

New Barnsbury, The Barnsbury Estate

Hybrid Planning Application

Statement Of Community Involvement

May 2022



Mount Anvil,
better London living

Barnsbury Estate Transformation

Statement of Community Involvement

May 2022

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CONSULTATION AT A GLANCE

Engaging with all households on the Estate, including the 646 households eligible to vote in the ballot, by:

- Holding 11 resident workshops consisting of 60 events and drop-in sessions attended by 971 people.
- Producing the 32-page offer document and sending it to every household.
- Sending 31 flyers and newsletters issued to residents to keep them informed.
- Maintaining a detailed consultation website regularly updated with materials for each phase of consultation.
- Preparing a comprehensive 140 Frequently Asked Questions which were kept updated throughout the life of the project.
- Using a variety of online tools to help facilitate thorough engagement including webinars, surveys and polls.
- Facilitating and promoting the Estate-wide resident ballot which saw a turnout of 79.2% of eligible residents vote and 72.9% vote in favour of the Transformation.

Engaging with neighbours and the wider community, in order to get their feedback on the proposals, by:

- Sending flyers to 6,015 local addresses keeping them informed about the proposals and how they could provide their feedback.
- Holding two phases of public exhibition consisting of five events attended by 142 people.
- Achieving a reach of 429,017 people via digital advertising to promote the consultation.

MEET THE TEAM

- **Newlon Housing Trust** - Housing Association, owner of the Estate
- **Mount Anvil** – Developer Partner
- **Pollard Thomas Edwards** – Architect
- **Farrer Huxley** – Landscape Architect
- **Source Partnership** – Independent Tenant Advisor
- **London Communications Agency** – Communications and Consultation Advisor
- **Martin Arnold** – Project Manager, Contract Administrator, Cost Consultant
- **AECOM** – Energy, Sustainability and MEP Consultant
- **Stantec** – Transport and Structural consultant
- **Lichfields** – Planning Consultants
- **Greengage** – Ecological Consultant
- **Sharon Hosegood Associates** – Arboricultural Consultant

SECTION 1: INTRODUCTION

- 1.1 London Communications Agency (LCA) is appointed by Mount Anvil Limited and Newlon Housing Trust ('the Applicant') to prepare a Statement of Community Involvement (SCI) in support of proposals to transform the Barnsbury Estate.
- 1.2 The Barnsbury Estate is comprised of two parts. The western part of the estate is known as 'New Barnsbury'; the eastern part of the estate is known as 'Old Barnsbury'.
- 1.3 This SCI is in relation to a hybrid planning application for New Barnsbury. Newlon Housing Trust is submitting a separate planning application for the enhancement and refurbishment of Old Barnsbury.
- 1.4 The hybrid application follows a residents' ballot where residents of the Barnsbury Estate voted in favour of the transformation – 72.9%% of those who voted, voted yes for the transformation. The turnout saw 506 residents, or 79.2%, vote in the ballot.
- 1.5 The hybrid application site measures 4.38 ha and includes New Barnsbury and parts of surrounding highway and public realm on Caledonian Road, Copenhagen Street, Charlotte Terrace, Carnegie Street and Muriel Street ('the Site'). The Local Planning Authority is the London Borough of Islington ('LBI') and the planning application is referable to the Mayor of London.
- 1.6 The planning application seeks planning permission for the following development ('the Proposed Development'):

"Outline planning application for the phased redevelopment of the site comprising:

1. *Phased site-wide demolition of all existing buildings and structures, site preparation and enabling works (including excavation) (No Matters Reserved for future approval);*
2. *Phased construction of buildings (including basements) comprising residential units (Use Class C3); Hard and soft landscaping works including public open space access and highway alterations, car and cycle parking provision, and; All other associated ancillary works (No Matters Reserved for future approval (the "detailed element")); and*
3. *Phased construction of buildings (including basements) comprising residential units (Use Class C3) and flexible commercial, business and service floorspace (Use Class E) and local community floorspace (Use Class F2); Hard and soft landscaping works including public open space, access and highway alterations, car and cycle parking provision, and; All other associated ancillary works (All Matters Reserved for future approval (the "outline element"))*

(Being a hybrid application)"

- 1.7 Reference to the Applicant prior to 12 February 2021 refer just to Newlon Housing Trust. References to the Applicant during and after 12 February 2021 refer to both Newlon Housing Trust and Mount Anvil Limited, as this is when Mount Anvil Limited were appointed as the Joint Venture Development partner and the appointment was publicly announced to the residents and local media.

About the site

- 1.8 The site is in the Barnsbury Ward of the London Borough of Islington (LBI) between King's Cross and Angel. It is well connected and accessible, with a PTAL Rating ranging between 3 and 6B (the best possible rating). It is within walking distance of Caledonian Road and Barnsbury Overground Station, Angel Station and King's Cross Station and is served by a number of bus routes.
- 1.9 The site is bordered by Caledonian Road to the west, a major thoroughfare through LBI towards central Islington. The road is significant for its rich cultural and historical heritage and plays an important role in the local community through local initiatives such as the Caledonian Road Traders Association and the annual Cally Festival.
- 1.10 The surrounding area predominantly comprises residential dwellings, commercial uses, community uses (including educational facilities such as Copenhagen Primary School), and natural and open spaces such as Edward Square.
- 1.11 To the north of the Site are various residential buildings and Barnard Park. LBI has finalised plans to improve the quality of green space in the Borough, achieving planning permission for £2m worth of improvements in March 2022.
- 1.12 To the south, the site is adjacent to Regent's Canal, a major local waterway which runs in an east-west direction, and sits to the north and east of King's Cross and Regent Quarter – major areas of investment in the London Borough of Camden and LBI respectively. Additionally, to the south of the Site is Muriel Street Care Home, and the residential buildings of Half Moon Crescent and the Regents Canal.
- 1.13 On the Site's southwest corner is Thornhill Bridge Community Garden and All Saints Church, which is presently used as an escape room. Vittoria Primary School and the former Duchess of Kent public house are also located to the east of the Site.
- 1.14 The Barnsbury Estate is owned by Newlon Housing Trust, a not-for-profit social housing association, the Estate ownership transferred from LBI following an Estate vote in favour of transfer in 1999.
- 1.15 The Estate suffers from several long-term challenges which are a symptom of the varying build quality of the original blocks These issues include:
 - Poor layout and inadequate space – many homes would not meet current space standards
 - Overcrowded conditions – 46 households on New Barnsbury alone are overcrowded
 - Low energy efficiency – average rating of D across a sample of homes
 - Damp and mould, in some properties
 - Poor sound insulation
 - Inaccessible green spaces
 - Tired / insufficient play space
 - Lack of amenities
- 1.16 These issues led the Applicant to explore options for the Transformation of the homes to improve the lives of local residents.

- 1.17 The Site contains 17 mid-20th century residential buildings ranging from two to 10 storeys, accommodating 371 existing homes, 23 commercial properties, and a community centre building including a children's nursery.
- 1.18 The Site is divided into two distinct areas, Old Barnsbury and New Barnsbury.
- 1.19 Old Barnsbury, is made up of red brick housing blocks and lies to the east of the site, further along Copenhagen Street and across the road of Charlotte Terrace. It is bounded itself to the east by Barnsbury Road and is made up of 275 homes across eight separate blocks. The homes in this part of the Estate were built in the 1930s.
- 1.20 The second part of the Estate, which this document and application refer to exclusively, is known as New Barnsbury. Built in the 1950s and 1970s, this part of the Estate consists of 17 residential blocks situated on the area between Caledonian Road and Charlotte Terrace.
- 1.21 It also includes 22 commercial properties on the ground floor of the blocks fronting Caledonian Road on its western boundary (Ewen House and Ritson House). It includes one commercial property on the ground floor of the block on its south east boundary (Charlotte Terrace) which is presently used as an office by LBI parking attendants. It includes a community centre in the centre of the site. The Tiddley Tots Nursery operates from specific rooms within community centre.
- 1.22 The overarching estate is allocated for housing-led redevelopment in the emerging Islington Local Plan (Site Allocation ref. OIS28: Barnsbury Estate). The allocation promotes the provision of additional homes in this location, including affordable housing, as well as the delivery of a new community centre, and new commercial units. The allocation also promotes improvements to existing estate open spaces, creation of public parks and enhancement of landscaping, planting, lighting and security measures, play spaces, seating and bin and cycle storage across the estate.
- 1.23 Following consultation with residents and with their agreement, the Applicant moved forward with proposals to demolish the existing blocks and transform the Estate. Following engagement with residents, it was decided that this would be the strategy to bring forward as it would enable the Applicant to replace all existing homes on the Estate with high quality modern homes as well as building additional affordable and market homes too.

About the consultation

- 1.24 The Applicant has committed to and invested in an extensive and thorough consultation on the site and proposals, over a period that began in September 2019.
- 1.25 The Applicant termed the proposals the Barnsbury Estate Transformation and referred to this as the 'Transformation' throughout the consultation process, and in this document. More information regarding the branding of the proposals can be found in Section 3.
- 1.26 As part of this consultation, the Applicant has facilitated and promoted an Estate-wide ballot on the proposals in March 2021, closely working to the London Mayor's Guide to Estate Regeneration. The ballot returned a 72.9% vote in favour of the Transformation from a turnout of 79.2%. Further information on the ballot can be found in Section 6.

- 1.27 Following the ballot, the Applicant has continued to work with residents and the wider local community to refine and develop the proposals in preparation for the submission of the accompanying planning application.
- 1.28 The Applicant recognises and values the importance of high-quality engagement with the local community, key stakeholders and residents and has provided multiple opportunities across a wide range of channels for people to view, understand and comment on the proposals. Most crucially, residents have been able to voice their specific issues and concerns on a variety of key areas, allowing the project team to create a bespoke and highly tailored proposal for the future of the Estate. The Applicant's community engagement has therefore had a direct and significant impact on how the plans for the site have evolved.
- 1.29 The Applicant has carried out extensive consultation that has gone above and beyond statutory requirements, as the Applicant firmly believes that this type of redevelopment necessitates a higher standard of engagement to ultimately be successful.
- 1.30 In July 2019, Source Partnership was appointed as Independent Tenant Advisors for the project, providing impartial advice to support residents and ensure that they were being treated adequately throughout the consultation process.
- 1.31 The Applicant recognises the strategic importance of the site to both the Council and the local community and, as such, has conducted an effective engagement process with all involved parties.
- 1.32 The Applicant has discussed the proposals with the Council's planning officers throughout the engagement period through regular workshops, formal and informal liaison, and by appointed consultants.
- 1.33 This document outlines the consultation strategy and provides detail on engagement that has taken place during the pre- and post-ballot periods. It provides information on the Applicant's activities and campaign to encourage participation in the voting process.
- 1.34 This document also provides the Applicant's response to feedback at each stage of the engagement strategy and outlines how consultation responses have been incorporated into the design of the proposals. Where feedback has not been incorporated, this document explains why this is the case, and how key concerns have been consistently and thoroughly addressed.
- 1.35 The Applicant has fully considered the feedback received throughout the consultation process and is committed to continuing to engage with residents and the local community throughout the planning determination period, the construction of the first phases and during further Reserved Matters planning applications on the wider site.
- 1.36 Throughout this process the Applicant has been supported by the core project team, selected specifically for their experience in delivering high-quality housing proposals for residents and communities alike. This includes:
- Pollard Thomas Edwards – Lead Architect
 - Farrer Huxley – Landscape Architect
 - Source Partnership – Independent Resident Advisor
 - Lichfield's – Planning Consultants
 - London Communications Agency – Communications and Consultation Advisor

Planning Guidelines

1.37 These activities and the programme of consultation are in accordance with the guidelines outlined in the Localism Act (2011), the National Planning Framework (2019), National Planning Policy Guidance (NPPG, 2020, London Plan (adopted March 2021) and LBI Statement of Community Involvement guidance (adopted May 2017) which outline:

- *'Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.'* (NPPF 2019, section 4, Decision-making: Pre-application engagement and front-loading, p15).
- *'Early and timely engagement between developers, statutory consultees and local authorities at the pre-application phase is important in helping to address issues and opportunities early on and avoid delays occurring at the formal application stage.'*

1.38 These activities are also in line with the Greater London Assembly's Better Homes for Local People, the Mayoral Guide to Estate Regeneration¹ (published February 2018).

1.39 The Applicant has fully considered the comments received, from:

- Residents of both Old and New Barnsbury
- Non-resident leaseholders of both Old and New Barnsbury
- Residents of Phelps Lodge
- Businesses within the red line boundary
- Neighbouring residents
- Neighbouring businesses
- Neighbouring amenity groups
- Political stakeholders

1.40 The comments received from these groups and the Applicant's responses has been outlined in this document, as well as in direct correspondence with residents and stakeholders where applicable.

1.41 Full details of the proposed development and how the designs have evolved during the course of the pre-application period can be found in the Design and Access Statement and Planning Statement which accompany this submission.

¹ See link to guide here: <https://www.london.gov.uk/sites/default/files/better-homes-for-local-people-the-mayors-good-practice-guide-to-Estate-regeneration.pdf>

SECTION 2: EXECUTIVE SUMMARY

Consultation overview

- 2.1 The Applicant began consultation with residents in September 2019 and has continued to do so following the residents' ballot in advance of the planning application being submitted. The Applicant is committed to continuing to engage with residents throughout the determination period and, if planning permission is granted, throughout the Transformation of the Estate.
- 2.2 The Applicant has worked to ensure that all consultees have been provided with opportunities to engage meaningfully, including during the challenging lockdown periods due to COVID-19. This was achieved using digital methods of consultation, such as webinars and by sending full copies of the materials to all addresses on the Estate.
- 2.3 The Applicant understands that good consultation is a key part of how proposals are developed and made it clear from the outset that resident feedback would dictate the evolution of the proposals. With Estate Transformation projects, meaningful engagement is of the utmost importance - as the central aim of the proposals is to provide better homes that directly meet the existing needs of those currently living on the site.
- 2.4 To ensure meaningful engagement, Newlon Housing Trust began consultation with residents as early as possible and committed to an open and transparent design process. This commitment to open and transparent consultation continued with the appointment of Mount Anvil as the Joint Venture Development Partner. For example, on the day Mount Anvil was announced as the JV Partner a letter was issued to residents providing them with a direct line into the Chief Executive of Mount Anvil, Killian Hurley. This can be found at Appendix 4.9.
- 2.5 Key to this approach was a clearly defined reporting process. After each period of consultation with residents, the Applicant issued a residents' newsletter to all households on the Estate summarising the information presented, the feedback received and how the Applicant was responding to it with the designs.
- 2.6 Additionally, the Applicant carried out a series of comprehensive Housing Needs Surveys. These surveys highlighted the needs of the existing residents, providing the design team with data that has informed the number and size type of homes required in the proposals, as well as key data to allow the Applicant to address overcrowding and health issues, such as accessibility.
- 2.7 Before the consultation launched, a dedicated website² was set-up, which was used as a central hub for all consultation materials, Frequently Asked Questions (FAQs), and details about each phase of consultation.
- 2.8 For every stage of consultation, the Applicant created a thorough and robust communications plan for the latest phase of engagement. This was tailored in response to resident feedback collected from the previous phase.
- 2.9 For each set of workshop events within the phases, the Applicant made use of a variety communications channels to engage with residents.
- 2.10 This included traditional printed materials, including letters, brochures, newsletters, flyers, and full booklet documents delivered directly to residents to their homes.

² Website available here: www.betterbarnsbury.org.uk

- 2.11 Digital methods were also utilised, including social media advertising, emails, text messages and digital surveying tools to encourage residents to get involved.
- 2.12 Personal home visits were also carried out where possible depending on COVID-19 restrictions. The Applicant also conducted a door knocking session whereby members of the project team visited every home on the Estate to provide information about the proposals.
- 2.13 Knowing that English is not the native language of many residents on the Estate, to ascertain the accessibility of the consultation further, translated materials were also provided upon request to many households in languages such as Somali, Bengali and Turkish.
- 2.14 The Applicant created a visible consultation brand, with all materials clearly labelled as part of the 'Barnsbury Estate Transformation Project' – using the acronym 'BEST'. An eye-catching blue and yellow colour scheme was used during the pre-ballot period, with the Applicant then switching to a secondary pink and blue colour scheme to clearly demark consultation in the post-ballot period. Further information regarding branding can be found in Section 3.

Summary of the consultation phases

- 2.15 The consultation was split into four distinct phases.

Phase One

- 2.16 The first phase took place between September 2019 and January 2020 and involved four resident workshops. These workshops were opportunities for residents to meet the project team, independent advisors and hear about their roles during engagement. Residents also had the chance to communicate on how they wanted to be engaged, and how they'd like to hear from the project team. The sessions also focused on current opinions and experiences on the Estate, including their individual homes, green spaces, security, and maintenance. The Applicant also undertook home visits where residents could elaborate on what they did not like about their spaces and held walkabouts to give people the chance to share what they thought of the Estate's roads, public spaces and playground areas.
- 2.17 Following this, the project team took stock and summarised this information in an organised and clear way and agreed a path for next steps.
- 2.18 The Applicant also set out their commitment to engagement which was retained throughout the development of the proposals.

Phase Two

- 2.19 The second phase took place between February 2020 and December 2020 and focused on the detailed development of the proposals. During this phase, the Applicant reflected on the early feedback from residents and shared the detailed proposals for the redevelopment and refurbishment of the Estate, asking residents for their feedback and preferences of the designs.
- 2.20 During this phase, at Workshop 5, residents were presented with three options for Transformation - rolling maintenance, infill, or redevelopment and refurbishment. Following discussions with, and the agreement of, residents, the Applicant confirmed that it would move forward with the redevelopment and refurbishment option which would see New Barnsbury redeveloped and Old Barnsbury refurbished as this was considered by residents and the Applicant to be the best solution to tackle the existing challenges with the Estate.

Phase Three

2.21 The third phase took place between January 2021 and March 2021 with the Offer Document (Appendix 4.1) being sent to all residents and the resident ballot taking place. Throughout this period, the Applicant led an extensive engagement campaign. This was to ensure that residents had read and understood the Offer Document and that they were aware of the Ballot and their opportunity to vote on the proposals.

Phase Four

2.22 The fourth phase took place after the successful residents' ballot between March 2021 and April 2022. With Mount Anvil appointed as the development partner, further engagement was conducted with residents and the wider community on the proposals ahead of the planning application submission. This phase focused on development the masterplan presented at Ballot into a deliverable Transformation proposal.

2.23 A full summary of all of the consultation phases and workshops held can be seen below:

Phase	Event	
Phase One	Workshop 1	Introduction, consultation process and your aspirations
	Workshop 2	Your homes, what you like or dislike about them
	Walkabout around the Estate	
	Workshop 3	Outside space and security
	Workshop 4	Taking stock and moving forward
	Leaseholder drop-in session	
Phase Two	Workshop 5	The options for Transformation
	Workshop 6	Refurbishment and redevelopment in more detail
	Workshop 7	Our vision for the Transformation of the Barnsbury Estate
	Workshop 8	Our offer to you
Phase Three	The Ballot	
Phase Four	Phasing drop-in sessions	
	Workshop 9	The first full workshop following the 'YES' vote
	Public Exhibition One	
	Workshop 10	Sharing our vision for the new homes at New Barnsbury
	Workshop 11	Presenting the homes and phasing plan
	Public Exhibition Two	

Summary of consultation feedback

2.24 Overall, the Applicant's thorough consultation process has ensured that residents and local communities have been able to provide their feedback throughout the development of these proposals.

2.25 The Applicant was pleased to see a high level of engagement during the consultation period. A breakdown of attendance during the workshops is provided below.

