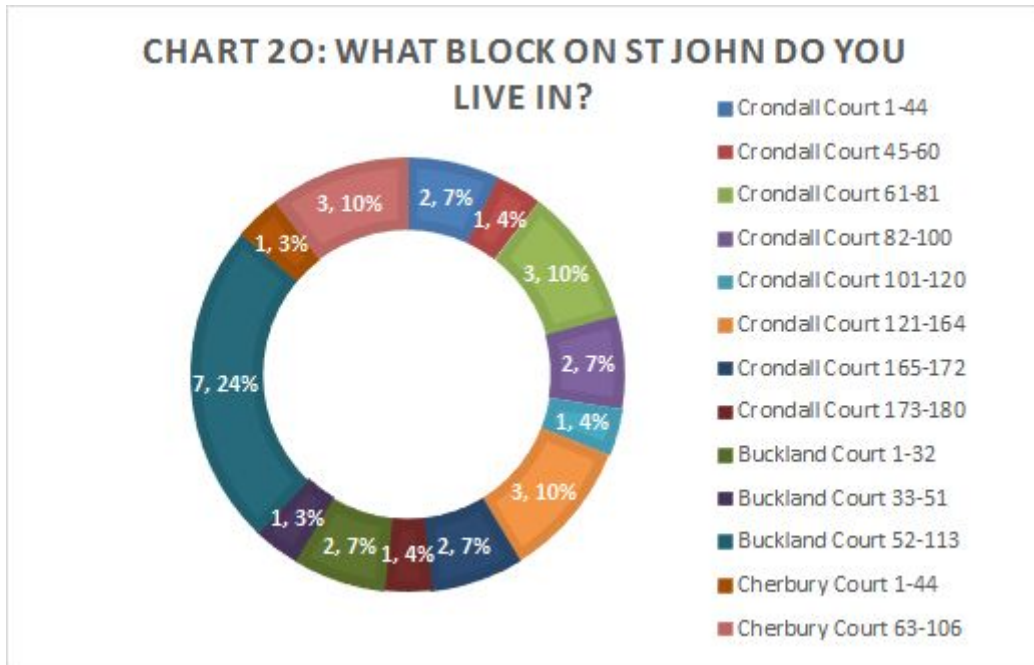
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
BletsoeWalk 1-4	0	0%
Bletsoe Walk 5-15	0	0%
Bletsoe Walk 16-23	0	0%
Godwin Close 1-7	0	0%
Godwin Close 2-18 (EVEN)	0	0%
Godwin Close 9-27 (ODD)	0	0%
Napier Grove 2-7	0	0%
Napier Grove 8-13	1	0.4695%
Napier Grove 14-19	0	0%

Napier Grove 20-25	0	0%
Napier Grove 26-31	0	0%
Napier Grove 32-37	1	0.4695%
Napier Grove 54-59	0	0%
Napier Grove 60-63	1	0.4695%
Napier Grove 64-66	0	0%
Shaftsbury Street 1-6	1	0.4695%
Shaftsbury Street 7-12	0	0%
Shaftsbury Street 13-18	0	0%
Shaftsbury Street 19-24	0	0%
Shaftsbury Street 24-30	0	0%
Shepherdess Walk 108-118	0	0%
Shepherdess Walk 120-136	0	0%
Shepherdess Walk 138-156	2	0.9390%

The responses from these blocks are:

- Shepherdess Walk 138-156 with 0.9390% (2 responses)
- Napier Grove 8-13, Napier Grove 32-37 and Shaftsbury Street 1-6 with 0.4695% (1 response)

What block on St John do you live in?