Workshop 1

- 106 attendees at three sessions at the Barnsbury Community Centre

Workshop 2

- 28 attendees at two sessions at the Barnsbury Community Centre

Workshop 3

- 65 attendees at three sessions at the Barnsbury Community Centre

Workshop 4

- 56 attendees at two sessions at the Barnsbury Community Centre

Leaseholder drop-in sessions

- 16 attendees at two sessions at the Barnsbury Community Centre

Workshop 5

- 72 attendees at two sessions at the Barnsbury Community Centre

Workshop 6

- 98 attendees at two sessions at the Barnsbury Community Centre

Workshop 7

- 60 attendees across ten Zoom webinar sessions
- 75 attendees at ten closed, bookable sessions at the Barnsbury Community Centre

Workshop 8

- 151 attendees across seven Zoom webinar sessions

Workshop 9

- 50 attendees at two resident workshops
- Resident in-person workshops at the Barnsbury Community Centre

Workshop 10

- 55 attendees at two sessions at the Barnsbury Community Centre
- 15 attendees at one Zoom webinar session

Public exhibition

- Approx. 70 attendees in two public exhibition events at the Barnsbury Community Centre

Workshop 11

- In total, 72 people attended across the three dates.

Public Exhibition 2

- 72 people attended the exhibition across the resident preview and two public consultation events

2.26 Feedback during Phase 1 of consultation was centred around the positive reaction to the Applicant's efforts on consulting on residents' terms. Residents were pleased to have been involved from the earliest possible stage. They provided their feedback on the status of the Estate, focusing on the subpar conditions of their homes, lack of space, and security issues on the outside areas of the Estate. Residents were also able to guide the Applicants decision making process on the eventual transformation option that would be brought forward during Phase 2.

2.27 Feedback during the Phase 2 followed the themes identified in Phase 1, but with a greater focus on the detail of the proposals brought forward by the Applicant. This phase saw an

extremely high level of engagement from residents. Feedback on the options for transformation saw residents very much in favour of the refurbish and redevelop option. On the Applicant's vision for the Estate, residents were again broadly in favour of the proposed works but were able to request further details on home sizes, layouts, tenancy agreements and the timeline of works. This was worked up by the Applicant in the Offer Document, which was shaped by this feedback.

- 2.28 The third ballot phase saw a positive result with a 73% vote in favour across the whole Estate was the largest part of feedback provided by residents during the consultation process. It represented an overwhelming vote in favour for the Applicant's proposals.
- 2.29 During the fourth phase of engagement, residents were able to give their feedback from a place of understanding that they had voted for the changes to go ahead. Feedback was generally focused on changes to the phasing plan, the quality of homes and spaces being brought forward, as well as concerns on security and lighting across the Estate. Residents were also joined by the wider communities around the Estate, whose feedback was generally concerned on the height and materiality of the proposed designs.
- 2.30 Overall, feedback tended to be focused on the details of the proposals – it was very rare that residents nor members of the public were fundamentally against the principles. The positive ballot result and this overarching sentiment points towards a successful engagement process, backed up by well thought-out proposals led by resident feedback throughout.

SECTION 3: CONSULTATION STRATEGY AND ACTIVITY

Consultation strategy

- 3.1 The Applicant has undertaken a comprehensive programme of consultation on the masterplan since September 2019 and has adhered to the best practice set out in guidance from the Greater London Authority (GLA) on Estate regeneration ballots.
- 3.2 In order to achieve this, the Applicant set out to achieve a number of objectives through consultation with residents and the wider community. These objectives formed the basis of each phase and can be summarised as follows:
- Engage with every resident on the Estate and ensure all were provided with the opportunity to feedback on the proposals.
 - Ensure the proposals were accessible to all by presenting them clearly, transparently and in a variety of formats, including digitally, via printed materials and through in-person workshops.
 - Provide everyone with an opportunity to provide feedback on the proposals by using a range of feedback mechanisms and ensuring there was multiple opportunities throughout the evolution of the masterplan for people to have their say.
 - Provide residents with enough information to make an informed vote in the spring 2021 ballot, and support the statutory voting process through continued, consistent engagement.
 - Continue to engage in a meaningful manner in the post-ballot period and invite the wider community to have their say.
 - Make sure that all residents and the wider community were able to genuinely help shape the masterplan as it evolved and clearly explaining how feedback had been incorporated into the design of the proposals.
- 3.3 The Applicant developed the consultation framework with a view to providing residents with a clear narrative throughout, directly explaining the iteration of the proposals at each stage.
- 3.4 To facilitate this, the Applicant decided to split the consultation engagement into distinct phases as set out above in Section 2, allowing enough time to meaningfully update and incorporate feedback in between each.
- 3.5 At each stage, the Applicant provided greater detail to residents, partly due to the evolving nature of the proposals, but also to ensure that residents could track and follow the progress. This enabled an effective consultation, whereby elements raised at previous workshops formed the basis for discussion at the next meeting.
- 3.6 Workshop themes and subjects were designed with input from a Newlon Resident Design Group (RDG) – a group of residents that met on a monthly basis to provide insight and a resident perspective on the types of subjects and to help inform ongoing consultation. The RDG is consulted by all of the Transformation partners and continues to meet. Alongside this, the Applicant helped to re-launch a local Barnsbury Residents' Group, an independent and informal residents' association that meets monthly and receives resource and funding support from the Applicant.
- 3.7 The Applicant ensured that all feedback mechanisms were properly advertised, and these remained open throughout the entire period of consultation, with residents encouraged to make use of them in between workshops and exhibitions.

- 3.8 The Applicant has carefully considered feedback from Islington Council's planning team, engaging this important stakeholder very early in the process, along with local political representatives and Islington's planning member forum. The Applicant has also listened to guidance from the GLA throughout the process as a statutory consultee.
- 3.9 The proposals for the BEST Transformation have undergone significant changes as a result of this engagement. A full summary of feedback and the Applicant's response can be found in sections 4, 5, 6 and 7.
- 3.10 The Applicant is committed to continuing to engage and consult with residents and the wider community throughout the life of the project.

Efforts to engage hard-to-reach groups

- 3.11 The Applicant understands that the site has many residents who are traditionally viewed as 'hard-to-reach'. Extra efforts were therefore made to engage with these residents who are a crucial part of the community on the Estate.
- 3.12 Translation services were made available throughout the lifetime of the consultation, with translation of all major documentation offered.
- 3.13 Through work with Independent Tenant Advisors, the Applicant was also able to provide interpreters at certain consultation events, whereby questions could be directly answered in a preferred language.
- 3.14 All in person consultation events were held in the Barnsbury Estate Community Centre which provides step-free access. The Applicant also provided ample seating and chairs at all events.
- 3.15 Workshops were held on weekdays and weekends and at different times to ensure that residents with varying work patterns and circumstances were able to attend. All workshops, apart from one public exhibition event held to the south of the site, were conveniently located at the Barnsbury Community Centre, which sits at the heart of the Estate and is managed by the Applicant.
- 3.16 The Applicant also ensured that a variety of events were held to engage with residents, including workshops, exhibitions, webinars, summer outdoor gatherings, film nights and one-to-one sessions.
- 3.17 The film nights and summer events were designed to engage with younger residents on the Estate.
- 3.18 The Applicant used a variety of materials to promote the consultation with an even split between physical media and online. This included newsletters, flyers, posters, online surveys, texts, emails, and phone calls. Door knocking campaigns were also undertaken to further promote events to all residents and build relationships that would encourage attendance.
- 3.19 The Applicant also approached community and cultural groups, as well as local schools, (a full list can be found in Appendix 1.1) to raise awareness of the consultation and to discuss how best to inform their members and networks.

Consultation during COVID-19

- 3.20 Due to the COVID-19 pandemic and subsequent government restrictions and lockdowns, the Applicant amended the programme of consultation with residents and therefore took the decision to pause engagement for a period (between March and September) and postpone the ballot from Summer 2020 to March 2021 to allow enough time for residents to consider the proposals.
- 3.21 When the first lockdown was enforced in March 2020, the Applicant had already undertaken six workshops, and was well into the second phase of resident engagement. It was therefore of upmost importance that consultation during the COVID-19 period offered a continuation for residents, rather than a restart.
- 3.22 The Applicant ensured that the first workshop conducted during COVID-19 retained the same branding as previous events and the workshop number continued the sequence from pre-COVID-19. The Applicant also ensured that all materials referenced the delay and offered a refresher on the proposals and plan for ballot so that residents could smoothly re-engage in the consultation.
- 3.23 During the first phase of engagement, the Applicant had already made use of innovative online tools including Built ID to conduct Estate-wide surveys and gather feedback. This meant that the Applicant, and residents, were already well-versed in the use and application of online tools for consultation engagement.
- 3.24 During this period, and to date, the Applicant has since made use of online tools to help facilitate thorough engagement. These include:
- Workshop webinars held via Zoom
 - Microsoft Teams Meetings
 - Microsoft Forms
 - Built ID Surveys
 - Live polling during consultation events
 - Flythrough videos
 - Enhanced CGIs
 - A comprehensive and regularly updated website
- 3.25 The Applicant is also acutely aware of the importance of physical media to ensure digitally excluded residents also had access to view materials, the physical media used include:
- Newsletters
 - Flyers
 - Letters
 - Brochures
 - Workshop boards
 - PVC advertising banners
 - A1 framed boards
 - Posters
 - Models to show flat sizes and layouts
 - Whole Estate model
 - Health and wellbeing leaflet

- 3.26 Through the restrictions, the Applicant continued to utilise a range of channels to ensure that residents remained informed about the proposals. Additionally, to inform all residents about the ballot period and ensure they were aware that they had the opportunity to vote, the Applicant contacted all residents by phone over a number of weeks ensuring that everyone had been spoken to.
- 3.27 Following the easing of restrictions, the Applicant continued to hold workshop sessions both online and in-person (adhering to strict social distancing measures as required) to ensure that residents were given engagement options that best suited them.

Website and FAQs

- 3.28 At the start of the project, a dedicated website³ was created to ensure that residents had a central hub for information throughout the consultation and ballot process.
- 3.29 The website has been continuously updated to advertise the workshop sessions and host the workshop materials for residents to view digitally after the events took place.
- 3.30 There is a FAQs tab on the website, which has been regularly updated as a result of questions and feedback received at the workshop events. The full project team has been involved in the continuous review of the FAQs to ensure all information is accurate and reflective of the updated proposals.
- 3.31 The website has also provided residents and the wider public with contact information to ensure that, should residents have any feedback or need to ask any questions or raise comments, they were able to speak to the relevant contact.
- 3.32 The tab 'Consultation So Far' allows residents and members of the wider community to see the workshop materials and the post-event newsletters that have been distributed to the Estate following the events.

Branding

- 3.33 The Applicant developed a clear branding for the Barnsbury Estate Transformation (BEST) to ensure that the materials would be recognisable to all residents. This branding was designed to act as a separate brand from the Newlon Housing Trust branding, in order to differentiate the consultation from the day-to-day management of the Estate and to make it clear to residents that communications were referring to the Transformation to.
- 3.34 A Barnsbury Estate Transformation logo was developed and used across all materials, as well as a colour scheme that was used throughout the posted materials, website and physical workshop boards. This ensured that all materials were consistent and that residents could easily identify any materials sent to them about the Transformation.

Housing Needs Survey

- 3.35 Dedicated housing officers undertook a comprehensive housing needs survey by interview in person and/or by telephone during 2020. Information about household size and composition, disability, housing requirements and specific circumstances were recorded to inform the future make-up of the new homes on the Estate. For those residents we were unable to reach a letter was sent setting out records held by us and invited confirmation of the accuracy of the details.

³ <https://betterbarnsbury.org.uk/our-consultation-work-so-far/>

3.36 87% of residents had been successfully contacted by March 2021. This is an on-going process as needs change over time. Residents living in blocks to be redeveloped in Phase 1 are now being re-visited for updated information.

Residents' Charter

3.37 A Residents' Charter (see Appendix 4.17) was prepared in order to set out the Applicant's commitment to residents as part of the Transformation process. This document was prepared by Independent Advisors, Source Partnership, in conjunction with residents during the consultation phases and will be reviewed annually.

3.38 The purpose of the Residents Charter is to set down the proposed relationship to steer and drive Newlon Housing Trust, developer partners, and the residents, during the redevelopment process and thereafter, with each party having rights and responsibilities in relation to each other. It emphasises the rights of residents and their expectations of Newlon Housing Trust and developer partners.

3.39 The key commitments set-out in the Charter were also reflected in the Offer Document and no material changes can be made subsequent to ballot. Examples of these material changes are:

- Right to return or remain for social tenants.
- The offer to leaseholders and/or freeholders.
- The scale of demolition and number of units to be demolished.
- The number of new homes.
- The tenure mix of the new development.

3.40 The Charter was issued, alongside the Offer Document, to all households on the Estate in advance of the ballot period.

SECTION FOUR: PHASE ONE – EARLY ENGAGEMENT

4.1 The first phase of engagement with residents took place from September 2019 until January 2020 and saw the Applicant run four workshops. These workshops were opportunities for residents to get to know the project team, discuss their preferred manner of engagement and their aspirations for the Estate.

Pre-Consultation Activity (August to September 2019)

4.2 Prior to the first phase of consultation, the Applicant began engaging with residents to prepare them for the commencement of workshops. The Applicant was keen to involve residents at the earliest possible stage, even though the wider project team had not yet been finalised.

4.3 Therefore, the Applicant issued a letter (Appendix 2.1) to all residents on the Estate. The letter explained the process of an Estate Transformation to residents, including initial plans for a ballot and an indicative timeline. It also noted when consultation would formally begin. Residents were also provided with details of the project team so they could get in touch with any questions.

4.4 The letter was translated into a variety of languages common on the Estate such as Bengali, Turkish and Somali, and all letters contained another offer of translation into a preferred language.

4.5 The letter was hand-delivered to residents as part of a door-knocking exercise conducted by the Applicant.

4.6 The Applicant brought visual aids with them during the door knocking to ensure that any communication issues could be overcome while explaining the Transformation. Images of this door-knocking session are available in Appendix 1.2.

4.7 During this exercise we spoke to 65 residents, which is 10% of the Estate. As a direct result of this pre-consultation activity, word-of-mouth information began to spread around the Estate about the Applicant's plans. This was a deliberate tactic to increase awareness and ensure that a 'buzz' was created around the Estate ahead of the first formal event.

Summary of the phase one consultation activity (September 2019 to January 2020)

4.8 When the project team had been agreed in September 2019, the Applicant began formal consultation with residents.

4.9 To ensure residents had the opportunity to directly influence the plans, the Applicant held four separate workshops at the Community Centre on the Estate. The four workshops are detailed below:

- Workshop 1: Introduction, consultation process & your aspirations.
- Workshop 2: Your homes, what you like or dislike about them.
- Workshop 3: Outside space and security.
- Workshop 4: Taking stock and moving forward.

4.10 The table below provides an overview of each workshop:

Workshop	Title	Overview	Marketing	Materials	Events
1	Introduction, consultation process and your aspirations	A welcome from the project team, a consultation preference discussion, and a look at the ideal future Estate.	Letter hand delivered to every household. Personal conversations with residents. Consultation website launched.	Information boards and presentation. Use of A1/A3 pads and brainstorming sections Feedback forms for residents to provide their comments, questions, and feedback Projector for on-screen content	Three community workshops held on-site at the Barnsbury Community Centre Estate 'walkabouts' with residents
2	Your Homes, what you like and dislike about them	A focused session on the homes in particular and what residents want from them	Flyer sent to every household promoting the workshop Website updated with new information Posters displayed across the Estate to promote the workshop	Information boards and presentation. Use of A1/A3 pads and brainstorming sections Feedback forms for residents to provide their comments, questions, and feedback	Two sessions at the Barnsbury Community Centre
3	Outside space and security	A focus on the Estate-wide changes to communal spaces and to discuss the concerns residents had on safety, security, green space and access.	Flyer sent to every household promoting the workshop Website updated with new information Posters displayed across the	Information boards and presentation. Use of A1/A3 pads and brainstorming sections Feedback forms for residents to provide their comments,	Three sessions at the Barnsbury Community Centre Two Estate walkabout sessions

			Estate to promote the workshop	questions, and feedback	
4	Taking stock and moving forward	A first presentation of three potential options available	Flyer sent to household promoting the workshop Website updated with new information Posters displayed across the Estate to promote the workshop	Information boards and presentation. Use of A1/A3 pads and brainstorming sections Feedback forms for residents to provide their comments, questions, and feedback	Two sessions at the Barnsbury Community Centre Two leaseholder drop-in sessions

4.11 To ensure all residents had an opportunity to attend and influence plans, the workshops were advertised through several different digital and non-digital platforms, including conducting a door knocking session for all homes on the Estate. Additionally, all materials and events were also available on the dedicated consultation website. Emails and texts were sent to residents to remind them of the session. Each workshop also ended with a reminder to residents to leave their feedback

4.12 The Applicant ensured that each workshop was staffed by members of the project team, including the architects, landscape architects and Independent Tenant Advisors, to ensure residents could ask questions about the proposals and speak to the right member of the team in order to get an answer.

4.13 At all workshops, a large projector and screen was used to share materials visually and residents sat in groups at tables throughout the session.

4.14 The Applicant also ensured that every resident table had access to an A1 flipchart, where they could share notes with the project team. A wide variety of stationery including post-it notes, highlighters and stickers were provided.

4.15 Each table at every session had a pack of materials printed for use, including visual diagrams, floorplans, and a large A1 flipchart – designed for residents to share feedback on together.

4.16 Refreshments, including hot drinks and food, were provided to ensure that residents were comfortable for the duration of the sessions.

4.17 There was a sign-in sheet where members of the public were asked, but not required, to sign-in so that, if authorised in line with GDPR, we could use details for re-engagement at later sessions.

4.18 A table with colouring books and pens was also set up for those attending with children and copies of materials were available for people to take away.

- 4.19 Residents were also encouraged to make use of the existing feedback mechanisms such as the freephone and email address throughout the full Phase 1 period. These were left 'live' during the period between workshops to ensure that residents were able to leave their comments and ask questions whenever they occurred to them.
- 4.20 Feedback was collected through a dedicated feedback form (see Appendix 2.9 for an example), which residents could place in a collection box at the end of each workshop. Residents were also able to take surveys home and return it by dropping it off at the Barnsbury Estate Transformation office, situated on site.
- 4.21 Prior to this phase, the Applicant also held meetings with representatives from Islington Council, which are detailed in the table below:

Date	Meeting
3 rd June 2019	Initial Pre-app with LBI
19 th August 2019	LBI PPA 1 Pre-App Meeting 1
28 th August 2019	LBI Viability Meeting 1
5 th September 2019	Ward Councillor Presentation
2 nd October 2019	LBI PPA 1 Pre-App Meeting 2
17 th October 2019	Design Review Panel 1
17 th October 2019	LBI Technical Pre-app- Energy and Sustainability 1
6 th November 2019	LBI Viability Meeting 2
19 th November 2019	LBI PPA 1 Pre-App Meeting 3
5 th December 2019	LBI Technical Pre-app- Energy and Sustainability 2
17 th December 2019	GLA Pre-app 1

Workshop 1 – Introduction, consultation process and your aspirations

- 4.22 For the first workshop, the Applicant held three sessions staggered across weekdays and the weekend and at different times. This was to ensure that those with different lifestyles or working patterns could attend. The sessions were held on:
- Tuesday 8th October 2019, 7:00pm – 8.30pm
 - Thursday 10th October 2019, 10:00am – 12:00pm
 - Saturday 12th October 2019, 10:00am – 12:00pm
- 4.23 The Applicant was clear that this would be an opportunity for residents to influence the engagement style and an opportunity for the project team to introduce themselves and their commitments, roles, and responsibilities for the project.
- 4.24 Prior to the workshop, residents were invited to a walkabout on the Estate with the project team. This was a 'listening exercise' with the idea that residents could talk about the Estate directly to the project team and share their thoughts on what worked well or could be improved on.
- 4.25 During the workshops, residents were presented with an introduction to the project team, an outline of what to expect in the coming months and the Applicant's early thoughts on the proposals.

4.26 The presentation made during Workshop 1 is available to view at Appendix 2.2. The agenda for the session is detailed below.

Item	Slide Title	Summary
1	Introduction to BEST and the Newlon team	Information about Newlon and the BEST team, as well as outlining the broad plans
2	Pollard Thomas Edwards	An introduction to the architects and an overview of the resident walkabout and what the team had learnt so far
3	Farrer Huxley	An introduction to the landscape architects and the importance of green space and landscaping
4	London Communications Agency	An introduction to the communications lead and a discussion on the consultation and ballot process.
5	Breakout Discussions	Residents were asked how they'd like to be involved with the consultation and what their aspirations were for the Estate.
6	Summary of Questions and Key Themes	A round-up of the discussion and takeaways, with a look ahead to Workshop 2 – Your Homes.

4.27 The workshop was advertised through door-knocking sessions, a letter issued to all households and on the consultation website. Emails and texts were also issued to residents to remind them of the sessions. The letter is included in Appendix 2.1 for reference.

4.28 In total 106 residents attended across the three sessions. The feedback from Workshop 1 and 2 is provided below at 4.31.

Workshop 2 – Your homes, what you like or dislike about them

4.29 Two sessions were held for Workshop 2 on Saturday 2 November 2019, 10:00am-12:00pm and Thursday 7th November 2019 6:30pm-8:00pm.

4.30 The workshop was advertised through a flyer sent to every household on the Estate and on the website. The flyer is included in Appendix 2.3 for reference.

4.31 Emails and texts were also sent to residents to remind them of the workshop. The session was also advertised in-person during Workshop 1.

4.32 These sessions were advertised as providing a follow up to the first introductory workshop and residents were asked to focus their thoughts specifically on their homes.

4.33 The Applicant provided a presentation to residents and the full version is included at Appendix 2.4. The agenda for the session is detailed below.

Item	Slide Title	Summary
1	Introduction and Timeline update	An introduction to the session and a brief timeline overview of the consultation and ballot process for newcomers
2	Summary of Workshop 1 Feedback	A run-through of Workshop 1 feedback and the comments that were raised by residents in the sessions
3	Your Homes	A deep dive into the key concerns for residents, including: <ul style="list-style-type: none"> • Maintenance • Security

		<ul style="list-style-type: none"> • Overcrowding • Doors & Entry Points • Comfort and Amenities • Materials and Finishes • Windows, Doors and Access Points • Private Outdoor Space • Storage Solutions • Bathrooms <p>Images from the Applicant's home visits were used to visually explain the issues to residents.</p>
4	Breakout Discussion	A slide instructing attendees to join smaller breakout groups to discuss the issues outlined in the presentation.
5	Breakout Discussion	A slide instructing attendees to join smaller breakout groups and to introduce various methods of consultation.
6	Summary of Questions and Key Themes	A round-up of the discussion and takeaways, with a look ahead to Workshop 3 – Outside Space & Security

4.34 Local business owners on Caledonian Road were also invited to the workshop in order to share their thoughts on how they operate on the Estate and understand what the plans could mean for them.

4.35 A total of 28 attendees attended the Workshop 2 sessions.

Workshop 1 and 2 - feedback and analysis

4.36 In total 134 people attended Workshop 1 and 2. Feedback was provided in-person directly to the consultation team, through the dedicated feedback forms and via the consultation email or phone number.

4.37 Residents were also encouraged to share their thoughts at each table during the events; making use of post-it notes, A3 fact sheets and questionnaires. This feedback was collected in a database by the Applicant following the event and was used to inform Workshops 3 and 4.

4.38 The feedback from these early workshops is tabled out below:

How would you like to be involved?	Feedback	Applicant Response
Monthly Workshops	There was strong support for holding regular workshops at the Barnsbury Community Centre	<p>The Applicant committed to holding sessions at the centre, at a variety of times to include morning, evening, and weekend sessions</p> <p>The Applicant also committed to a long-term consultation, lasting the full length of the design process</p>
Online Engagement	Some residents said that they may not be able to attend all of the in-person sessions so would like to see the materials online	The Applicant noted that they will update the BEST website to ensure that residents are kept informed.

		It was also noted that alternative methods of consultation would be considered to engage a wide audience
Posters	Residents asked for posters to be displayed in each block of the Estate with information on the workshops	The Applicant has continued to ensure posters are within each block to advertise upcoming workshops and community events
Accessibility and Feedback	Residents noted that some people may experience difficulty engaging due to language and or disability barriers.	<p>The Applicant made translated copies available as requested and undertook home visits to residents.</p> <p>Regular summaries of feedback were also issued to each home to keep those who could not attend up to date.</p> <p>All materials were also shared on the consultation website, which had an accessibility wheel feature, allowing for a multitude of accessibility options including colour changes and larger fonts.</p> <p>Residents were also reminded that Independent Tenant Advisors, Source Partnership, were available to provide their expertise to residents.</p> <p>Source made themselves available to residents via freephone, email and in-person, with regular coffee drop-in sessions held at the Barnsbury Community Centre.</p>
What are your aspirations for the Estate?	Feedback	Applicant Response
Your home	<p>Improvements to kitchens, bathrooms and boilers was a key aspiration for people. Generally, residents wanted more storage both internally and externally. Sheds and bike racks were mentioned as examples.</p> <p>Increasing the size and redesigning the layout of homes was also a popular suggestion. Many residents want to see high quality materials and fittings being used in their homes. Doors and windows were mentioned as particular examples.</p>	The Applicant committed to taking this feedback on-board and ensuring they were looked at as part of the design process from an early stage. These suggested improvements, particularly in terms of layouts, size of homes, quality of materials and improvements to kitchens and bathrooms, became a key part of the Transformation proposals.

<p>The wider Estate environment</p>	<p>Lots of residents like and appreciate the existing green spaces. However, some people felt they are frequently locked, or blocked off by existing fencing.</p> <p>Improved and increased green spaces were another frequent comment from the first workshop. A common request was better play spaces – particularly for young people.</p>	<p>The Applicant committed to taking this feedback on-board and ensuring they were looked at as part of the design process from an early stage. The design teams landscape architects noted the specific requests for more play space and better landscaping across the site for their designs.</p> <p>The Applicant has continued to engage with residents on the green spaces throughout the consultation phases. This early feedback was reflected in the designs that were later presented to residents in terms of improving the quality of the green spaces and making them more accessible.</p>
<p>Security</p>	<p>Anti-Social Behaviour (ASB) was frequently mentioned as a problem on the Estate. Increased CCTV – especially in the lifts – would be welcome by residents to help them feel safer.</p> <p>Residents also noted that better facilities and clubs on the Estate would help deter ASB by providing an outlet for young people to spend time in.</p>	<p>The Applicant said that they would look into better CCTV provision across the Estate and suggested that improvements to the Community Centre could help tackle ASB.</p>
<p>Maintenance</p>	<p>This was a frequently raised issue – with damp, condensation, and mould mentioned specifically.</p>	<p>Newlon has established a Damp and Mould business unit comprising a team dedicated to dealing with damp, mould and leaks to properties. The Barnsbury Estate is on the priority list of properties that will be inspected, and appropriate and effective works undertaken, where damp and mould and excessive condensation are reported. All health and safety compliance works will still be carried during the lifetime of the transformation exercise, and until the redevelopment and refurbishment of the estate has been completed.</p>

4.39 Workshop 2 began with a brief presentation from the project team. Feedback from Workshop 1 was discussed, and architects PTE explained that they have been undertaking to visit residents in their homes across the Estate. The workshop then broke into breakout discussions, with

residents giving feedback on their homes room by room, discussing what they like and dislike. The feedback residents gave was captured and documented on a large sheet at each table.

4.40 This workshop also sought to ask residents for their feedback during the session, which is broken down thematically in the table below:

Theme	Feedback	Applicant Response
Kitchens	<p>A number of residents highlighted the need for larger kitchens, where they can cook and dine as families.</p> <p>They also felt that a better designed kitchen would help resolve practical issues including old appliances, lack of plug points and exposed pipes.</p>	<p>To understand the layouts of the existing homes, 20 home visits were organised to understand what worked well in homes and what could be improved.</p> <p>The size of the kitchens was notably very small across all homes and was not sized to reflect the number of occupants.</p> <p>The new homes on New Barnsbury are to be designed in line with the Nationally Described Space Standards (NDSS), which means that the total area of a home is sized to reflect the number of occupants and how many floors. Therefore, the kitchens designed for the homes on New Barnsbury will be sized to reflect the number of people within the household.</p>
Bedrooms	<p>Increasing the size of bedrooms was particularly popular amongst residents.</p> <p>Families with children would like study space incorporated into bedrooms.</p> <p>Having higher ceilings in homes was also mentioned by residents.</p>	<p>All of the new homes will be designed to modern space standards. Modern space standards specify a minimum size for all double, twin and single rooms.</p> <p>In addition to bed(s), a wardrobe and chest of drawers, all bedrooms provide a designated area that can accommodate a dressing table or desk.</p>
Bathroom and WC	<p>A separate WC was a regular request from those residents who don't currently have one.</p> <p>Those who do have a separate WC would like a sink included.</p> <p>Combined bath and showers were also popular.</p>	<p>All family bathrooms in the Transformation will provide a bath with an overhead shower fixture, toilet and WC.</p> <p>Any home that is split level (such as a duplex or mews home) is required by building regulations to provide a separate, level-access WC at ground floor level. This is in addition to a family bathroom if not located at ground floor level.</p>

		<p>In line with Building Regulations, any flat with three or more bedrooms also requires a separate WC in addition to a family bathroom.</p> <p>All separate WCs will be fitted with a sink in line with Building Regulations.</p> <p>All homes will be designed to provide floor to ceiling heights that are sized to ensure rooms feel spacious, bright and in line with guidance.</p>
Living Room	<p>Residents are generally happy with their living rooms, particularly the size and daylight.</p> <p>Some suggested that their rooms are poorly designed, with doors or windows on each wall meaning that furniture cannot easily be placed.</p> <p>Eating as family was noted as clearly important to residents, but the current layout of their homes makes this difficult.</p>	<p>The layout of every living space, whether open plan, combined living/dining with a separate kitchen, or a separate living space with a combined kitchen/dining room has been designed to comply with Building Regulations. This ensures that rooms are sized to reflect the number of people within the household and that layouts are easy to furnish.</p> <p>Windows have been carefully selected and tested to ensure good level of daylight is achieved within all habitable rooms.</p> <p>The layout and size of all rooms, including positioning of windows and doors, has been designed to provide the area required for associated furniture and, wherever possible, allow for flexibility in how the room can be furnished. This has been carefully considered alongside the design of the building's elevations.</p> <p>Regardless of home layout, new homes will be sized to allow the required area for occupants to eat together.</p>
Storage	<p>Increasing storage space was seen by many residents as very important in all rooms as well as outside spaces</p>	<p>In line with the Nationally Described Space Standards (NDSS), the total amount of storage provided in each home is sized to reflect the number of occupants.</p> <p>So in a one-bedroom, two-person home the amount of storage would be 1.5m².</p>

		<p>In a two-bedroom, four-person home the amount of storage would be 2m².</p> <p>In a three-bedroom, five-person home the amount of storage would be 2.5m².</p>
Business Owners	<p>Business owners on Caledonian Road were concerned about disruption to their trade, particularly if they had to move out.</p> <p>All wanted to remain in the same position on the street and were concerned about changes to rent and rates.</p> <p>They also wanted more information on timescales for any potential construction work and how long it would take.</p>	<p>The Applicant is committed to ensuring that the existing business which serve residents and help make the neighbourhood unique are able to stay. However, it is expected that during the relevant phase of work, businesses will likely be required to move off of the Estate temporarily.</p> <p>As part of the consultation, the Applicant has shared an indicative phasing plan and will continue to work closely with local business owners throughout the process, making sure that they have plenty of notice before they're impacted by any works.</p> <p>The Applicant is also committed to supporting those who wish return to the Estate after the new blocks have been built.</p>
Additional Feedback	<p>One of the key concerns for residents was security, such as lighting, access to shared internal areas and the lack of CCTV.</p> <p>Noise was also identified as a major issue for residents. Many can hear their neighbours and have requested better soundproofing.</p> <p>Many are happy with the number of windows they have but want better ventilation to assist with damp.</p> <p>Increasing the overall size and redesigning the layout of homes was a popular suggestion.</p>	<p>The public spaces and routes on the Estate have been designed with security and safety built into the design. This includes new CCTV cameras, improved lighting to ensure routes are well lit, fob access to buildings and resident only courtyards plus secure bin and cycle stores.</p> <p>The routes through the Estate will be overlooked by windows, doors and balconies to provide natural surveillance, and there will not be any dead ends.</p> <p>In addition to this, the Applicant will be working with a light consultant, Light Follows Behaviour, to make sure all routes are well lit to deter anti-social behaviour.</p> <p>Windows have been carefully selected and tested to ensure good level of</p>

		<p>daylight is achieved within all habitable rooms.</p> <p>A key aim of the Transformation is to ensure that all residents have a home which meets their housing needs and requirements. The Applicant is committed to protecting the rights of social tenants across the Estate and this includes ensuring that residents are allocated a new home that provides the correct number of bedrooms as per their housing need.</p>
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4.41 The feedback provided by residents was also extremely important in informing the Applicant's design decisions. The first step was intended as a 'listening exercise' which would in turn ensure that residents' concerns were flowed into the materiality and physical design of the proposals. The Applicant was then able to use this as a platform to work from and respond to residents directly on the points they have raised.

Workshop 3 – Outside space and security

4.42 After the first two resident workshops focused on homes, Workshop 3 focused on the wider Estate and the Applicant sought to find out how residents felt about the outside space and security.

4.43 To ensure all residents had an equal opportunity to attend, we held Workshop 3 across three separate dates. These took place on:

- Tuesday 19 November 2019, 7:00pm-8:30pm
- Thursday 21 November 2019, 10:00am-12:00pm
- Saturday 30 November, 10:00am-12:00pm

4.44 Given the focus on outside spaces, the Applicant invited residents on a walk around the Estate with the project team. The walking route (Appendix 2.5) was set out prior to the walkaround, with ten areas identified around the Estate as discussion points. The sessions were held on:

- Monday 11 November 2019, 2:00pm-3:00pm
- Wednesday 13 November 2019, 6:00pm-7:00pm

4.45 As they participated in the walk, residents were also asked to fill out a questionnaire (Appendix 2.6) so that they could provide their feedback on the outdoor spaces, particularly how they were used during evening periods. This feedback helped the Applicant to develop the proposals for the outside spaces.

4.46 The workshop was advertised through the dedicated consultation website. Emails and texts were also sent to all residents to remind them of the session. Those residents who attended Workshop 2 were also verbally reminded of the dates for Workshop 3 by the project team. All residents on the Estate were also issued a copy of a feedback newsletter one week after the consultation events that summarised Workshops 1 and 2 (Appendix 2.7) and advertised Workshop 3.

4.47 During the workshop events at the Barnsbury Community Centre, the Applicant again provided a presentation to residents. A full version is included in Appendix 2.8, however, the key agenda points are listed below:

Item	Slide Title	Summary
1	Introduction and Residents Workshops	An introduction and re-emphasis on the resident-led nature of the consultation.
2	Summary of Workshop 2 Feedback	A run-through of Workshop 2 feedback and analysis
3	Outside Space	A deep dive into the issues with outside space including: <ul style="list-style-type: none"> • Access to green space • Lighting at night • Security across the Estate • Refuse system • Outside storage • Play spaces • The use of the community centre • Anti-social behaviour
4	Breakout Discussions	A slide instructing attendees to join smaller breakout groups to discuss the issues outlined in the presentation.
5	Summary of Questions and Key Themes	A round-up of the discussion and takeaways, with a look ahead to Workshop 4 – Taking Stock and Moving Forward

4.48 In total, 65 residents attended across the two sessions. Feedback from these sessions is provided at clause 4.62.

Workshop 4 – Taking Stock and Moving Forward

4.49 The purpose of Workshop 4 was to provide a summary of the previous workshops as well as introduce the next steps of the engagement.

4.50 This phase also provided residents with another run-through of the ballot process, following feedback that they would like further clarification on this. The role of the GLA and Islington Council was also explained, as was the nature and use of the Offer Document.

4.51 To ensure all residents had an equal opportunity to attend, we held Workshop 4 across two separate dates. The sessions were held on:

- Thursday 12 December 2019, 10:00am-12:00pm
- Tuesday 17 December 2019, 7:00pm-8:30pm

4.52 The workshop was advertised through a publicity marketing flyer for workshops 2, 3 and 4, and on the dedicated consultation website. Emails and texts were sent to residents to remind them of the session, delivered throughout the week in the run-up to the event date. The session was

also advertised in-person during Workshop 3. The flyer is included in Appendix 2.3 for reference.

4.53 Following the completion of Workshop 3, all residents on the Estate were sent a newsletter (Appendix 2.10) summarising the information presented and the feedback received from residents. This was also used to advertise the dates for Workshop 4.

4.54 During the workshop events at the community centre, the Applicant conducted a presentation before holding discussions with residents and answering questions. A full version of the presentation is included in Appendix 2.11 and the agenda is detailed below:

Item	Slide Title	Summary
1	Introduction and Residents Workshops	An introduction and re-emphasis on the resident-led nature of the consultation
2	Summary of Workshop 1-3 Feedback	A run-through of previous feedback and analysis from Workshops 1-3, with detail on the evolution of resident comments
3	Options for Transformation	An outline of the possible options for the Transformation
4	Ballot Process	An explanation of the ballot process and indicative timeline
5	GLA guidance & Islington Council	An explanation on the role of relevant authorities in the process
6	Offer Document and Your Vote	An explanation of the importance of the Offer Document and the meaning of a 'yes' or 'no' vote
7	Housing Needs Survey and Next Steps	Next steps with residents and an outline of what to expect from the consultation in the new year

4.55 In total, 56 residents attended over the two sessions.

4.56 The Applicant is aware that due to the diverse nature of tenancy and lease agreements, some residents will have a different experience based on their tenure. Because of this, the Applicant also held a drop-in session specifically for Leaseholders.

4.57 The drop-in session provided an opportunity for Leaseholders to have their specific questions answered. This was held at the Barnsbury Community Centre on Saturday 18 January between 10:00am and 1:00pm, with 16 Leaseholders in attendance.

4.58 The Applicant was present during this session alongside architects and landscape architects from the design team and Independent Tenant Advisors.

4.59 At the end of Phase 1, the Applicant began the Housing Needs Survey. More detail on the Housing Needs Survey is provided in Section 3.

4.60 A summary newsletter was issued to all residents following Workshop 4. This can be found at Appendix 2.12.

Workshop 3 and 4: feedback analysis

4.61 In total 137 people attended Workshops 3 and 4 and the Leaseholder drop-in session.

4.62 This demonstrates the continued high levels of engagement from residents across the Estate and the successful marketing efforts made by the Applicant.