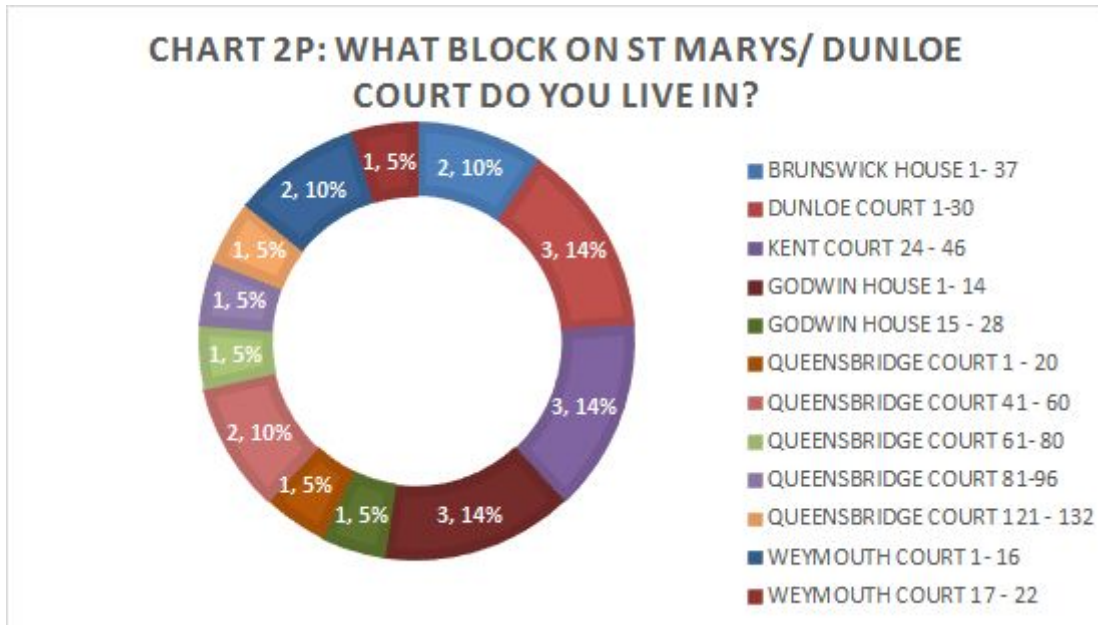
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
Crondall Court 1-44	2	0.9390%
Crondall Court 45-60	1	0.4695%
Crondall Court 61-81	3	1.408%
Crondall Court 82-100	2	0.9390%
Crondall Court 101-120	1	0.4695%
Crondall Court 121-164	3	1.408%
Crondall Court 165-172	2	0.9390%
Crondall Court 173-180	1	0.4695%
Buckland Court 1-32	2	0.9390%
Buckland Court 33-51	1	0.4695%
Buckland Court 52-113	7	3.286%

Cherbury Court 1-44	1	0.4695%
Cherbury Court 45-62	0	0%
Cherbury Court 63-106	3	1.408%

The responses from these blocks are:

- Buckland Court 52-113 with 3.286% (7 responses)
- Crondall Court 61-81, Crondall Court 121-164 and Cherbury Court 63-106 with 1.408% (3 responses)
- Crondall Court 45-60, Crondall Court 101-120, Crondall Court 173-180 and Buckland Court 1-32 with 0.9390% (2 responses)

What block on St Marys/Dunloe Court do you live in?



<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
BRUNSWICK HOUSE 1- 37	2	0.9390%
DUNLOE COURT 1-30	3	1.408%
KENT COURT 1- 23	0	0%
KENT COURT 24 - 46	3	1.408%

CHARLTON HOUSE 1 - 16	0	0%
CHARLTON HOUSE 17 - 32	0	0%
CHARLTON HOUSE 33- 40	0	0%
GODWIN HOUSE 1- 14	3	1.408%
GODWIN HOUSE 15 - 28	1	0.4695%
GODWIN HOUSE 29 - 42	0	0%
MANSFIELD COURT 1 - 25	0	0%
QUEENSBRIDGE COURT 1 - 20	1	0.4695%
QUEENSBRIDGE COURT 21 - 40	0	0%
QUEENSBRIDGE COURT 41 - 60	2	0.9390%
QUEENSBRIDGE COURT 61- 80	1	0.4695%
QUEENSBRIDGE COURT 81-96	1	0.4695%
QUEENSBRIDGE COURT 97-120	0	0%
QUEENSBRIDGE COURT 121 - 132	1	0.4695%
WEYMOUTH COURT 1- 16	2	0.9390%
WEYMOUTH COURT 17 - 22	1	0.4695%

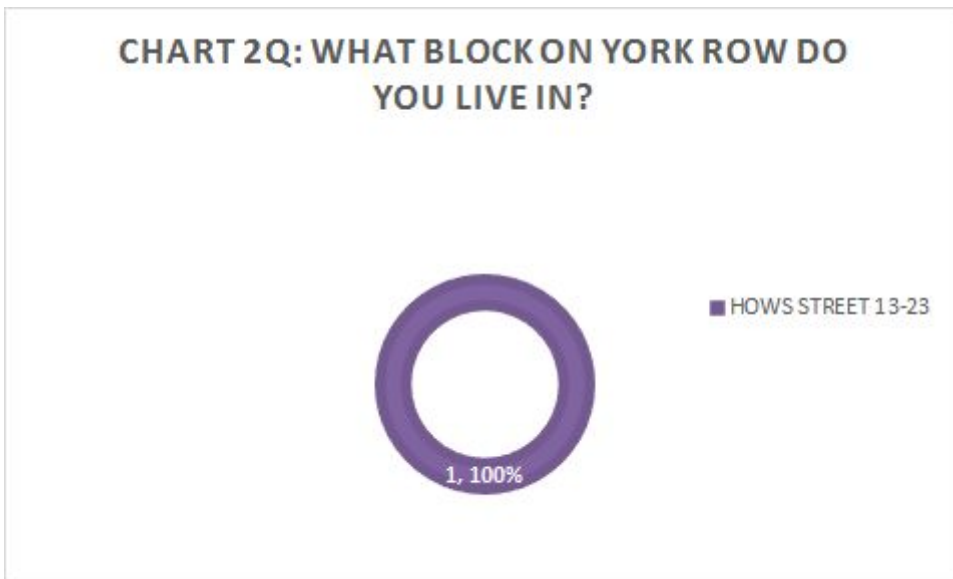
WEYMOUTH COURT 0
23 - 28

0%

The responses from these blocks are:

- Dunloe Court 1-30, Kent Court 24 - 46, Godwin House 1- 14 with 1.408% (3 responses)
- Brunswick House 1- 37, Queensbridge Court 41 - 60 and Weymouth Court 1- 16 with 0.9390% (2 responses)
- Godwin House 15 - 28, Queensbridge Court 1 - 20, Queensbridge Court 61- 80, Queensbridge Court 81-96, Queensbridge Court 121 - 132 and Weymouth Court 17 - 22 with 0.4695% (1 response)

What block on York Row do you live in?



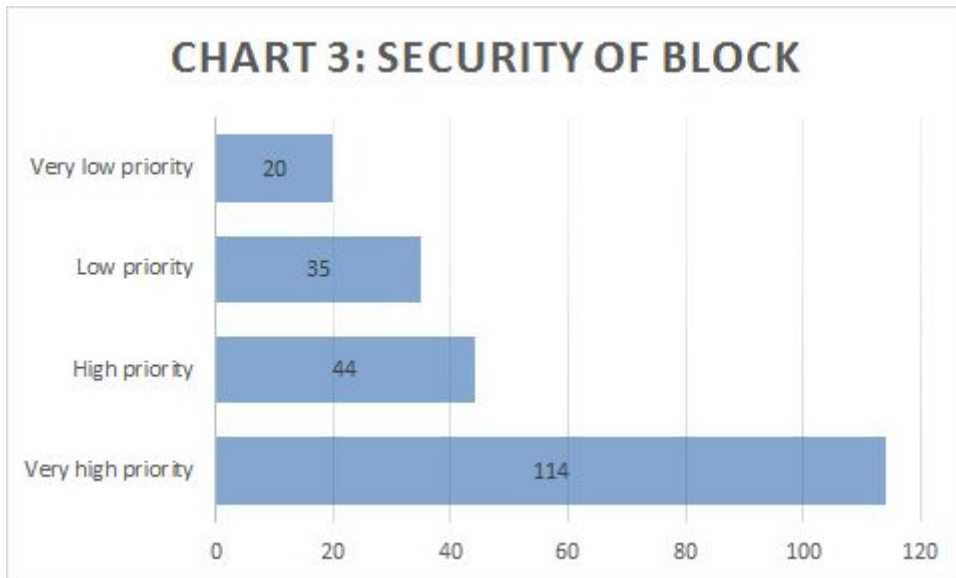
<u>Option</u>	<u>Total</u>	<u>Percent of All</u>
GEFFRYE STREET 139-147	0	0%
GEFFRYE STREET 91-137	0	0%
HOWS STREET 1-11	0	0%
HOWS STREET 13-23	1	0.4695%
HOWS STREET	0	0%