4.63 Feedback received from Workshop 3 is outlined in the table below:

Theme	Feedback	Applicant Response
<p>Landscaping and Public Spaces</p>	<p>Lots of residents like and appreciate the existing green spaces. However, the most frequent comment raised by both Old and New Barnsbury residents was that these spaces are too often locked or blocked off.</p> <p>Many felt the fencing around the green spaces should be removed, with the exception being dedicated areas for dogs and children’s playgrounds. Many residents wanted them to be more open and accessible.</p> <p>Residents felt that the landscaping could be improved through planting trees and shrubs. The importance of ensuring any planting was regularly maintained was noted as important.</p>	<p>The Applicant has taken on board this feedback and within the design is exploring the option to remove the fences surrounding the open spaces.</p> <p>The Applicant is also committed to ensuring these spaces are inviting, accessible and safe. Safety will be built into the design by ensuring the spaces are well-lit and overlooked.</p> <p>The design will provide quality amenity and play facilities for all ages and abilities – not just children.</p> <p>The Applicant is committed to re-providing the popular kick-about court ahead of demolition of the existing one.</p> <p>Throughout the open spaces, there will be plenty of seating to ensure that residents can spend time in these areas with their friends and families.</p> <p>A greater variety of planting will be introduced to these spaces to ensure that different plants thrive at different points of the year, whilst also ensuring the plants require relatively low maintenance.</p> <p>In developing the proposed open spaces across the estate particular focus looked at function, recreation, requirements of residents, biodiversity/ecological value and maintenance.</p> <p>The strategy is to provide spaces that fulfil the requirements of all residents. Carnegie Street park will provide a vibrant park with a range of activities for all ages including a MUGA, active play and calisthenic equipment. Pultney Park will be a calmer more relaxed space.</p>

		The Communal Courtyards offer residents more intimate, landscaped spaces with sociable seating, tree planting and flexible areas of lawn, as well as play for younger children.
Facilities	<p>Residents felt that the Barnsbury Community Centre was an important and well-used facility and that any improvements would be welcomed.</p> <p>Generally, residents agreed that outdoor facilities were dated and underutilised. Some suggested an outdoor gym and community garden growing areas (although currently the Applicant does provide outdoor gym equipment and community gardening spaces and programmes, it was agreed that these could be enhanced).</p>	<p>The Applicant has committed to providing a new, larger community centre which will meet the needs of residents.</p> <p>The surrounding Community Centre Park will be a public space without fencing or gates. It has been carefully designed to be overlooked and well-lit. By offering a range of activities for the whole community, we hope to encourage more people to use and take care of the space, improving safety and security through natural surveillance and stewardship.</p> <p>Improved outdoor facilities will be built into the design, including fitness equipment and dedicated and high-quality play areas for different ages.</p>
Play Space	<p>Accessibility to the existing play spaces is a major issue that was highlighted by both Old and New Barnsbury residents – this was again due to the prohibitive fencing across the Estate. Some children are playing on local roads and in the closed off car parks of Old Barnsbury</p> <p>A number of residents said dedicated sports facilities are needed on the Estate, specific examples included a football pitch and a basketball court.</p> <p>Parents suggested that it would be great to have more benches and places to sit whilst watching their children play on the Estate.</p>	<p>New and improved routes through the Estate will ensure accessible, safe access to well-located, high quality dedicated amenity and play facilities for all ages and abilities.</p> <p>The Applicant is also committed to re-providing the popular kick-about court ahead of demolition of the existing one.</p> <p>There are also local football facilities in close proximity to the site, including the improved football facilities at Barnard Park.</p> <p>The design will also include new areas of seating, located adjacent to play areas, so that parents can sit whilst watching their children.</p> <p>The aim is to create an environment which has a balance between equipped play and informal play, both based on imagination and interaction with the environment.</p>

		<p>The proposed designs across Barnsbury provides space which encourages discovery, sociability, imaginative play and risk providing a variety and intrigue close to home. We have broken down play into four age ranges:</p> <ul style="list-style-type: none"> • Doorstep Play (0-4 year olds) • Active and Sensory Play (5-11 years old) • Sociability (12+ years) • Older people
Shops	<p>Generally, residents are happy with the current local shopping offer, which was described as convenient and affordable.</p> <p>Accessibility to the shops could be improved by permanently opening cut through gates. The gate between Ritson House and Ewen House was often cited as a problem, with residents from Old Barnsbury preferring to use main roads to get to Caledonian Road.</p>	<p>The Applicant has acknowledged these comments from residents and is exploring the possibilities of better accessibility to and from the Estate and the shops.</p> <p>The masterplan proposal reinstates the currently closed off route that sits between Riston and Ewen House. The proposal introduces a gateway and pedestrian only route through the centre of the masterplan from Caledonian Road which will provide a better, more direct connection to the shops. This gateway and route linking the estate with the shops has been designed to be both safe and secure, ensuring spaces are well lit, inviting, and overlooked by windows providing natural surveillance.</p>
Accessibility	<p>Many residents noted inaccessibility more generally and would like increased ramp access to buildings.</p> <p>Residents highlighted the different levels on the Estate and how this created difficulties for people with pushchairs or mobility issues.</p> <p>Residents said pavements throughout will improve safety for pedestrians.</p>	<p>The Applicant has committed to reviewing all the routes across the Estate as part of the Transformation to ensure that a legible and coherent network of routes is created.</p> <p>The design of roads throughout the Estate has been done with pedestrians as the number one priority, ensuring that adequate pavements are provided on both sides of all roads.</p> <p>The Transformation will also be almost entirely step-free. There is one set of steps proposed which has convenient step-free option located in close proximity.</p>

<p>Parking</p>	<p>Residents also noted the location of the parking spaces as an issue, with long distances between cars and homes.</p> <p>Residents said priority parking should be given to disabled residents with marked bays.</p> <p>Most residents like the option to buy a one-day parking pass for family and friends who visit and would like this to continue.</p> <p>Aspirational ideas for the future of the Estate included electric charging points, underground parking and dedicated spaces for delivery vans.</p>	<p>The Applicant is seeking, as far as possible, to retain the required number of spaces for existing residents, although this will be subject to planning.</p> <p>On New Barnsbury, spaces will be provided for blue badge holders on the Lanes, and parking will be maintained on the surrounding streets.</p> <p>In accordance with the Mayor of London's and London Borough of Islington planning policies, car parking spaces specifically for visitors will not be provided.</p> <p>In line with Islington Council's current planning guidance, a percentage of electric car charging points will be provided and there will be dedicated spaces for delivery vehicles.</p> <p>There will also be a significant amount of cycle storage and parking provided in order to encourage sustainable travel. Cycle storage provision on New Barnsbury will be based on the London plan guidance which stipulates the amount of cycle storage required per number of bedrooms. The Applicant recognises and supports the environmental and health benefits of active travel and the transformed Estate will encourage this through safe cycling routes and secure storage.</p>
<p>The Barnsbury Community</p>	<p>Generally, residents said they have good relationships with neighbours, although in many cases this does not extend beyond individual blocks.</p> <p>Residents said increasing the accessibility of green spaces would help you meet more neighbours and increase the sense of community on the Estate.</p>	<p>The Applicant noted that in the long-term, they would be looking at ways to foster better links between resident and hold more community events and initiatives across the Estate.</p>
<p>Entrances to Homes</p>	<p>Controlled access to main entrances was popular to provide residents with a sense of security over who could enter their building. Video and 'fob' entry</p>	<p>All blocks will feature video entry systems and provide secure residents only fob access.</p>

	<p>systems were both common suggestions.</p> <p>Residents of both Old and New Barnsbury felt the main entrances of their buildings are poorly lit and feel cold due to the colour palette.</p> <p>Lots of residents said planting around the front entrances would improve the approach to the blocks, making them more inviting and welcoming.</p>	<p>Resident fob access will also be provided across all refuse stores, cycle stores, courtyards and other access points across a building such a secondary exit at the rear.</p> <p>Entrances will be well lit, welcoming and feature clear wayfinding signage.</p>
Estate Security	<p>Residents said improved lighting on the Estate would help residents feel safer when walking at night.</p> <p>Increased CCTV around the Estate would be welcomed by many residents.</p>	<p>Specialist lighting consultants, Light Follows Behaviour, were appointed to review the current light provision on the Estate. Later in the engagement process, Light Follows Behaviour also conducted organised resident walks through and around the Estate to discuss lighting. This feedback has been vital in helping the Applicant to develop the light strategy for the Estate.</p> <p>The public spaces and routes on the Estate will have security and safety are built into the design. This includes new CCTV cameras.</p>
Bins and Refuse	<p>Many residents said there are problems with waste collection in all areas of the Estate.</p> <p>Some residents said the bin store is locked on the weekends, meaning that rubbish piles up and leads to fly tipping.</p> <p>Other residents suggested that fly-tippers come to the Estate to dump rubbish in quiet or 'hidden' corners of Old Barnsbury.</p> <p>Some residents wanted their bin chutes reopened.</p> <p>Lots of residents want clearer information on the bin collection day, procedures, and a guide for what to do with bulky items.</p>	<p>Every block has its own refuse store which can be accessed by residents internally 24/7. Secure fob access restricts access to those residents living in the block only. The bin rooms are designed to store the amount of waste generated by the number of residents living in the block so there will be ample bins available. Refuse stores are also designed to include space for bulky waste so that residents can easily dispose of such items without waiting for collection day.</p> <p>All refuse stores have been designed to be well-ventilated spaces to remove smells, will have water supply to allow hose down, and are well-lit so residents feel safe. The bin stores will comply with all fire safety requirements.</p>

		<p>The bin chutes are not capable of coping with the quantity and type of rubbish generated. They cause significant maintenance issues and are costly to maintain and therefore the chutes cannot be re-opened.</p> <p>On Old Barnsbury we will review the waste arrangements to try to increase capacity and improve the storage arrangements. The new landscaping, coupled with CCTV and improved estate lighting will be a deterrent to fly tipping on the estate. We will design out hidden corners to limit fly-tipping opportunities.</p>
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- 4.64 The key theme from residents in their feedback was the sense of openness and the routes through the Estate – this was a point of concern on the potential of outside influence on the Estate. However, it was recognised that the Estate needed to be walkable and accessible for residents currently on the Estate, with a balance needing to be found. This ran through many points of feedback, particularly the outside green spaces and shops. The Applicant also understood that residents were concerned about security on the Estate, which included feedback on the lack of lighting.
- 4.65 This feedback was provided to the design team and the Applicant informed residents that they would communicate their full responses during the next workshop.
- 4.66 Following the focus on outside spaces and Estate-wide areas, the Applicant was ready to share further thoughts on the options for Transformation on the Estate at the end of Workshop 4. The Applicant was careful to ensure that residents point of concerns were addressed when discussion the options.
- 4.67 Residents were therefore asked to provide their feedback on three key areas:
- The Options
 - Residents’ Ballot
 - Residents’ Charter
- 4.68 The below table sets out the most frequent questions asked by residents in response to these topic areas.

Question	Applicant Response
What is the Project Timeline?	<p>The Applicant informed residents that consultation was planned (at that point) to continue until spring 2020. The Applicant intended to address and reflect on feedback given by residents and present the options for the Transformation before deciding on and working up the preferred option.</p> <p>The preferred option would then be voted on in a resident ballot in the spring.</p>

	<p>Residents were also informed that the ballot would then trigger the preparation of a planning application for submission to Islington Council.</p> <p>Residents were reassured that the Applicant would continue talking to them during this post-ballot period, and at every earlier stage of the process.</p>
What is the cost to Newlon? What is the cost to leaseholders?	<p>It was noted to residents that the Applicant was still at an early stage and the cost to Newlon cannot be estimated at this stage.</p> <p>The Applicant re-affirmed an absolute commitment that resident Leaseholders can remain residents of the Estate no matter which option proceeds and they would be offered an individual financial meeting.</p>
Where will residents be re-located if a redevelopment option goes ahead?	<p>If residents voted for an option including any redevelopment of the Estate residents in redeveloped blocks will have to be temporarily moved.</p> <p>The Applicant envisaged that most residents would be able to move directly from their existing home into their new one. However, there may be some households in the first 'phase' of works who have to move first into temporary accommodation, and then into their new homes. An indicative 'decant' strategy will be created and made accessible to view prior to any ballot. Residents would receive a 'disturbance payment' from Newlon to ensure that moving costs are covered and that they are not out of pocket if they have to move due to works.</p>
Will young adults who have grown up on the Estate, and are still living with their family onsite, be offered their own flats?	<p>The Applicant noted that they were currently undertaking a comprehensive 'Housing Needs' survey of all homes on the Estate. This will inform what offer they are able to give to residents who are overcrowded or have different needs. This also depends on the Transformation option that is selected and developed and whether this can create additional new homes.</p>
Will the cost of rent increase?	<p>The Applicant advised that social tenants would stay on the same rent level unless they moved to a different size property.</p>

4.69 The Applicant also made several early commitments to residents in the Workshop 3 and 4 summary newsletter which are set out below:

- The right to remain on the Estate
- Social tenants will not see their rent payments increase for homes of the same size
- No changes to tenancy
- Resident Leaseholders will be guaranteed the right to remain on the Estate
- Resident led consultation: from the very beginning, residents have been at the heart of the Estate Transformation
- Housing needs assessments
- Residents' ballot
- Free independent advice will be provided to residents throughout the process
- Residents moving into new homes would receive a 'disturbance payment' from Newlon.

Summary of Phase 1 Built ID Engagement

4.70 The Applicant utilised the online engagement tool, Built ID⁴, throughout Autumn 2020. This offered residents another channel with which to engage with the Applicant on the proposals.

4.71 Residents were able to fill in the Built ID survey online via a computer, tablet or mobile. The statistics below show the high responses across the Estate:

- 797 visits to the website
- 262 voters who shared their views
- 1,871 votes cast by the community
- 560 residents contacted by email or text

4.72 When residents visited the Built ID poll, they were asked a series of questions about their homes and the outside spaces. These questions, and the results, are detailed below:

Poll 1 – Your Homes

- Is your home suitable for your needs?
 - Average positive – 43% on both Old and New Barnsbury
 - 31 comments on layout, design and space
 - 23 comments wanting better storage
 - 14 comments asking for modernisation
 - 45 negative comments on home suitability
- What would be the number one improvement in your kitchen?
 - Better design or layout – 35% (highest on New & Old Barnsbury)
 - Bigger kitchen – 35%
 - Better heating – 18%
 - More storage – 16%
- What concerns you most about the comfort of your home?
 - Damp – 45% (highest on New and Old Barnsbury)
 - Noise – 23%
 - Home safety – 17%
 - Heating and cooling – 14%
 - 6 further comments mentioning damp
- What is the best improvement we could make in your bathroom?
 - Better design layout (1 – ranking order)
 - More space (2)
 - Better fittings (3)
 - Better heating/airflow (4)
- Do you like the layout of your home?
 - 45% average positive rating (Same on New and Old Barnsbury)
 - 39 comments on layout & design
 - 23 comments on space
 - 9 comments on storage

⁴ <https://www.built-ideas.com/>

- What is the best improvement we could make in your bedrooms?
 - Bigger rooms (1 – ranking order)
 - More storage (2)
 - Extra bedroom (3)
 - Study space (4)

Poll 2 – Outdoor Spaces

- Does the outdoor space on the Estate work for the community?
 - 35% average positive rating (Same on New and Old Barnsbury)
 - 20 comments on access
 - 9 comments on play space
 - 8 comments on maintenance
- Which of these is most important to you?
 - More play areas (1 – ranking order)
 - Better planting (2)
 - Remove railing/fences (3)
 - More seating (4) (highest priority on Old Barnsbury)
- How safe do you feel walking around the Estate?
 - 49% people voted neutral to positively about this
 - 18 comments on lighting
 - 13 comments on CCTV
 - 10 comments on Anti-Social Behaviour
- Which of these would you like to see on the Estate?
 - Better lighting – 71%
 - Children's play area – 48%
 - Sports facilities – 40%
 - Outdoor exercise equipment – 38%
 - More trees – 28%
 - Planted gardens – 27%
 - Growing areas – 16%
 - Cycle parking – 13%
- What do you think about the outdoor space on the Barnsbury Estate?
 - 35% voted net neutral or positive to this
 - 14 comments on access
 - 8 comments on maintenance
 - 5 comments on the playground
- Which of these would be the best way to bring the community together?
 - Community outdoor events – 35%
 - Central green space – 25%
 - Sports facilities – 23%
 - Communal growing area – 17%

Summary of the engagement during Workshops 1 to 4

- 4.73 The Applicant was pleased to see such a high-quality engagement from residents, with a high level of turnout at every event.
- 4.74 Residents began from a position of very little understanding of the Transformation at the start of the phase. By the end of this phase, residents were familiar with the outline proposals and the process for consultation.
- 4.75 As stated in the previous section, the Applicant was keen to ensure that residents were engaged as early as possible in the process. This meant that residents could engage in the absolute fundamentals of the project, right down to how they wanted to be consulted.
- 4.76 This open and transparent process was extremely well received and it was appreciated that the consultation was intended to allow all parties to work together to provide the most appropriate and desired proposal for the Estate. This is a relatively unique approach that prevented residents expecting the Applicant to have every answer at each stage – the idea was that the Applicant could effectively take on board feedback and ensure that it meaningfully fed into the proposals.
- 4.77 At the end of Phase 1, the Applicant began the Housing Needs Survey, asking every resident what their current living situation is so that the Applicant can understand what their requirements will be in the new development.
- 4.78 By the end of Phase 1, residents had a good understanding of the consultation process and key issues on the Estate that the proposals would seek to address.
- 4.79 The Applicant felt that the first phase of consultation had been successful, particularly with 271 residents attending across the workshop events. The Applicant also established a variety of ways for residents to engage with the proposals including through the events and via physical and digital materials. A number of feedback mechanisms were also established for residents to utilise and share their thoughts, including verbally, via feedback forms, dedicated email, and phone number. This ensured that the Applicant was able to present information about the Transformation and residents were shown how their comments and feedback would help to shape the Transformation.

SECTION FIVE: PHASE TWO – DETAILED ENGAGEMENT

- 5.1 Phase Two of the consultation was designed to provide details on the recommended option for the Transformation as well as communicate the updated proposals and pave the way for the creation of the Offer Document. Four workshops were held between January 2020 and December 2020.
- 5.2 During this phase, the Applicant presented the evolved vision for the future of the Estate through more detailed designs including CGIs, sketch imagery, models and diagrams.
- 5.3 Key considerations made to the proposals in response to the feedback received in Phase Two included:
 - A focus on higher quality homes with low maintenance costs
 - Provision of more detail on the expected timeline and phasing plan
 - More information on the specific circumstances of individuals
 - Reminders on the ballot process
- 5.4 Due to circumstances outside of the Applicant's control, Phase Two of engagement was impacted by the emergence of COVID-19 in early 2020. The Applicant was led by Government guidance during this period.
- 5.5 The first two workshops in this phase, Workshop 5 and 6, were held in-person at the Barnsbury Community Centre and were focused on the options for the Transformation, with the second workshop providing detail on the refurbishment and redevelopment options.
- 5.6 Once restrictions were put in place by the Government in March 2020, the Applicant took the decision to pause engagement with residents until the effects of the pandemic became clearer. This meant that there were no workshops held between March and August 2020.
- 5.7 Residents had also highlighted that they had other priorities during this period and would therefore be unable to effectively focus on consultation efforts.
- 5.8 The Applicant was also aware that there was a natural pause point at this stage. Residents had so far been introduced to the proposals and provided their feedback on the current issues on the Estate and the changes they'd like to see. Therefore, this time was used to develop the vision for the Estate Transformation following this feedback, and this was presented to residents in Workshop 7.
- 5.9 To ensure consistent communication throughout this period, the Applicant remained in contact with residents through letters, emails, and texts.
- 5.10 Feedback mechanisms also remained available and online during this period should residents wish to share their further thoughts during the lockdowns.
- 5.11 The consultation website was also improved and enhanced, with increased functionality and optimisation for use on mobile devices. All materials continued to be accessible via the site.
- 5.12 During this period, the Applicant also undertook a number of activities to ensure that residents were supported.

5.13 Newlon's Resident Services supported thousands of vulnerable residents throughout the pandemic in addition to providing all key services remotely, including:

- Contacting thousands of vulnerable households to provide support and advice including signposting for those residents who were shielding
- Providing employment support
- Providing welfare benefits advice
- Responding to sector trends focusing on increased tenant involvement including the Social Housing White Paper and NHF's Together with Tenants initiative
- Distributing over £85k in grants and support to hundreds of vulnerable households
- Keeping our Community Centre's open for nurseries, staff, and community activities throughout this past, challenging year.

5.14 In Autumn 2020, and in line with all appropriate Government regulations, the Applicant took the decision to restart the workshop programmes starting with Workshop 7 in September 2022 which was held both virtually and in the Barnsbury Community Centre.

5.15 The project team provided at least one weeks' notice ahead of any event, with instructions issued to all attendees of digital events to ensure they could join without any issues. Members of the team were on-hand to assist residents if they needed help logging into online meetings.

5.16 As COVID-19 restrictions relaxed, the Applicant was able to begin face-to-face engagement again. However, this was strictly controlled, ensuring that the 'rule of six' was followed.

5.17 Specialist cleaners were hired to thoroughly sanitise the room in-between sessions to help protect residents. All events were optional and were held alongside digital events using the same information.

5.18 For Workshop 8 held in December 2020, the country once again entered a national lockdown. Feedback from residents was that they wanted the consultation to move forward to prevent delays to the project.

5.19 The Applicant called every household on the Estate, both to encourage attendance and engagement in the ongoing consultation, and to check on residents and any issues they were having during the lockdown.

5.20 A breakdown of the workshops held during Phase 2 of engagement is provided below:

Workshop	Title	Overview	Marketing	Materials	Events
5	The Options for Transformation	Designed to present the three different options for Transformation and explain the Applicants thinking following feedback in Phase 1	1 x Flyer 1 x Workshop 4 feedback newsletter Emails & Texts to residents Posters on-site Updated consultation website Personal conversations with residents	Boards Sign in sheets Feedback Forms Printouts and diagrams	Two Community Workshops held on-site at the Barnsbury Community Centre

			Ongoing Built ID survey		
6	Refurbishment and Redevelopment in more detail	A presentation of the option in further detail; including an explainer of what this would mean for individual groups of residents	1 x Flyer 1 x Workshop 5 feedback newsletter Emails & Texts to residents Posters on-site Updated consultation website Personal conversations with residents	Boards Sign in sheets Feedback Forms Printouts and diagrams A3 Flip Charts and pads	Two Community Workshops held on-site at the Barnsbury Community Centre
7	Our Vision for the Transformation of the Barnsbury Estate	A precursor to the 'offer' with an updated and detailed vision plan following feedback in Phase 1 and 2.	1 x Flyer 1 x Workshop 6 feedback newsletter Emails & Texts to residents Posters on-site Updated consultation website Print copy of boards Personal conversations with residents	Boards Sign in sheets Feedback Forms	Ten Zoom webinar sessions Ten closed, bookable in-person sessions
8	Our Offer to You	A presentation of the final designs ahead of the ballot	1x flyer 1x Workshop 7 feedback newsletter Emails & texts to residents Posters on site Updated consultation website Print copy of boards Personal conversations with residents	Boards Sign in sheets Feedback Forms	Seven Zoom webinar sessions

5.21 All workshops had at least four members of the project team present, including Independent Tenant Advisors Source Partnership, architects Pollard Thomas Edwards, landscape architects Farrer Huxley, and the Applicant.

- 5.22 At face-to-face workshops, residents were presented with a full set of A1 boards to view the information.
- 5.23 There was a sign-in sheet where members of the public were asked, but not required, to sign-in. A table with colouring books and pens was also set up for those attending with children and copies of materials were available for people to take away.
- 5.24 Feedback was collected via comment cards which residents could fill out on the day and return to the team or complete at their leisure and return to the onsite BEST office. Residents were also encouraged to email their comments to the BEST inbox following the session.
- 5.25 At virtual workshops residents were provided with a full presentation at the start of each webinar. More detail is provided in each workshop section below, but as a guide the digital webinars followed the following format:
- Introduction to the workshop
 - Presentation from Applicant about the Transformation as a whole
 - Presentation from Architects about the specifics of the scheme
 - Interactive Q&A
 - Summary
- 5.26 All virtual workshops took place on Zoom, using the platform's dedicated webinar functionality. The sessions were advertised in advance via a flyer drop, emails and texts, with joining details emailed to attendees once they had registered via email. A phone number and the usual BEST email address were made available, with a dedicated member of the team on hand to address any technical issues during each workshop.
- 5.27 The decision was taken to use Zoom webinars over other options due to its increased functionality and accessibility. During the sessions, residents could make use of the Q&A function to ask questions live, both during the presentations and in the discussion period.
- 5.28 The Applicant also directly sent every household a full set of workshop boards, scaled down to an A3 format, and delivered these in the post alongside a marketing flyer for the events. This meant that every single resident received a hard copy of Workshop 7 and 8 boards, which set out the detail of the proposals. It also allowed for virtual workshop attendees to have information to hand in addition to being able to review the information ahead of meeting the project team.
- 5.29 Feedback and questions were captured from the Zoom Q&A function and residents were also encouraged to fill out the feedback forms that were available on the website.
- 5.30 The webinars were recorded and added to the website for any residents who were unable to attend to watch in their own time.
- 5.31 The usual feedback mechanisms (email, freephone and website) remained open throughout the entirety of the Phase Two engagement.
- 5.32 The Applicant continued to commit to an open and transparent engagement strategy throughout, seeking to reach as many people as possible and ensure that feedback was considered and incorporated into the evolving masterplan where possible.

5.33 During this phase the Applicant also held meetings with representatives from Islington Council as per the following table:

Date	Meeting
24 th February 2020	Initial Pre-app with LBI
30 th April 2020	LBI PPA 1 Pre-App Meeting 1
18 th November 2020	LBI Viability Meeting 1
14 th December 2020	Ward Councillor Presentation

Workshop 5 – The options for transformation

5.34 At Workshop 5, the Applicant presented three options for the future of the Estate and the reasoning for the preferred refurbishment and redevelopment choice. The three options presented were:

- Rolling Maintenance: A ‘status quo’ option, where things would remain largely the same, albeit with a renewed focus on maintenance and management of the Estate
- Infill: This proposal looked to fill in gaps on the Estate with new homes to pay for refurbishment for existing properties
- Redevelopment and Refurbishment: A full Transformation across the Estate which would include demolition of existing blocks and construction of new buildings including new homes, a new community centre and a wholly revamped landscape.

5.35 The aim of Workshop 5 was to engage in a collaborative process with residents to get their feedback on the above three options for the Transformation. The options were presented reflecting back on the feedback received during workshops 1 – 4.

5.36 The table below sets out the information provided to residents on each of these areas and the benefits and drawbacks of each option. The full presentation can be found at Appendix 3.1.

Option	Explanation	Benefits	Drawbacks
Rolling Maintenance	A rolling programme of essential maintenance. This would aim to address the issues residents had raised in Phase 1 of the consultation as far as they could be through a maintenance plan.	This would cause the least disruption to residents on a macro scale. This would allow home owners to stay in their existing homes and locations. No one would need to be temporarily rehoused in the first phase.	Disruption would still take place on an individual basis, with the necessary works needing to take place inside and outside residents’ homes. This programme would fail to address the issues faced on the Estate such as building performance, undersized homes with undesirable layouts, acoustic performance, overcrowding and energy efficiency.

<p>Infill</p>	<p>Creating new homes in the gaps between buildings to fund more extensive works to resident homes; and improvements to open space across both halves of the Estate.</p>	<p>The construction and sale of new homes, including new market housing units would create value that could be reinvested into the Estate enabling a more comprehensive refurbishment programme.</p> <p>The infill would provide more affordable housing to help alleviate some of the overcrowding issues.</p> <p>This plan would also provide more housing for Islington's residents and assist with efforts to solve the area's housing crisis.</p>	<p>Disruption would still take place on an individual basis, with the necessary works needing to take place inside and outside residents' homes.</p> <p>This programme would fail to solve the issues faced on the Estate such as building performance, undersized homes with undesirable layouts, acoustic performance, overcrowding and energy efficiency.</p> <p>Infill blocks would need to be built on existing green spaces which would result in the loss of amenity areas for residents. The proximity of some blocks to existing blocks would also create privacy challenges.</p>
<p>Redevelopment and Refurbishment</p>	<p>A mixture of new build homes and extensive refurbishment to retained buildings.</p> <p>A full redevelopment of the New Barnsbury part of the Estate and an extensive refurbishment of the Old Barnsbury part of the Estate.</p> <p>Transformation of the landscape and open space.</p>	<p>Brand new homes for residents of New Barnsbury</p> <p>Additional affordable homes on New Barnsbury</p> <p>New Community Centre</p> <p>New and improved green spaces</p> <p>New play areas and sport equipment.</p> <p>New landscape across the Estate</p> <p>Improved Security and Lighting</p> <p>Improved Cycle and Bin Storage</p>	<p>Lengthy ballot process and planning application</p> <p>Duration of construction programme and disruption caused by construction.</p> <p>Some residents would need to move into temporary accommodation to enable new homes to be built.</p> <p>Some business would need to relocate to enable new buildings to be built.</p>

		Improvements to Entrances and Communal Spaces	
		New Kitchens, Bathrooms, Windows and Front Doors for Old Barnsbury	

- 5.37 The Applicant set out their early commitments at the end of Workshop 5 to residents which included the right to remain on the Estate, no increase in rent for homes of the same size, no changes to tenancy agreements, resident leaseholders guaranteed right to remain and individual needs assessments.
- 5.38 The Applicant also provided a breakdown of the feedback given in the Built ID polling that had been undertaken during Phase 1 of engagement.
- 5.39 Two workshops were held in-person at the Barnsbury Community Centre on:
- Tuesday 28 January 2020, 7:00pm-9:00pm
 - Saturday 1 Feb 2020, 11:00am-1:00pm.
- 5.40 The workshop was advertised on the dedicated consultation website and via a poster (Appendix 3.2) that was placed around the Estate.
- 5.41 Emails and texts were also sent to residents to remind them of the session and the session was advertised in-person during Workshop 4. Additionally, following Workshop 4, all residents were issued a feedback newsletter (Appendix 2.12) which advertised the dates for Workshop 5.
- 5.42 As a supplementary exercise to the resident workshops, the Applicant held drop-in session specifically for Leaseholders on the Estate on:
- Tuesday 14 January 2020, 7.00pm-9.00pm
 - Saturday 18 January 2020, 11.00am-1.00pm
- 5.43 The Applicant was aware that due to the complex nature and variety of tenancies across the site (resident leaseholders, social tenants, council tenants, private tenants and non-resident leaseholders), that some points of discussion were only relevant to certain groups.
- 5.44 In total 72 attended the Workshop 5 sessions.
- 5.45 Feedback from these sessions was collected via feedback forms as well as verbally by the team at the sessions. The feedback form is available to view at Appendix 3.3. Residents were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.

Workshop 5 - Feedback and Analysis

- 5.46 Following the workshops, following the pros and cons of each option being presented and discussed, it was clear that the preference of the residents was for a comprehensive redevelopment of the site.
- 5.47 The Applicant reviewed the feedback and identified the key themes. This included a clear indication from residents that they wanted reassurance in regard to the key commitments that would form part of the Resident Offer (see Appendix 4.1).

5.48 The Applicant set these out in the newsletter following Workshop 5 (Appendix 3.4), and the responses to feedback are laid out in the table below.

Theme	Applicant response
Right to remain on the Estate	Social tenants and resident Leaseholders are guaranteed the right to remain on the Estate no matter the level of work carried out
Rent	Social tenants will not see their rent payments increase for homes of the same size
No changes to tenancy	Your tenancy and rights will remain the same
Leaseholders on the Estate	Resident Leaseholders will be guaranteed the right to remain Each Leaseholder will have the option of individual meetings to discuss their circumstances and to understand what the best option for them may be
Resident-led consultation	From the very beginning, residents have been at the heart of the Estate Transformation
Housing needs assessments	Newlon are assessing the needs of all tenants on the Estate. If residents vote YES in the ballot all tenants will be guaranteed: - A home that is the right size for their needs - A home that is suitable for their needs - A larger home if you are currently overcrowded or a home that is adaptable if you have a disability
Residents' ballot	Stating that residents will have the final say. Plans for the Estate's Transformation will only proceed to a planning application if residents vote YES in the Estate ballot
Free independent advice	Source Partnership will provide confidential, independent advice to residents throughout the process
Disturbance payments	Residents moving into new homes would receive a 'disturbance payment' from Newlon. This payment is to cover out-of-pocket expenses caused by moving.

5.49 Residents also asked for reassurance that the new homes being brought forward in the proposed option would be of high quality that would solve the challenges associated with the existing homes.

5.50 The Applicant noted this concern, and explained that this, in part, was one of the main reasons for moving forward with the Transformation of the Estate and was a driving principle of any change.

5.51 Residents also mentioned that they'd like to see more family size homes built on the Estate.

5.52 Residents expressed a desire that any chosen option addressed the needs of senior people and those with disability and accessibility issues.

Workshop 6 – Refurbishment and redevelopment proposals in more detail

- 5.53 At Workshop 6, the Applicant presented information on both the refurbishment of Old Barnsbury and the redevelopment of New Barnsbury in more detail. Additionally, the Applicant also presented details of proposed new landscaping, play spaces, parks, and the new community centre.
- 5.54 For Old Barnsbury, the information included images and illustrations of how residents' existing homes could be improved and possible options for the outside spaces.
- 5.55 For New Barnsbury, residents were shown typical layouts for the new homes, precedent images for how the new homes could look and examples of the outside spaces between the new blocks.
- 5.56 Residents were also provided with information about the ballot, their Independent Tenant Advisors and a timeline for the development of the Estate.
- 5.57 In order to communicate this information to residents, two workshops were held in-person at the Barnsbury Community Centre on:
- Tuesday 25 February 2020, 6:00pm – 9:00pm
 - Saturday 29 February 2020, 10:00am-2:00pm.
- 5.58 At the workshop, the Applicant gave a presentation to residents before giving time for questions. A full version of the materials presented is included in Appendix 3.5 and a summary is provided below:

Item	Slide Title	Summary
1	Phasing	Example options for how the phasing could work
2	Masterplan	An overview of the proposals showing the improvements that could be made to different areas of the Estate
3	Old Barnsbury	Options for the refurbishment of the blocks and homes, including possible layouts
4	New Barnsbury	Typical home layouts and precedent images
5	Old Barnsbury: Outside Space	Illustrating the improvements that could be made to the outside space on Old Barnsbury
6	New Barnsbury: Outside Space	Showing the draft landscape plan and precedent images for how this could look in the future
7	Landscape: Community space	Images showing what the new community square could look like
8	Independent Advisor	Information about Source Partnership and the ballot
9	What's Next	Indicative timeline showing key milestones for the project

- 5.59 The workshop was advertised on the dedicated consultation website⁵ and through a poster (Appendix 3.6) placed around the Estate.

⁵ <https://betterbarnsbury.org.uk/>

- 5.60 Emails and texts were also sent to residents to inform them about the workshop, while posts were placed on Source Partnership’s dedicated Facebook page which Estate residents were invited to join throughout the engagement process.
- 5.61 In total, 98 residents attended both sessions, which the Applicant felt demonstrated continued engagement with the consultation.
- 5.62 Residents were invited to complete a feedback form in order to provide their feedback. This can be found at Appendix 3.7. Residents were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.

Workshop 6: Feedback and applicant response

5.63 In the table below, the feedback received during Workshop 6 is organised by area and broken down by theme.

Theme	Explanation	Applicant Response
The need for demolition	Some residents wished to understand the rationale behind the decision to move ahead with the third option: refurbishment and redevelopment.	<p>The BEST team’s proposals on redevelopment have been informed by feedback in workshops and the benefits delivered by the preferred options vs the alternatives.</p> <p>Redevelopment means demolishing and rebuilding in phases to create new homes. This is a once-in-a generation opportunity to solve overcrowding on the Estate. A redeveloped New Barnsbury will also create additional new homes for social rent as well as private sale. These private sale homes will finance the improvement works across both Old and New Barnsbury.</p>
Height, Light and Privacy	<p>Residents raised queries about the height proposed for new buildings if New Barnsbury were to be redeveloped.</p> <p>Other residents said they were concerned about privacy due to overlooking as well as losing light in the new public spaces.</p>	<p>Where height is increased it will be in a manner that is appropriate for the site having regard to its context.</p> <p>There will be variation in the height of buildings across the redeveloped New Barnsbury Estate, as the Applicant believe that this results in better design.</p> <p>The Applicant proposes that the edge of the Estate would be the best location for taller buildings.</p> <p>When shaping the future design of the Estate, the BEST team is taking care to ensure that all new homes</p>

		on the Estate will continue to enjoy privacy and sunlight.
Keeping residents involved	<p>A number of residents commented they would like to see more detail on the proposed new homes.</p> <p>After the ballot, residents wanted a guarantee they would remain involved in the design and have as much choice as possible on their new homes. For example, some wanted an open plan kitchen, whilst others did not.</p>	<p>The Applicant will provide more visual detail on these homes at a future workshop before the ballot.</p> <p>Residents were reassured that consultation would continue post-ballot, and indeed post-planning application submission and this would include individual discussions and preference talks.</p>
Layout of Homes	<p>Residents felt that the redevelopment of New Barnsbury would provide more space in the Estate's homes and create more storage - two key issues that have been raised in previous workshops.</p> <p>Some families commented that bedrooms should not be located near to the front door to ensure the safety of children.</p>	<p>The Applicant noted that they were pleased that the new space and storage proposed had been communicated effectively at the workshop and confirmed they would continue to work on the layout of homes with residents.</p>
Security	<p>Anti-Social Behaviour (ASB) and security was residents' most frequently mentioned issue.</p> <p>Whilst many residents welcomed removing the gates and fences, it was felt that security must be managed – some suggested using fob access or perimeter gates.</p> <p>Residents asked that proposed access routes from Barnsbury Road and the canal be considered in more detail with regard to security and who could access what parts of the Estate.</p>	<p>The Applicant is committed to ensuring that the Estate becomes a safer place for residents, and this priority will be built into the design of the new buildings, public spaces and routes. This includes new CCTV cameras, improved lighting to ensure routes are well lit, fob access to buildings, certain routes and park areas and secure bin and cycle stores.</p> <p>The feedback from residents in regard to the connection with the canal have led the design team to pursue an option for the canal blocks that doesn't include a physical connection to the canal towpath. Additionally the design of the canal blocks will ensure a consistent spread of lighting across entrances and throughout the landscape of the Canal blocks to make sure there are no dark spots. This will be supported by CCTV.</p>

		The aspiration for the Canal and SINC area is for calm communal courtyards that offers residents semi-private shared spaces with seating and some doorstep play elements.
Parking	<p>Residents would like more information on the re-provision of car parking spaces once the transformation takes place.</p> <p>Specifically, residents would like to know how many spaces will be re-provided and where they will be located.</p> <p>Some suggested underground parking.</p>	<p>The Applicant is seeking, as far as possible, to retain the required number of spaces for existing residents, although this will be subject to planning.</p> <p>Spaces will be provided for blue badge holders.</p> <p>There are opportunities to utilise existing site levels to introduce underground / podium parking. This is something that is being considered with the design team.</p>
Greening	Residents liked green space on the Estate but many felt that it needs to be more accessible.	Improving accessibility throughout the Estate is a key part of the Transformation particularly in terms of the green spaces. Feedback on this was welcomed by the Applicant as it continued to develop the proposals for the public spaces.
Community Centre	<p>Many of those who attended the workshop felt that a new community centre would have a positive impact on the Estate.</p> <p>There was a strong feeling that residents of the Estate should have priority use of the new Community Centre, which should offer an engaging programme of activities for people of all ages.</p>	The Applicant is committed to building a brand-new Community Centre and regulating this for use by Barnsbury Estate residents.