25-35		
PEARSON STREET 17-33	0	0%
WHISTON ROAD 4-12	0	0%
WHISTON ROAD 14-24	0	0%
WHISTON ROAD 26-36	0	0%

Hows Street 13-23 was the only block that responded with 0.4695% (1 response)

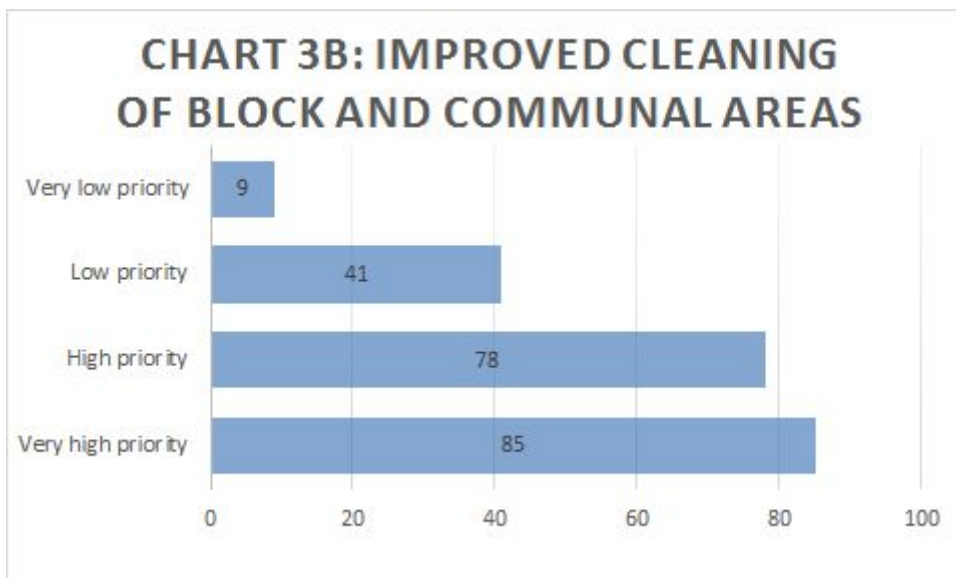
Areas of interest

Security of the block- reduction in antisocial behaviour in communal areas



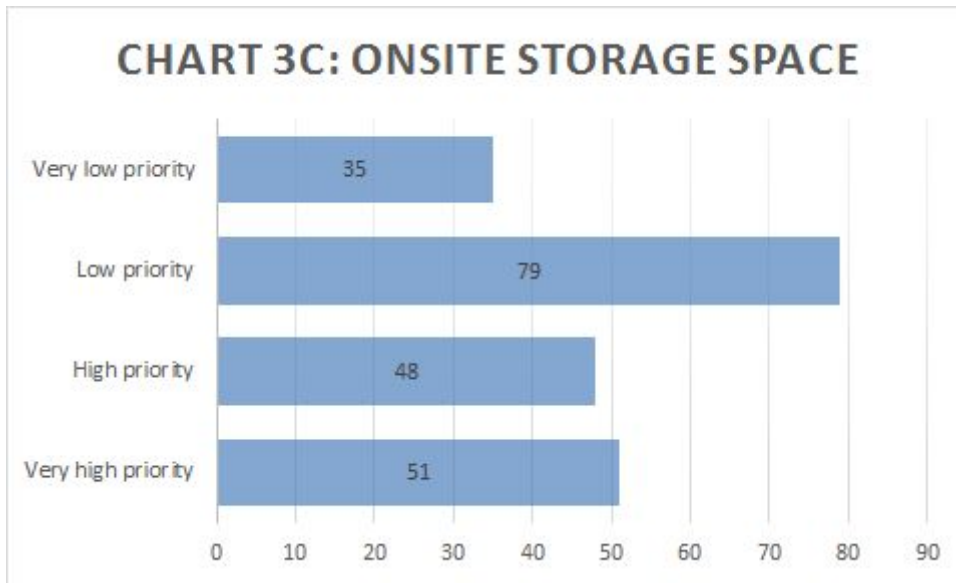