5.64 Following Workshop 6, a summary newsletter was issued to all residents on the Estate summarising what was discussed at the sessions and the feedback received. A copy of this newsletter is available to view at Appendix 3.8.

5.65 The Workshop 6 summary newsletter provided residents with an update on the workshop programme in light of COVID-19. Residents were advised that the workshops would be paused while the Applicant assessed the guidance from central Government and that the ballot would not be held in summer 2020 as originally planned.

Workshop 7 – Our vision for the Transformation of the Barnsbury Estate

- 5.66 Following the pause on engagement due to the COVID-19 restrictions, Workshop 7 took place in September 2020.
- 5.67 The Applicant ensured that materials included a refresher on the project and where the design process had got to prior to the pause.
- 5.68 In adherence to Government guidance at the time, workshops were held both virtually and in-person (limited to six residents, or one household, and staff).
- 5.69 In-person events were held at the Barnsbury Community Centre. To ensure the safety of residents, the Applicant limited attendance in the room to six people maximum with everyone required to social distance, wear masks and use hand sanitiser.
- 5.70 To avoid overcrowding outside the Centre, residents were required to book onto a time slot to attend the session.
- 5.71 In between each session, the Applicant hired a cleaner to clean the room, tables, and chairs.
- 5.72 More detail on the Applicant's response to COVID-19 can be found in Section 3 of this SCI.
- 5.73 To ensure all residents were provided an opportunity to attend, the Applicant adopted a hybrid approach, rolling out a mix of online and in-person sessions. The online sessions were held via Zoom, with residents asked to register via the dedicated contact details, with joining instructions sent ahead of the event. The full schedule is laid out below:

Date (2020)	Online sessions	Face-to-face sessions
Tuesday 22 Sept	6:00pm – 8:00pm	
Friday 25 Sept	10:00am – 12:00pm	
Saturday 26 Sept		2:00pm – 6.30pm
Monday 28 Sept	6:00pm – 8:00pm	
Tuesday 29 Sept		1:00pm – 5.30pm
Wednesday 30 Sept		9:00am – 1:00pm
Wednesday 30 Sept		4:00pm – 8:00pm
Thursday 1 Oct	10:00am – 12:00pm	
Saturday 3 Oct	10:00am – 12:00pm	
Monday 5 Oct	6:00pm – 8:00pm	
Tuesday 6 Oct		1:00pm – 5.30pm
Wednesday 7 Oct		4:00pm – 8:00pm
Thursday 8 Oct	6:00pm – 8:00pm	
Saturday 10 Oct		2:00pm – 6.30pm

Monday 12 Oct	6:00pm – 8:00pm	
Tuesday 13 Oct		1:00pm – 5.30pm
Wednesday 14 Oct	10:00am – 12:00pm	4:00pm – 8:00pm
Friday 16 Oct	10:00am – 12:00pm	
Saturday 17 Oct		2:00pm – 6.30pm

5.74 A pack of information was prepared by the Applicant with paper copies safely hand-delivered to all residents ahead of the Workshop sessions taking place. This ensured that all residents could view the materials and those attending the webinar sessions had a copy to hand.

5.75 The contents of the pack are provided below with the full pack available to view in Appendix 3.10:

Item	Slide Title	Summary
1	What is Workshop 7 About?	Overview of workshop 7
2	The Masterplan	Detailed information about the masterplan
3	The Masterplan: Streets and Spaces	Information about the streets and open spaces within the masterplan
4	The Masterplan: Explained	Overview of the masterplan and how the Transformation will work
5	How are residents shaping the masterplan?	Providing an overview of feedback received so far
6	Old Barnsbury: Creating a greener place	Details of green spaces on Old Barnsbury
7	Old Barnsbury: Delivering refurbished homes	Information about the interior refurbishments for Old Barnsbury
8	New Barnsbury: Delivering redeveloped homes	Providing details and examples of home-types for New Barnsbury
9	New Barnsbury: Delivering redeveloped homes	Providing details and examples of home-types for New Barnsbury
10	A safer & more secure neighbourhood	Details on security and safety
11	Usable green spaces	Information regarding the green spaces across the Estate
12	Providing your feedback	Details of how residents can share their feedback

5.76 To ensure that residents had a chance to speak directly with the project team, the online sessions had a dedicated Q&A section. Greater detail on how the webinars were run across the consultation is available at 5.25.

5.77 The Workshop was marketed through posters, a flyer (Appendix 3.9), phone calls, emails, and texts. Additionally, posters were placed across the Estate. Examples of these marketing materials are available in Appendix 3.11.

5.78 At this time, residents were also sent a letter regarding Islington Council's statutory consultation on the areas' designation in the Local Plan. This can be found in Appendix 3.12.

- 5.79 In total, 135 people attended across the webinar (60 attendees) and bookable in-person sessions (75 attendees).
- 5.80 These numbers demonstrate that the Applicant's consultation outreach was able to meet, and even exceed, the levels of engagement seen in pre-COVID work. This is testament to the work of the project team to market the consultation events and flexibility to hold them both in person and virtually.
- 5.81 It also showed that residents were able to effectively make use of digital consultation methods and set a precedent to demonstrate that meaningful consultation could take place during enforced lockdowns.

Workshop 7: Feedback and Applicant Response

- 5.82 In the tables below, the feedback received during Workshop 7 is organised by area and broken down by questions asked of residents.

Feedback Form Responses		
Question	Explanation	Applicant Response
Based on what you have seen in Workshop 7 do you think your new or refurbished home will improve your quality of life on a scale of 1-10?	An average rating of 7 out of 10 showed that residents were positive about designs for New Barnsbury and refurbishment plans on Old Barnsbury. However they also told us they were concerned about the phasing of work and the decant process, and that residents need more detail on the plans.	<p>The Applicant said that they will show residents how they were currently proposing to manage the phasing of construction on New Barnsbury and explain how the process of moving residents into their new homes will work.</p> <p>It was noted that Old Barnsbury residents would also be able to view a 'show home' at 29 Berners House prior to the ballot. At Workshop 8, the Applicant also set out how the refurbishment works will happen, and the measures that would be taken to minimise disruption.</p>
Based on what you have seen in Workshop 7 do you think the proposals will improve the Estate environment on a scale of 1-10?	An average positive response of 7.5 out of 10 showed that that residents are positive about the designs across the Estate, and want to see more detail. However some residents raised questions about security and maintenance of the outdoor spaces.	<p>The Applicant took on board the positive comments from residents and acknowledged that further detail was required on security and the maintenance of the outside spaces.</p> <p>In terms of security the Applicant has been clear throughout that the design will incorporate elements of security and safety by ensuring that public spaces and routes are well-lit and overlooked. Additionally routes will be pedestrian friendly and there will be increased CCTV on the Estate.</p> <p>In terms of the maintenance of the outside spaces, these areas will be designed to ensure that</p>

		maintenance can be carried out in a cost effective and efficient way.
From what you have seen in Workshop 7 are you supportive of the plans?	70% of residents responded that at this stage they are in favour of proposals, 13% said no and 17% said 'Don't know'.	N/A
Has the lockdown period made you feel differently about your home and/or the Barnsbury Estate? Are there any new issues you think the consultation needs to focus on?	Outside space is more important to residents. Secure and easy access to homes is more important. Storage is more important to residents now. There is a greater sense of community, with neighbours helping each other out.	<p>The Applicant committed to:</p> <p>Show more detail on the new public parks, resident-only courtyards, walking routes at Workshop 8.</p> <p>Every new home on New Barnsbury will include private outdoor space, either a garden or balcony.</p> <p>Show more detail on what the planned refurbishment works to Old Barnsbury will include: exterior repairs, upgraded landscaping, communal areas, and the inside of tenants' homes.</p> <p>Illustrate a range of typical home types for New Barnsbury, showing the benefits to size, storage, and comfort.</p>
Choice of new home (New Barnsbury) and location on the redeveloped Estate	This was a further feedback theme identified in survey comments.	<p>The Applicant noted that many of these questions were being worked on by the BEST team. The FAQ section of the website was updated with new answers, broken down specifically via theme.</p> <p>Additionally, the Applicant confirmed that Workshop 8 would be tailored to make sure all residents know what this project means for them and their household.</p>
More detail on the quality and style of refurbishment on Old Barnsbury		
More information on the Residents Ballot		
Construction timelines		
Queries on Phasing & Decant process		
A further explanation on Tenant's Rights		
Overcrowding issues on the Estate		

5.83 Following Workshop 7, a summary newsletter was issued to all residents on the Estate summarising what was discussed at the sessions and the feedback received. A copy of the newsletter is available to view at Appendix 3.13.

5.84 The Workshop 7 summary newsletter also contained a full recap of the presentation contents for those who could not attend the workshops.

Workshop 8 – Our offer to you

- 5.85 Workshop 8 represented the culmination of the Applicant's outreach to residents over the previous engagement dating back to Phase 1 in the autumn of 2019.
- 5.86 The feedback from Workshop 7 indicated that residents were broadly satisfied with the proposed Masterplan including the design and heights of the buildings and the landscaping proposals for the public spaces.
- 5.87 Residents were keen to understand more on the details of the offer. Residents also indicated that they wanted to understand the phasing in greater detail and the ballot process.
- 5.88 A pack of information was prepared by the Applicant and issued to residents on the Estate ahead of the consultation events. This ensured that all residents could view the materials and those attending the webinar sessions had a copy to hand. The slides are set out below and can be found in Appendix 3.15.

Item	Slide Title
The Whole Estate	
1	What is Workshop 8 About?
2	Vision for the Barnsbury Estate
3	Community Centre and Park
4	What's Next
New Barnsbury	
5	Newlon's Offer to You
4	Possible Phasing Option
5	Outside Space
6	New Homes
Old Barnsbury	
8	Newlon's Offer to You
9	Refurbishment Timescales
10	Outside Space
11	Refurbishment Works

- 5.89 The sessions were advertised to the Estate via a flyer (Appendix 3.14) and A3 posters (Appendix 3.17) placed around the Estate and within each block.
- 5.90 To ensure that all consultation events were as specific as possible to residents' personal circumstances and what it would mean for them, Workshop 8 was split into location and tenancy type:
- Workshop for Old Barnsbury residents held on Saturday 5 December 2020 10.00am – 12.00pm
 - Workshop for Old Barnsbury residents held on Wednesday 9 December 2020 6.00pm – 8.00pm
 - Workshop for Old Barnsbury residents held on Tuesday 15 December 2020 10.00am – 12.00pm
 - Workshop for New Barnsbury residents held on Thursday 3 December 2020 10.00am – 12.00pm
 - Workshop for New Barnsbury residents held on Monday 7 December 2020 6.00pm – 8.00pm

- Workshop for New Barnsbury residents held on Saturday 12 December 2020 10.00am – 12.00pm
- Workshop for non-resident Leaseholders held on Wednesday 2 December 2020 6.00pm – 8.00pm

- 5.91 All consultation events took place online as the consultation fell during the period of lockdown in December 2020. Workshop 8 was attended by a total of 151 residents.
- 5.92 The Applicant worked to provide early information to residents on how they could sign up for webinars and get involved with the consultation.
- 5.93 However, this consultation was held before the drafting of the Offer Document had been readied, as the Applicant wanted to ensure that all feedback on the final offer was worked into that document.
- 5.94 The Applicant also ran a second Built ID survey for Phase Two of engagement which was made live during Workshop 8. Questions and residents' responses can be viewed in the table below. The survey saw 472 people vote on the questions given, while 506 pieces of written feedback were also provided.

Feedback and Applicant Response

- 5.95 The Applicant collected feedback from the exhibition using the usual feedback mechanisms, including a feedback form (Appendix 3.16), and during workshop events.
- 5.96 The tables below set out the key feedback grouped by topic area, in a question and answer format used in the post workshop summary newsletter sent to residents (see Appendix 3.18).

Question	Answer
The Whole Estate	
When will construction start and end?	If the Estate ballot is successful in early 2021 we expect construction and refurbishment will be able to start towards the end of 2022. The phased construction plan will take approximately 8-11 years to complete all the new homes. For a detailed timeline please see the last page in this pack.
I am overcrowded, can I get a new home?	Yes. A key part of this project is ensuring tenants' get a new home with the number of bedrooms identified in their Housing Need. We will also explore whether it is possible to rehome overcrowded Old Barnsbury residents, although this is subject to agreeing an Estate Lettings Plan with Islington. If you have not yet done a Housing Needs Survey with the BEST team, please get in touch with them as soon as possible.
Will I pay more rent?	Newlon are committed to protecting existing tenancy rights for all tenants. You will not pay more rent for a home with the same number of bedrooms.
Will I get to keep my parking permit?	We are seeking as far as possible to retain the required amount of spaces across the Estate for existing residents, although this will be subject to planning. If you have and use a valid parking permit then we will work hard to ensure you keep this.
Old Barnsbury	
I am a tenant, what choices will I have in my refurbished home?	Residents will be able to choose from a range of options including new flooring for your kitchen and bathroom, kitchen

	worktops and unit doors plus a choice of paint colours. There will also be choice of a new bath or shower.
Can refurbishment works alter the layout of my current home?	Yes. Where possible we will look to improve the layout of tenants' homes to increase the size of kitchens and make the bathroom more usable. For example, if your toilet is separate and located next to the kitchen then this could be relocated into your bathroom increasing the size and amount of usable work surface in your kitchen. If this work is possible in your home you will be able to choose if you want it to happen.
Will I stay in my home whilst the work happens?	We are planning the refurbishment work to minimise disruption as far as possible; this means you will not have to move to temporary accommodation unless you need to do so for medical or mobility reasons.
I am a resident leaseholder, what does this mean for me?	Resident leaseholders will benefit from the refurbishment and improvements to the exterior of the buildings, communal areas and outside spaces. These external works will include the replacement of your windows and door. Additionally, resident leaseholds will have the opportunity to 'buy-in' to the internal refurbishment offer if they wish.
New Barnsbury	
What size homes will I get?	If you are a tenant your new home will be based on your housing need. This means if you are currently overcrowded you will get a new home with the correct number of bedrooms for your family. If you are under-occupying you will receive a home with one more bedroom than you need - this is called a 'needs plus one' policy. If you are a resident leaseholders and wish to remain on the Estate then you will be offered a home with the same number of bedrooms as your existing home.
Where will my new home be?	Tenants and resident leaseholders are guaranteed a new home on the redeveloped Barnsbury Estate. It is possible that this may be in a different area of the Estate than your existing home, however, we will seek to accommodate your wishes in terms of location as far as possible.
What choices will I have in my new home?	Residents will have a choice of floorings, kitchen and bathroom fittings and paint colour to make your home your own from the day you move in. Additionally, some home types may provide a choice of internal layout – such as an open plan or separate kitchen/dining option.
How will the moving process work?	Residents will have a meeting with Newlon prior to moving to discuss this. You will receive help with moving costs and setting up new bills in your new home.

5.97 The applicant also commissioned a second Built ID survey in order for residents to provide further feedback. This is listed in the table below.

BUILT ID FEEDBACK		
Question	Result	Analysis
Do you support a new walking route which would be secured at night?	74% in favour	These results show that residents are very positive about this route which would create a landscaped garden link between Charlotte Terrace and Barnsbury Road and would be secured at night to prevent antisocial behaviour.
How would you prioritise the following options for your internal refurbishment? (Old Barnsbury) 1. Choice of kitchen fittings 2. Choice of bath or shower 3. Choice of flooring 4. Choice of paint colour	N/A	Residents responded very strongly in favour of a choice of kitchen fittings and a choice between a bath and a shower in the bathroom. The Applicant noted that they would detail the choices available to residents in the Offer Document which will be posted to your home before the Estate ballot.
What play and leisure facilities would you like to see?	Outdoor gym 30% Seating 28% Picnic tables 27% Play for older children 25% Natural play area 24%	In this multiple-choice question residents showed strong support for better seating options, outdoor gym equipment and play space for older children. This feedback will be included in the landscape offer to residents and Newlon will continue to consult with residents on detailed plans for the landscape if there is a positive ballot result.
Which of these is your priority when moving to a new home?	Choosing the floor of my home 58% Moving once: minimum disruption 44%	Most residents stated that they would prioritise choosing which floor their home is on, but a significant amount of residents were also keen to only move once. This is why the Applicant is committed to having individual meetings with each household before their phase. Further detail on residents' rights and moving to a new home will be set out in the Offer Document.
What play and leisure facilities would you like to see?	Outdoor gym 45% Multi-use games area 34%	New Barnsbury residents responded strongly in favour of play and games areas for all ages, along with outdoor gym

		equipment. This feedback will be included in the landscape offer to residents and Newlon will continue to consult with residents on detailed plans for the landscape if there is a positive ballot result.
What type of access to the new courtyards would you like?	89% in favour of resident-only access	There was a very positive response for resident only courtyards between the new blocks on New Barnsbury and many residents suggested using fobs to control access to these spaces.

Summary of the engagement during Workshops 4 to 8

- 4.80 The Applicant was pleased to see a high level of engagement during this phase. The Applicant also noted that engagement remained high during lockdowns and was delighted that the move to online consultation, alongside physical where possible, had been positively received by residents.
- 4.81 By the end of this phase, residents had seen their feedback shape the proposals, ending with a detailed understanding of what the Applicant was proposing.
- 4.82 This helped pave the way for the issue of the Offer Document, which summarised all of the materials that residents were already familiar with due to the detailed preceding consultation efforts.
- 4.83 This open and transparent process was retained during this phase and was again extremely well received. It was appreciated that the consultation was intended to allow all parties to work together to provide the right proposal for the Estate.
- 4.84 By the end of Phase Two, the Applicant feels that they achieved their objective to inform every resident on the Estate about the proposals, despite the challenges presented by COVID-19.

SECTION SIX: PHASE THREE – THE RESIDENT OFFER AND BALLOT

The Offer Document

- 6.1 In advance of the residents' ballot in February 2021, the Applicant shared the Offer Document with residents. The document was issued to residents 21 days in advance of the ballot start date.
- 6.2 At this stage, the Residents' Charter was also issued to residents.
- 6.3 The Offer Document was printed and hand distributed to every address on the Estate. It was also available to view online or download via the Better Barnsbury website.
- 6.4 The Offer Document also contained a dedicated section offering translations to any other language. The text offering this service was provided in additional languages common to the Estate.
- 6.5 For those residents that took this offer up, a bespoke version of the document was sent to them in their requested language.
- 6.6 The Offer Document provided a summary of all of the information that had been presented to residents since the first workshop and set out the Applicant's commitments to residents. The document set out the future vision for the Estate and outlined the proposals to refurbish Old Barnsbury and redevelop New Barnsbury.
- 6.7 A full version of the Offer Document can be found in Appendix 4.1. The document included the following sections:

Section	Contents
1. Overview	a. The Vision for the Barnsbury Estate b. Our Promises to You c. The Ballot
2. Old Barnsbury	a. Offer to Old Barnsbury Residents b. Your Refurbished Home c. Transforming Green Space d. Outside Space and Buildings e. Phasing
3. New Barnsbury	a. Offer to New Barnsbury Residents b. Proposed Homes c. New Streets and Green Spaces d. New Shared and Private Outside Spaces e. Phasing
4. Connecting the Community	Details of the new community centre
5. Your Vote	Rules and regulations for the residents' ballot

- 6.8 The document contained the question that would be asked of residents during the ballot which was - *'Are you in favour of the proposal for the Transformation of the Barnsbury Estate?'*. Residents were invited to answer either yes or no to this question.

- 6.9 The document also included details on how residents could vote and where they could find further information or ask any questions.