Option	Total	Percent of All
Very high priority	114	53.52%
High priority	44	20.66%
Low priority	35	16.43%
Very low priority	20	9.390%

Improved cleaning of your block and communal areas



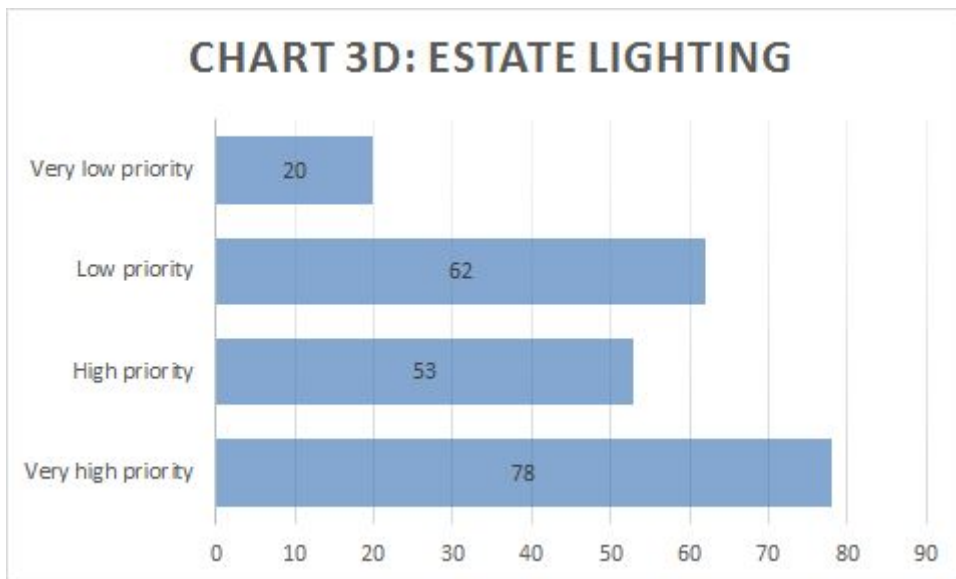
Option	Total	Percent of All
Very high priority	85	39.91%
High priority	78	36.62%
Low priority	41	19.25%
Very low priority	9	4.225%

Onsite storage space



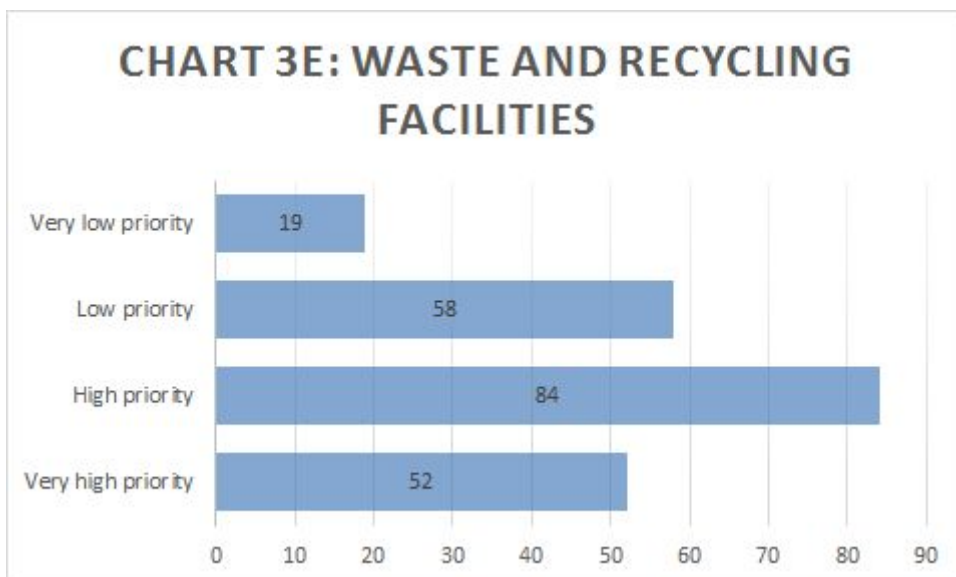
Option	Total	Percent of All
Very high priority	51	23.94%
High priority	48	22.54%
Low priority	79	37.09%
Very low priority	35	16.43%

Estate lighting



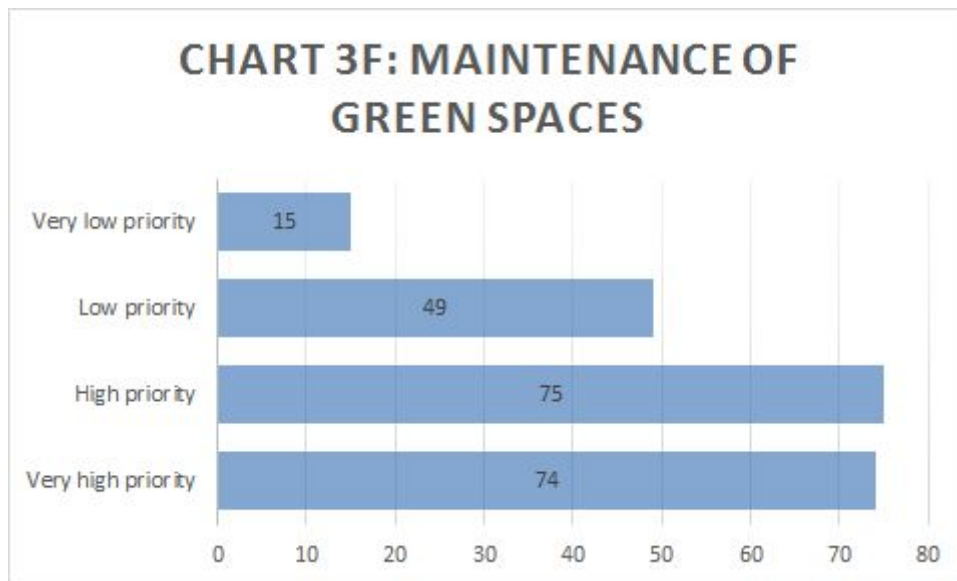
Option	Total	Percent of All
Very high priority	78	36.62%
High priority	53	24.88%
Low priority	62	29.11%
Very low priority	20	9.390%

Waste and recycling facilities e.g. the ability to recycle, get rid of bulk items



Option	Total	Percent of All
Very high priority	52	24.41%
High priority	84	39.44%
Low priority	58	27.23%
Very low priority	19	8.920%

Maintenance of green spaces



Option	Total	Percent of All
Very high priority	74	34.74%
High priority	75	35.21%
Low priority	49	23.00%
Very low priority	15	7.042%

Key themes in the comments

Question 3: Please share any other suggestions that you wish to add concerning improvements to your existing issues on your estate.

There was 154 responses to this part of the question. The majority of these responses were about works and improvements to their estate block.