Communicating the offer to residents

- 6.10 To ensure that all residents of the Estate were aware of the offer and the upcoming ballot period, the Applicant conducted a thorough engagement campaign using multiple communications channels to ensure that every resident of the Estate was contacted.
- 6.11 Individual phone calls – the project team contacted all 646 households on the Estate in a co-ordinated ‘ring-round’. The majority of residents were spoken to at least once and if the team were unable to reach households at first then multiple attempts were made to speak to them and messages were left. The aim of this was to ensure that residents were aware of the ballot and how they could vote. This was also an opportunity for the project team to answer any questions residents had about the proposals. The phone calls began six weeks ahead of the ballot and the Applicant team continued to contact residents until the ballot closed.
- 6.12 FAQs – the FAQs on the website were fully updated ahead of the ballot period and covered a range of areas including separate sections for tenants, resident Leaseholders, and non-resident Leaseholders of Old and New Barnsbury.
- 6.13 Newsletter – a newsletter was issued after Workshop 8 providing a summary of the feedback from the workshop and also providing residents with details about the ballot. A copy of this newsletter can be seen at Appendix 3.18.
- 6.14 Letter – a letter was issued to all households on the Estate from the project lead, Symon Sentain, providing details on the commitments made by the Applicant and urging residents to vote. This letter was issued one week before the close of the ballot. A copy of this letter can be found at Appendix 4.2.
- 6.15 Flyers and posters – every week a different flyer was sent to every household on the Estate during the ballot period to remind them to vote and providing key messages about the proposals. Posters were also displayed across the Estate to provide information about how to vote. These were displayed ahead of the ballot starting. These materials were designed using the BEST branding so they were instantly recognisable to residents. Copies of these posters and flyers can be found at Appendix 4.3.
- 6.16 Text messaging and emails - text messages and email reminders were used throughout the ballot period to remind individuals to vote. These were sent via the BEST team to residents on the email mailing list and contact database. Texts and emails were sent a week before the start of the ballot period and were then regularly sent each week until the ballot period closed. Versions of these emails and texts can be viewed at Appendix 4.4.
- 6.17 Social media – independent advisors, Source Partnership, posted a number of messages on the resident Facebook group throughout the ballot period to remind residents to vote. We also used some paid-for social media advertising to promote the ballot, this was geo-tagged to a mile radius surrounding the Estate.
- 6.18 Better Barnsbury website - the website was kept fully updated with the Offer Document, instructions on voting, contact details, and the comprehensive FAQs section. Example pages from the website can be viewed at Appendix 4.5.

6.19 As well as the above communications activities, Civica Election Services⁶ also wrote to all residents (Appendix 4.6) to advise them that a ballot would be taking place, whether they were eligible to vote, and how they could vote.

The Resident Ballot

6.20 The Barnsbury Estate Transformation fell under the requirements for an Estate ballot as per the policy introduced by the Mayor of London which applies to landlords seeking to regenerate an Estate.

6.21 The Applicant followed the guidance for Estate regeneration resident ballots as set out by the GLA in the GLA capital funding guide, section eight⁷.

6.22 The ballot was run by Civica Election Services (CES), a specialist independent company, to make sure it was effectively administered and scrutinised. CES is approved by the GLA as an independent scrutineer of regeneration ballots and were appointed to ensure that the ballot was run securely, independently, and in line with the GLA guidance.

6.23 CES posted the ballot papers to residents, received and counted the votes, and verified that all the votes were cast legitimately. CES also informed the Applicant of the result of the ballot.

6.24 All named tenants of the Barnsbury Estate (and resident leaseholders who fulfilled residency requirements) were eligible to vote in the ballot. This included all residents aged 16 and over if they fell into one or more of the following criteria:

- Newlon tenants (including those with secure, assured, flexible or introductory tenancies)
- Resident homeowners named on the lease who lived on the Estate at least 12 months before 22 February 2021
- Anyone who was an applicant on the Council housing register for at least 12 months before 22 February 2021 and whose principal (main) home is on the Estate

6.25 Non-resident leaseholders were not eligible to vote in the ballot in accordance with the GLA's ballot guidelines. Named resident Leaseholders of the Barnsbury Estate, if they had lived in the property for over 12 months prior to the ballot, were eligible to vote. Other tenants, including those living in a Leaseholders' property, were eligible to vote if they had been on the Islington housing waiting list for 12 months.

6.26 All eligible residents received their ballot papers directly from CES. The ballot was private and CES keep the individual votes confidential. There was no minimum turnout needed, but the Transformation could only go ahead if the majority of residents voted yes in the ballot.

6.27 The ballot took place between Monday 22 February 2021 and Friday 19 March 2021 and residents were invited to vote via one of the following ways:

- Returning your ballot paper in a pre-paid envelope by post.
- Voting online using a unique code.
- Voting by telephone using a unique code.
- Vote via text message using a unique code.
- Details on how to vote were sent out with the ballot papers.

⁶ [Civica](#)

⁷ https://www.london.gov.uk/sites/default/files/3_cfg_section_8_resident_ballots_-_18_june_2021.pdf

- 6.28 Residents were invited to vote either yes or no as to the following question – *‘Are you in favour of the proposal for the Transformation of the Barnsbury Estate?’*.
- 6.29 Residents were also encouraged to consider the information provided to them in the Offer Document, as well as the previous 16 months of engagement, in order to make their decision.
- 6.30 At the end of the ballot, CES informed the Applicant that 79.2% of eligible residents voted in the ballot, with 72.9% of residents voting yes. The Applicant then communicated this to residents by writing to every household and also putting a message on the website. A version of this letter can be found in Appendix 4.7.
- 6.31 A press release was also issued to local newspapers to ensure that the wider community were informed of the result. A copy of this press release can be found in Appendix 4.8.
- 6.32 The Applicant was delighted that so many residents engaged with the Transformation process and that so many residents voted in favour of the plans. This provided the Applicant with a clear indication that residents wanted the project to continue and the Applicant remains committed to continuing to work with residents to deliver the Transformation.

SECTION SEVEN: PHASE FOUR – POST-BALLOT CONSULTATION

Development Partner

- 7.1 In advance of the resident ballot taking place, Newlon Housing Trust took the decision to appoint a development partner and set-up a 50:50 Joint Venture (JV) to deliver the regeneration of the New Barnsbury part of the Estate.
- 7.2 After an extensive and competitive procurement process, the selection of developer, Mount Anvil, was confirmed in February 2021. This would see the Transformation of New Barnsbury delivered as a Joint Venture between Newlon, as the landlord, and Mount Anvil, as the developer partner.
- 7.3 The JV agreement sets out that Newlon and Mount Anvil would work together to deliver the new homes and public spaces on New Barnsbury.
- 7.4 A key factor in Newlon's selection of Mount Anvil was their commitment and proven track record of delivering high-quality homes in Islington and across London. This commitment to quality aligns with key commitments made by Newlon to residents.
- 7.5 A joint letter from the Chief Executives of Newlon Housing Trust, Mike Hinch, and Mount Anvil, Killian Hurley, was sent to all residents of the Estate. A copy of this letter can be seen in Appendix 4.9.
- 7.6 The Joint Venture was announced publicly in a press release issued in February 2021 (see Appendix 4.10).
- 7.7 Newlon Housing Trust remains solely responsible for the refurbishment of Old Barnsbury. This will involve selecting a contractor or multiple contractors to deliver the different elements of the refurbishment including new kitchens and bathrooms.
- 7.8 At this point in the document, references to the Applicant refer to the JV between Newlon Housing Trust and Mount Anvil unless otherwise stated.

Initial post ballot period (March – September 2021)

- 7.9 Following the ballot, there was a quieter period allowing Mount Anvil time to review the detail of the scheme and aspirations of the residents, as well as setting up the working practices of the JV. During this period the engagement continued with a focus on introducing Mount Anvil to residents, informing residents about the phasing plans, and enabling Old Barnsbury residents to understand the potential options for the refurbishment of their homes.

Phasing letters

- 7.10 The following priorities that were to be balanced through the development of a phasing strategy are as follows:
 - Managing the number of residents who are required to move into temporary accommodation.
 - Maintaining access to key community facilities such as the community centre
 - Driving the pace of housing delivery to minimise the duration of construction disruption and manage construction costs which helps viability.
 - Providing enough private homes in each phase to make the phase viable, fundable, and deliverable.

- A construction strategy that is considerate to the residents of the Estate.
- Managing vacant possession risks

- 7.11 In July, the Applicant wrote to residents to advise them that a review of the phasing plan had been undertaken that would help deliver more affordable housing in the early phase of development. This requires residents in Blackmore House to move first and, as such, a letter was sent to residents of Blackmore House about their specific circumstances and a separate letter was issued to all other residents of the Estate. Both of these letters can be viewed at Appendix 4.11.
- 7.12 Residents were informed that the Blackmore House site will be the first block to be demolished and redeveloped. The Applicant stated that they expect to commence building the first phase in 2023 and that it would take two years to complete once construction commences. The Applicant was clear that this was dependent on the planning application for the Transformation being approved by Islington Council before March 2023.
- 7.13 Following the letter being sent, Blackmore House residents were contacted directly in order to update their housing needs and whether they had any questions about the decant. Residents were also advised that they could seek independent advice from Source Partnership.
- 7.14 Those residents not living in Blackmore House were informed that they would likely not be required to move until 2025 at the earliest and in most cases much later.
- 7.15 Further information about phasing was provided through a newsletter and drop-in sessions as detailed below.

Phasing drop-in sessions

- 7.16 Three drop-in sessions were held at the Community Centre in order to provide residents with more information about phasing and to answer questions.
- 7.17 These sessions took place on:
- Wednesday 11 August, 2.30pm-6.30pm
 - Tuesday 17 August, 12.30pm-5.30pm
 - Saturday 21 August, 2.00pm-6.00pm
- 7.18 Residents were also advised that if they didn't want to attend the session, they could contact the Applicant to organise a separate meeting or phone call.

Post-ballot newsletter

- 7.19 A four-page newsletter was issued to all residents of the Estate in August 2021 in order to provide an update following the resident ballot. A copy of the newsletter can be found at Appendix 4.12.
- 7.20 This newsletter summarised the progress made by the Applicant on the Transformation since the ballot as well as providing information about phasing, the resident tour, and the phasing drop-in sessions.

Resident celebration event

- 7.21 Responding to residents' feedback from the first phase of Built ID polls (see 4.73) where residents felt the best way to bring the community together was through communal outdoor events, the Applicant hosted an event to celebrate the ballot result. This was held on Wednesday 15 September between 3.00pm and 5.00pm at the community centre and the adjoining outdoor gardens. The event was an opportunity for residents to meet the team and take part in a range of activities such as art classes, health and fitness classes, face painting and children's games. Images from the event can be found at Appendix 4.13.
- 7.22 A flyer was issued to all households on the Estate inviting residents to attend. This can be seen at Appendix 4.14.

Resident tour to Hampstead Manor

- 7.23 In order to show residents the types of homes that Mount Anvil has built elsewhere in London, a tour of their nearby Hampstead Manor development was arranged in June 2021. A flyer advertising the tours was sent to all residents of the Estate and can be viewed at Appendix 4.15.
- 7.24 The resident tour was attended by 40 residents of the Estate alongside staff from Mount Anvil and Newlon Housing Trust.
- 7.25 Residents were able to view the well-designed buildings surrounded by green open spaces. They were also able to view the home of a Newlon resident, who rents a social rented home at the site.

Establishing the Resident Design Group

- 7.26 In November 2021, the Applicant established the Resident Design Group which was made up of residents drawn from across the Estate. The group would meet with the Applicant and other members of the project on a monthly basis to discuss different elements of the Transformation.
- 7.27 The group would also review content ahead of the workshops in order to provide their insight and thoughts on the materials before they were shown to all residents.
- 7.28 This ensured that consultation workshop themes and subjects were designed with input from a group of volunteer residents that met on a monthly basis to provide insight and a resident perspective on the types of subjects and to help inform ongoing consultation. This has formed a key part of the Applicant's resident-led design process. The group remains active and will continue to meet beyond the lifecycle of the consultation process.
- 7.29 Meetings of the Resident Design Group have taken place in the community centre or virtually on the following dates:
- 3 November 2021
 - 1 December 2021
 - 19 January 2022
 - 2 February 2022
 - 2 March 2022
 - 6 April 2022

7.30 After each meeting, a summary note was prepared and circulated to the group to capture the discussions that had taken place. Copies of the full summary notes can be found at Appendix 4.16, but for ease a simplified breakdown of the RDG meeting themes, the key feedback received, and the Applicant's response is detailed below:

Date	Theme	Feedback received	Applicant response
3 November 2021	<ul style="list-style-type: none"> • Homes • Resident tour • Road safety and car parking • Lighting 	<p>Residents wanted to see more on homes of similar size and have more detail on the inside of the properties.</p> <p>People also wished to hear more on lighting solutions and safety across the Estate.</p>	<p>The Applicant arranged for a video to be hosted on the consultation website of similar homes they have built on other projects. The Applicant also ensured that future site tours would include access inside homes.</p> <p>The Applicant promised to showcase greater variety of home types across Phases 1a and 1b and some internal views of rooms so residents could understand space and different layouts at the next workshop. They also committed to using the colour coding suggested by residents and provided more information on balcony sizes for each type too at Workshop 11. It was noted that more details would come forward during Workshop 12.</p> <p>The Applicant confirmed the appointment of a specialist lighting consultant and plans to hold night tours of the Estate.</p>
1 December 2021	<ul style="list-style-type: none"> • Design of the buildings and window types • Lanes and Boundaries • Workshop 11 forward planning 	<p>The group wanted to hear more about what the strategy was for balcony placement and windows.</p> <p>They also requested concerns around the efficiency of home layouts.</p> <p>The group appreciated the use of brick in the</p>	<p>The team explained the reasons behind having inset balconies along main roads and projecting balconies overlooking resident courtyards and park spaces.</p> <p>The team also confirmed questions on additional Juliet balconies and noted that the subject would be addressed in the wider consultation engagement.</p>

		<p>proposed designs and the efforts made to provide high quality homes with characterful designs.</p>	<p>The Applicant also noted the focus on window design, the use of inlets, and the type of glazing, as well as windows in bathrooms to prevent damp. This was agreed as a touchpoint for inclusion in Workshop 11.</p> <p>Workshop 11 in order to illustrate different home type options for residents. Wherever possible, we will look to reduce the amount of corridor space within a home. However, there are many factors which may restrict our ability to reduce corridors down further; layout requirements, minimum areas and widths of rooms, required amount of built-in storage and where the entrance is located.</p>
19 January 2022	<ul style="list-style-type: none"> • Phasing • Phase 1B • Energy Strategy 	<p>Residents requested more facts & figures on the proposals, especially around phasing.</p> <p>More information was also requested on any extra charges that may be incurred, and other details including bin storage and the proposals energy strategy.</p> <p>There was a consensus that virtually meetings were not as useful as in-person events.</p>	<p>The Applicant noted that they'd take this onboard as we simplify messaging to ensure that only confirmed aspects of the scheme would be shared.</p> <p>The Applicant said they'd be specific when discussing energy strategy with residents – and will include an 'explainer' on the new technology that we the proposals are proposing to implement.</p> <p>Although a decision would be taken based on Covid restrictions, the Applicant confirmed that the plan was to return to full in-person events from March.</p>
2 February 2022	<ul style="list-style-type: none"> • Matterports • Scheme changes • Resident wellbeing survey 	<p>Residents were pleased to see the use of a Matterport and how this was used to better show the homes to residents.</p> <p>Residents raised a few concerns about the</p>	<p>The Applicant noted the feedback on models and how they can be used in consultation going forward.</p> <p>On kitchens, the Applicant noted that they'd specifically look at the possibility of</p>

		<p>layout – but noted that these had been mostly addressed in previous sessions. Chief concerns remained on the kitchen and placement of appliances.</p> <p>Residents were pleased to see the further changes made to the aesthetic of the overall proposals and continued work to improve the materiality across the Estate.</p> <p>Residents also shared some useful ideas on the potential for meanwhile uses across the Estate. They also listed a few concerns on access to green spaces and the measures being taken to reduce anti-social behaviour.</p>	<p>including separate spaces in kitchens for a washer.</p> <p>Plans were made to provide an open house during Phase 1A for residents to visit.</p> <p>The Applicant noted that they'd continue to work on improving the materiality of the proposals.</p> <p>Meanwhile uses would be considered as part of the overall planning application and the Applicant thanked the group for their feedback.</p>
2 March 2022	<ul style="list-style-type: none"> Night Walk 	<p>Residents were joined by Mount Anvil's Managing Director, Darragh Hurley and lighting consultant Light Follows Behaviour for a Night walk to understand how lighting is successful, unsuccessful and can be improved.</p> <p>In total, 18 of 20 residents attended (90% of target) and we received some positive feedback from residents, who scored an average of 9.2 out 10 when asked how the event went for them.</p>	<p>The Applicant thanked all attendees for their feedback on this session, which is being used to influence the lighting strategy that will be put forward for the proposals.</p>
6 April 2022	<ul style="list-style-type: none"> Q&A on Final proposals 	<p>Residents joined session to ask questions about the final plans and discuss any concerns they were having. Key</p>	<p>The Applicant thanked all attendees for their feedback in this session, which will be used to inform future engagement with members</p>

		feedback was regarding building safety and housing management.	and all residents, for example on Building Safety and ongoing uses for the Community Centre.
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7.31 The Applicant has found the comments and feedback from the group very useful as they continue to develop the proposals and prepare the planning application. The Applicant intends that the group will continue to meet throughout the life of the project and its remit will diversify to cover both design input into future Reserved Matters applications, community events, and feedback on construction logistics proposals.

Barnsbury Resident Group

7.32 The Applicant has also been pleased to support residents in forming the Barnsbury Residents Group (BRG), which meets on a monthly basis to discuss the Estate, the Transformation and any areas of concern.

7.33 The Applicant has attended when requested by the Group to discuss topics and hear any concerns that have been raised by its members.