Question 3b: Table of most common themes by estate

Estate	ASB	Fly tipping/bins/recycling	More green space	More parking spaces- car	Play area	Works on estate block
Charles Square	9	0	2	2	2	14
Colville	1	1	0	0	0	6
Fairbank	0	0	1	0	0	1
Fellows	5	1	0	1	2	8
Follingham	0	0	2	0	0	5
Geffrye	2	1	2	2	4	8
Haberdasher	6	0	0	0	2	3
Harman	4	0	0	1	1	8
Hobbs Place	3	2	1	0	0	5
Kingsland	0	0	0	0	0	0
Laburnum	1	2	1	1	1	3
Provost	3	4	2	4	2	6
Royal Oak/Pitfield	2	3	1	4	0	13

Shepherd ess Walk & Market	1	0	0	0	0	4
St John	5	1	1	3	1	11
St Marys/Du nloe Court	0	0	1	0	2	9
York Row	0	0	0	0	0	1
Grand Total	42	15	14	18	17	105

Works on estate block

105 responses were made regarding works that needed to be made to improve the look and feel of their estate block. These comments referred to cleaning and painting the estate corridors, replacing doors, tiles and mats in the hallways and creating or updating an existing lift. In addition to this, the maintenance of communal green space on the estate to improve the look and feel of the estate. There were requests to improve the safety on estates with the introduction of a concierge, installation of CCTV and the fixing of security doors. These suggestions were made as residents mentioned anti-social behaviour which occurs on the estate. Comments were made about strangers and homeless people breaking in the block to take drugs and cause a disturbance to residents. The aim is that with the introduction of these improvements is to improve the overall safety of the estate and eliminate the existing issues.

There was some comments from residents who used this survey to put in a request for their own home:

“I would like to change my bathroom as its a shower. I want to change it to a bathtub as I have back problems and I struggle,I find it hard and there's no one to help me with it.”

On the other hand, there was some comments saying that they felt that there didn't need any work to improve their estate:

“Generally the estate feels safe and well lit/maintained”

“Hackney council are really trying to keep the area nice and clean i appreciate , the estate is looking nice”

ASB

42 responses were made in relation to tackling ASB on their estate and block.

More parking spaces

There were 18 responses made in reference to increasing parking for cars.

Respondents made comments that more spaces needed to be made to accommodate the amount of residents that live on estates. One resident mentioned how arguments between

Play area

17 respondents made comments in relation to having a play area created on their estate or works being made to improve the current one. One of the suggestions made is to introduce better security to the play area. Fixing existing lighting and locking the play area at night so it does not encourage ASB to take place in the play area and result in the damage of equipment and reduce the safety of a play area that is designated for children.

Another suggestion is to add more features to the play area so that it is more interesting for children to use.

Bins, fly tipping and recycling

15 responses were made in relation to bins, fly tipping and recycling. There have been requests to sort out fly tipping and littering on the estate and in green areas; communal ones and in resident's personal gardens. In addition to this, there were comments about introducing recycling features to make it easier to recycle and creating bigger bin stores and chutes to store rubbish.

More green space

14 respondents made requests for more green space to be introduced on the estate by having more trees and plants. There have been suggestions from a few residents to provide plant pots and boxes for residents to look after and hang on their balconies. Furthermore, provide assistance to residents who have gardens to help them maintain their garden to keep it looking nice. Improvements to existing communal garden is also another suggestion that was made; the maintenance of plants to make it look pleasant and welcoming.

Another suggestion was to open up communal green space which is fenced up. This way it can be used and enjoyed by residents.

Question 4: Thinking about where you live, please tell us your ideas on how you would like the money to be used to create new features to improve the appearance of your estate? It would really help us if you are as descriptive as possible.

There was 154 responses to this part of the question. The majority of these responses were about the introduction of a garden development of green spaces on the estate.

Question 4: Table of most common themes by estate

Estate	ASB	Bike storage	Garden/green space	Green area to sit in	Play area	Signage on estate	Works on estate block
Charles Square	2	5	8	1	3	0	8
Colville	0	0	2	1	5	1	0
Fairbank	0	0	3	0	0	0	0
Fellows	1	2	4	2	3	1	4
Follingham	0	0	4	1	0	0	0
Geffrye	4	1	8	4	8	1	5
Haberdasher	1	1	4	2	4	2	2
Harman	0	1	2	0	3	1	2
Hobbs Place	1	0	2	1	1	1	1
Kingsland	0	0	1	0	0	0	0
Laburnum	0	0	1	0	0	0	0
Provost	2	2	6	2	5	0	3
Royal Oak/Pitfield	0	1	3	0	4	1	2
Shepherdess Walk & Market	0	0	1	0	0	1	2
St John	2	5	4	4	2	2	15

St Marys/Dunloe Court	0	1	4	1	1	0	3
York Row	0	0	0	0	0	0	0
(blank)	0	0	0	0	1	0	0
Grand Total	13	19	57	19	40	11	47

Community garden/green spaces

76 responses were made about creating a community garden and develop communal green spaces on the estates. Comments explain a garden being created using space on an estate which is abandoned or underused. 19 of these responses specifically mentioned the installation of seating in the green areas. Suggestions such as picnic benches and updated benches which already exist to encourage residents to enjoy the green space which already exists. One respondent wrote:

“I’ve actually thought about this a lot in the 5 years that I’ve lived in Fellows Court. The green space in the middle of the court is a delight. But vastly underused. I feel there is an opportunity to make this space much more welcoming for all the residents. And it would take just a few additions. Some more trees. A couple of picnic tables. And the addition of a climbing frame or swings for kids. Thanks”

This quote reflects the views that residents across all the 17 estates share. The need for green space which residents can access and enjoy is something which residents would like to see.

Works on estate block

47 respondents referred to works being made on the estate. The type of work is similar to question 3; improvements to estate cleaning in communal areas, repainting of stairways and added security in blocks in the form of CCTV and new security doors and gates.

Similar to the previous question, there were some comments from residents who used this survey to put in a request for their own home:

“Sofa, Fridge, Cooker, Washing machine, bed, cupboard”

This quote suggests that the residents who mentioned issues concerning their flat would like to have changes reflected in their own homes.

Play area

40 responses concerning a play area to be created. This included improvements to a current play area; for equipment to be maintained and updated with the newest play equipment to encourage more kids to use the area rather than play in areas where ball games and other activities would be seen as a disturbance. In addition to this, the creation for a play area suitable for babies and toddlers to use rather than older children. Another request was for the play area to be secured every night to prevent damage to equipment from strangers.

Bike storage

19 responses were made regarding bike storage so residents can store their bikes outside safely without taking up space in their home.

ASB

Similar to question 3, there was also comments made about ASB. 13 respondents requested for improvements to be made to discourage homeless people coming into blocks, individuals taking drugs play loud music and loiter in corridors and other communal areas such as play areas.

Other suggested ideas and comments

Signage on estate

A total of 15 respondents made suggestions to increase signage on estates that details the location of different blocks on an estate as it can be difficult to navigate around the estate. Other suggestions were to have signs letting people aware where their dog can and can't poop and the nearest play area.

Conclusion

For the first time a survey has been used to collect the views of residents concerning the RLIB. The response rate for this consultation was low, with 213 responses received over the 17 estates consulted with. Given the low response rate, it becomes harder to draw overall conclusions regarding the proposals to introduce improvements to these estates. Therefore, these conclusions should be treated with caution however the suggestions that residents brought forward can be explored.

Regarding the methodology, sending a text to residents yielded the highest response rate (119 responses). However, by only having an online survey it limits the opportunity for residents who do not have access to the internet to fill out the form. On the other hand, housing officers were trained and prepared to fill out a survey on behalf of a resident when they called.

The top three themes that emerged from improvements regarding existing issues was estate works at 105 responses, ASB with 42 responses and more parking spaces for cars with 18 responses.

The top three themes that emerged for new improvements was a community garden and green spaces at 57 responses, estate works at 47 responses and a play area with 40 responses.