Meetings with Islington Council

7.34 During this phase, the Applicant also continued to meet with representatives from Islington Council in order to develop the proposals. Details of these meetings is provided below:

Date	Meeting
31st August 2021	LBI PPA 2 Pre-App Meeting 1
16th September 2021	LBI PPA 2 Pre-App Meeting 2
26th October 2021	GLA Pre-App Meeting 1
11th November 2021	LBI PPA 2 Pre-App Meeting 3
16th November 2021	LBI Technical Pre-App- TVIA
18th November 2021	LBI Technical Pre-App- Daylight/Sunlight/Overshadowing
19th November 2021	LBI Technical Pre-App- Transport 1
25th November 2021	Design Review Panel 1
3rd December 2021	GLA Pre-App Meeting 2
8th December 2021	LBI Technical Pre-App- Transport 2
8th December 2021	LBI Member's Briefing 1
17th December 2021	GLA Viability Meeting 1
20th December 2021	LBI Technical Pre-app- Health Impact Assessment
21st December 2021	LBI Technical Pre-App- Transport 3
21st December 2021	GLA Pre-App Meeting 3
12th January 2022	LBI Technical Pre-App- Transport 4
17th January 2022	LBI Technical Pre-App- Flood Risk and Drainage 1
18th January 2022	LBI Viability Meeting 1
20th January 2022	LBI PPA 2 Pre-App Meeting 4
25th January 2022	LBI Technical Pre-App- Housing Mix
18th January 2022	LBI Technical Pre-App- Energy and Sustainability 1
8th February 2022	LBI Technical Pre-App- Energy and Sustainability 2
10th February 2022	LBI Streetbook Surgery
15th February 2022	LBI and GLA combined technical Pre-app- TVIA
22nd February 2022	LBI Technical Pre-app- Energy and Sustainability 3

3rd March 2022	GLA Viability Meeting 2
8th March 2022	Design Review Panel 2
11th March 2022	LBI Viability Meeting 2
23rd March 2022	LBI's Member's Briefing 2
4th April 2022	LBI Design Meeting- Design Code and Parameter Plans
4th April 2022	LBI Technical Pre-app- Flood Risk and Drainage 2
5th April 2022	GLA Pre-App Meeting 4
14th April 2022	Design Review Panel 3, Chair's Briefing

Workshop 9: The First Full Workshop following the 'YES' Vote

- 7.35 In October 2021, the Applicant restarted the workshop programme in order to seek residents' feedback on the developing scheme proposals, ahead of submitting a planning application for the Transformation of the Estate in spring the following year.
- 7.36 The aim of these workshops was to ensure that residents were able to continue to have their say on the future of the Estate following the successful ballot.
- 7.37 Workshop 9 focused on providing residents with an update on and further details of the block designs and landscaping across the Estate, including Old Barnsbury.
- 7.38 A series of exhibition boards were produced for the workshop with information on phasing, building types, and landscaping. The full set of boards can be viewed at Appendix 5.1 and a summary is provided below:

Board	Board Title	Summary
1	Welcome to Workshop 9	Summary of what information would be provided during this workshop
2	How did we get here?	Summary of the consultation to date and the roadmap to submitting the planning application
3	What does this mean for me?	Outlining the areas where the Applicant would be continuing to seek feedback from residents
4	Proposed phasing strategy	Outlining how the phasing strategy could work and when phases 1a and 1b would move
5	Building types overview	Showing the variety of different building types that would be developed on the Estate as well as building heights across the masterplan.
6	Building types in more detail	Further detail of the building types including materials
7	Building types in more detail	Further detail of the building types including materials
8	Landscaped spaces	Sketch images showing the different landscaped spaces
9	Old Barnsbury – the green walk	Images and map showing the proposed green walk
10	Public spaces	Images and feedback questions regarding the public spaces on the Estate
11	Residential areas	Feedback questions and images regarding what facilities could be provided in the resident courtyards
12	Parking	Plan showing how parking could work on the Estate
13	Feedback and Next Steps	Information on how residents could provide feedback

- 7.39 The Workshop 9 sessions were held at the Community Centre on the following dates:
- Wednesday 20 October, 2.00pm-4.00pm and 6.30pm-8.00pm
 - Saturday 23 October, 10.00am-2.00pm
- 7.40 A newsletter was issued to residents in advance of the workshop providing details of when and where they would be taking place, and what the content would be. The newsletter also provided more details about phasing and a summary of the celebration event.
- 7.41 A poster was displayed in various places across the Estate in order to advertise Workshop 9. This can be viewed at Appendix 5.2.
- 7.42 Emails and texts were also sent to residents on the Newlon Housing Trust database to inform them about the workshop events.
- 7.43 In total, 50 residents attended both sessions.
- 7.44 Residents were invited to complete a feedback form which can be found at Appendix 5.3. Residents were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.
- 7.45 Following Workshop 9, the feedback from residents was collated and reviewed by the Applicant in order to help develop the planning application and ensure the proposals continued to meet the needs of residents. The analysis of this feedback is detailed on clause 7.81 alongside the feedback from Workshop 10.
- 7.46 A summary newsletter was issued to all residents on the Estate in December 2021 which summarised the feedback received from both Workshop 9 and Workshop 10. A copy of the newsletter is available to view at Appendix 5.15.

Public Consultation 1

- 7.47 In November 2021, the Applicant held a public consultation with the aim of engaging with neighbours of the Barnsbury Estate and hearing their feedback on the proposals.
- 7.48 This involved holding a public exhibition at the Barnsbury Community Centre to which neighbours and members of the wider community were invited to attend. The exhibition was held on the following dates:
- Tuesday 2 November 2021, 4.00pm – 8.00pm
 - Saturday 6 November 2021, 10.00am – 2.00pm
- 7.49 The information presented at the exhibition provided an overview of the proposed masterplan as well as the history of engagement with residents of the Estate, the residents' ballot, and the appointment of Mount Anvil as the development partner. Those in attendance were able to talk to the project team and provide their comments and feedback on the plans.
- 7.50 A set of exhibition boards were produced for the sessions with information on both Old and New Barnsbury including homes and outdoor spaces. The full set of boards can be viewed at Appendix 5.4 and a summary is provided below:

Board	Board Title	Summary
1	Welcome to the public consultation	Introduction to the Barnsbury Estate Transformation
2	The Barnsbury Estate	Overview of New and Old Barnsbury
3	Why the Transformation	Reasons why the Barnsbury Estate needs to be regenerated
4	The Masterplan: Redevelopment and Refurbishment	Outlining the key areas of change across the Estate
5	A landscape led masterplan	Information on the public spaces across the Estate
6	Old Barnsbury Homes	Detail of the refurbishment of homes on Old Barnsbury
7	Old Barnsbury landscaped and outdoor spaces	Detail of the public spaces on Old Barnsbury
8	New Barnsbury architecture	Showing the designs of the new buildings
9	Building types in more detail	Further information about the new buildings
10	Building types in more detail	Further information about the new buildings
11	Proposed phasing strategy	Showing when and where residents will move
12	Traffic and servicing	Plans showing vehicle movement, parking and servicing on the Estate
13	Feedback and Next Steps	Information on how residents could provide feedback

- 7.51 A flyer was issued to a distribution radius surrounding the Estate, totalling 4,191 addresses, in order to advertise the consultation. The radius and flyer can be seen at Appendix 5.5.
- 7.52 An A3 poster was displayed throughout the Estate to advertise the consultation and Workshop 10 dates. This is available to view at Appendix 5.6.
- 7.53 A quarter page press advert was placed in the Islington Gazette in order to advertise the consultation sessions. This is available to view at Appendix 5.7.
- 7.54 In total, 70 people attended both dates of the public exhibition. Attendees included local residents from the surrounding network of streets, business owners from local shops on Caledonian Road, local architects, members of the Islington Society and residents on the Barnsbury Estate.
- 7.55 Those who attended were invited to complete a comments card which can be found at Appendix 5.8. People were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.
- 7.56 The feedback from the public exhibition was collated and reviewed by the Applicant in order to help the continuing development of the proposals for the Estate.
- 7.57 At the exhibition, there was a general positivity and enthusiasm for the Transformation from the local community. Most notably, there was an appreciation that the Estate is in need of work and that the proposals have the potential to vastly improve the local area.
- 7.58 Equally, the public were happy to see provision for affordable housing, and some attendees noted that the work would only serve to increase the value of their own properties in the area. The design of the buildings – particularly The Mews – was well received, and the commitment to similar materiality across the Estate was noted.

7.59 There was, therefore, general support for the principle of Transformation, however, there were also questions and requests for more detail on the topics detailed in the table below.

Theme	Comments	Applicant Response
<p>Height, density and daylight</p>	<p>Attendees from the local area were concerned about the proposed increase of height on the Estate. This concern mainly came from those living across the road from proposed blocks A3 and B2 on Copenhagen Street and the concerns were principally about the impact the blocks would have on their daylight. Other residents were interested in the proposed new canal blocks, with requests for more information on how the new blocks would look from Thornhill Bridge and Caledonian Road.</p> <p>There were also consistent mentions throughout the sessions on the impact of more homes and more people in the area, and what this might mean for noise and local infrastructure. A couple of comments suggested the courtyards seemed to be small and commented that this looked like overshadowed space. Residents living outside the Estate wanted to know if they would have access to the spaces or whether these would only be available to residents.</p> <p>People were pleased to note the buildings on Caledonian Road would be set back from the road, giving the Estate slightly less prominence and providing a detachment from the road and traffic and the residential areas.</p>	<p>The masterplan has been developed to provide a flow of height across the Estate with a gradual height increase to reflect the nature of the location. Perimeter buildings that line the edges of the masterplan are taller as they are typically lining primary routes, whilst buildings that run along secondary roads or pedestrian only routes are smaller in scale to reflect the nature of the more intimate streets and spaces within the estate.</p> <p>Justification both in terms of townscape and architecture for the locations of height.</p> <p>The proposed height is necessary to support the financial viability of the scheme.</p> <p>The Applicant has appointed a daylight and sunlight consultant to assess and report the impact of the proposed development on neighbouring properties. This report will form part of the planning application documents.</p>
<p>Canal Area</p>	<p>Some people sought more information about the safety provisions in the proposals noting the need for more lighting and clearer sight lines near the tunnel on the canal.</p> <p>Residents in this area mentioned the potential wind impact.</p> <p>Some people suggested the removal of surrounding barriers such as unkempt shrubbery and others wanted to know</p>	<p>The design and layout of the canal blocks have been developed to ensure both the buildings and homes meet the requirements of Building Regulations.</p> <p>All buildings are sprinklered and every building has been assessed to ensure compliance with Building Regulations by an appointed Fire Consultant.</p>

	<p>more about the proposals for the top footpath along the Regent's Canal.</p> <p>People were also asked about fire safety in the blocks, linked to queries around exit and access points.</p>	
<p>Green space and access</p>	<p>There was enthusiasm from the public on the proposed new access routes to and through the Estate, with the efforts made to open up the Estate much appreciated.</p> <p>Copenhagen Street neighbours raised concerns over the proposed treatment of the existing green space on the corner of Charlotte Terrace, with worry over the potential removal of existing trees.</p> <p>Meanwhile, whilst there was strong support for the design of Carnegie Park there was concern from some over how Carnegie Park would be managed during the first phase of works. The concern lay with the noise that could be created from the basketball court which would impact the existing residents' homes that front onto this space, and the expected influx of people and potential for anti-social behaviour.</p>	<p>The Applicant is committed to improving the public spaces on the Estate and the routes that connected the Estate to the surrounding streets and neighbourhoods.</p> <p>The Applicant is working closely with the Council and an expert arboriculturist on the tree strategy for the Estate. As well as seeking to retain as many existing high-quality trees as possible, the Applicant is committed to increasing the number of trees on-site to provide a green and leafy environment.</p> <p>Trees will always be carefully selected to ensure they will thrive in their location without impacting the surrounding buildings or underground services. Trees will be selected to suit their surroundings and a mix of species and sizes chosen to ensure good daylight and seasonal interest throughout the year.</p> <p>Charlotte Terrace will still be a street for cars, but improvements to the boundaries, landscape and the planting of trees, in line with the Applicant's tree strategy, will improve this street for pedestrians and cyclists.</p> <p>Carnegie Street Park will be well lit and overlooked to help reduce anti-social behaviour. The sunken sports court will be provided as part of Phase 1a. Before the new Community Centre is built as part of phase 1c, we will ensure privacy and defensible space is retained to the ground floor homes of Adrian House. In the long-term, the design of the court will mitigate noise disturbance through use of levels,</p>

		surface materials and specialist boundaries.
Environmental impact	The environmental performance of the blocks, particularly in relation to Old Barnsbury but also for the new blocks on New Barnsbury, was raised at the public exhibition. Questions were asked over the total carbon impact and the possibility of 'carbon capture'. People were also keen to hear more about the long-term sustainability of the proposals, and what measures are being taken to ensure that the new homes will comply with expected environmental standards.	The Applicant is taking steps to reduce the operational and embodied carbon footprint of the proposed development through a range of measures. The carbon footprint of the proposed development will be reported in a whole life carbon report which will be submitted as part of the planning application. Other environmental metrics such as Urban Greening Factor and Biodiversity Net Gain will also be reported in the planning application documents.
Building materials	A few people asked whether the materials across the development would be the same and asked whether the uniqueness and character of Islington would be retained as part of the proposals.	The Applicant recognises that materials and quality are an important issue for residents and neighbours. The Applicant is committed to ensuring that the Transformation is a high-quality scheme which will last. New blocks on the scale of what is proposed at New Barnsbury will normally be constructed from a concrete frame and finished in brickwork. No plastic or metal cladding will be used on any buildings.
Housing tenures	While the public were not so interested in the exact breakdowns of tenure types as residents, there was some clear feedback that 'poor doors', must be avoided. There were questions about how the different tenures would physically co-exist on a block-by-block basis.	There'll be a mix of homes and tenure types in each phase of the development. The masterplan is built up of a family of buildings, five different typologies in total. From the outside, all buildings will be designed and built to reflect same specification in terms of appearance, build quality, performance regardless of tenure.
Consultation	Generally, there was a desire for a second consultation event once the scheme had developed to the next stage, which would include information on how feedback from the first event had been taken on board and more facts, figures from technical assessments and more visuals of how the buildings would look.	The Applicant committed to running a second phase of public consultation to present the changes to the Transformation and reflect on the feedback received.

7.60 Below are some selected feedback statements provided via comments cards by attendees of the public exhibition:

- I'm impressed by the design and quality of materials to be used.
- The new building is proposed to be set further back from Caledonian Road than the existing building, which can have a positive impact on the area.
- I'd be interested to know the impact on light on my and other similar residents so the impact from going from buildings of 4 storeys to towers blocks, judging from preliminary pictures.
- I hope you manage to obtain planning consent for the maximum storey height (12) for canal side part of development.
- I'm concerned about the impact of introducing some 300 or more additional people on the local infrastructure. I believe this should be considered from the outset as an integral part of the project development process and not left to any later stage.
- I'm impressed by the increase in number of homes.
- My only reservation is the proposed timeline. Is there any way that the work can happen faster?
- With far, far more people on site there is a need to provide more open and green space.

7.61 The Applicant took on board the feedback from the public consultation and committed to holding a further public consultation where they would respond to the feedback received and provide further detail on the proposals.

Workshop 10 – Sharing our vision for the new homes at New Barnsbury

7.62 In late November 2021, the Applicant organised and ran Workshop 10. This workshop was an opportunity for residents to find out more about what their new homes on New Barnsbury would be like. This included showing 3D models in order to enable residents to visualise their new homes. Images of residents at the workshop viewing the 3D models can be seen in Appendix 5.9.

7.63 The focus of the workshop was phase 1a as this would be built first. Phase 1a is designed to meet the needs of tenants currently living in Blackmore House, Jocelin House, Molton House and Messiter House.

7.64 At Workshop 10, residents were shown the proposals for the layout of the buildings in phase 1a including access, bins and bike stores, the different home types and their internal configurations, the private and communal amenity spaces, the blocks, and spaces between the buildings.

7.65 The Applicant indicated to residents that they were keen to hear their feedback in order to help progress the plans and ensure the proposals deliver homes that work for the residents and their families.

7.66 A series of exhibition boards were produced for the workshop with information on phase 1a, outdoor spaces, parking and security, and details about the plans for Carnegie Street Park and

Pultney Street Park. The full set of boards can be viewed at Appendix 5.10 and a summary is provided below:

Board	Board Title	Summary
1	Welcome to Workshop 10	An introduction to residents and summary of feedback from the previous session
2	Masterplan: Phase 1a	View of the Estate showing Phase 1a
3	Phase 1a ground floor plan	Plan showing what would be included on the ground floor of the new blocks including communal entrance, bin store and cycle store
4	Phase 1a typical floor plan	Plan showing the proposed locations of the new homes within one of the new blocks
5	Phase 1a sample homes	Layouts of a one bed, two-person home and a two bed, four person home
6	Phase 1a sample homes	Layouts of a three bed, five-person home and a four bed, six person home
7	Phase 1a sample homes	Layout of a five bed, eight-person home
8	Private Outside Space	Details of the proposals for the private outside space that will be included as part of every new home and how resident feedback has been taken on board
9	Phase 1 Residents' Courtyard	Details of the proposals for the resident courtyard in phase 1a including how resident feedback has been taken on board
10	Parking and Security	Plans showing how parking would be rationalised on the Estate
11	Carnegie Street Park	Details of the proposals for Carnegie Street Park including how resident feedback has been taken on board
12	Pultney Street Park	Details of the proposals for Pultney Street Park including how resident feedback has been taken on board
13	Feedback and Next Steps	Information on how residents could provide feedback

7.67 The Workshop 10 sessions were held at the Barnsbury Community Centre on the following dates:

- Tuesday 16 November, 4.00pm-8.00pm
- Wednesday 17 November, 2.00pm-4.00pm and 6:30pm-8.00pm

7.68 A flyer was issued to all residents of the Estate in order to advertise the workshop and this can be seen at Appendix 5.11.

7.69 An A3 poster was displayed throughout the Estate to advertise the Workshop 10 dates, as well as the dates for the public consultation. This is available to view at Appendix 5.12.

7.70 Two large PVC banners were displayed at outside locations to advertise the workshop to passers-by. This is available to view at Appendix 5.14.

7.71 Emails and texts were also sent to residents to inform them about the workshop.

7.72 In total, 70 residents attended both sessions.

- 7.73 Residents were invited to complete a feedback form which can be found at Appendix 5.13. Residents were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.
- 7.74 Following Workshop 10, the feedback from residents was collated and reviewed by the Applicant in order to help develop the proposals for Phase 1a in particular.
- 7.75 A summary newsletter was issued to all residents on the Estate in December 2021 which summarised the feedback received from both Workshop 9 and Workshop 10. A copy of the newsletter is available to view at Appendix 5.15.
- 7.76 The newsletter also included details of a community survey for residents to provide feedback on how the Applicant communicates with them and how this could be improved, as well as questions about residents' experiences of living on the Barnsbury Estate – further detail on this can be found at 7.80.
- 7.77 A section of the newsletter also focused on some of the most asked questions from residents and explained that more information could be found on the FAQ section of the website.
- 7.78 The newsletter provided updates on the Old Barnsbury refurbishment, Black History Month activities and family art classes.

7.79 In the table below, the feedback received during Workshops 9 and 10 is broken down by theme.

Theme	What residents said	Applicant Response
Layout of the new homes	<p>Lots of residents said they were pleased and interested to see the proposed layouts of the homes in 3D format and could better visualise the amount of space that they would have.</p> <p>Residents stated that they would like to see a variety of home types, not just one type of two-bed or three-bed.</p> <p>Residents wanted to know whether the new homes would be a specific layout or whether they could choose between an open plan layout or a separate kitchen.</p> <p>In the larger homes, some residents said that a separate kitchen space was generally preferred.</p> <p>Some residents had a preference for kitchens in open plan layouts to be tucked away to the side so that they don't impact living space.</p> <p>Lots of residents said that they would like the layout of the two-bed home presented at Workshop 10 as this option gives flexibility as it can be either open plan or provide a separate kitchen.</p> <p>Some residents preferred that the bedrooms are not located near to the front door.</p> <p>Some residents said that they would prefer square bedrooms as this can make it easier when furnishing rooms.</p>	<p>The planning application will include a mix of homes with different layouts. The Applicant will continue to meet with residents in order to discuss the new homes and try to meet as many preferences as far as possible.</p> <p>The Applicant will continue to develop the Phase 1A home types and presented more layout options at the next workshop e.g. more than one type of two-bed or three-bed.</p> <p>Wherever possible, the Applicant will look to provide more flexibility in the choice of open plan or a separate kitchen in the home types we develop.</p> <p>The Applicant will continue to clearly set out the modern space standards of every home so you can understand the sizes of spaces and how this varies between home types.</p>
How the home layouts are presented	<p>The Applicant used a number of different ways to illustrate the layouts of the new homes at the workshops. This included:</p>	<p>The Applicant will continue to use a variety of different tools to present the home types including plans, internal views and doll house scaled models</p>

	<ul style="list-style-type: none"> • The site model – residents said this was a good conversation tool to talk about the whole Estate. • Plans on paper – residents said these were simple to read and understand. • 3D doll house models of homes - residents enjoyed being able to hold and turn the models to understand the layout of the homes. • 3D internal views – this was successful in helping residents understand the layouts and the spaces within different layouts. 	<p>so that residents can understand the homes in 3D.</p> <p>The Applicant will continue to present plans that are easy to read and will provide dimensions in both sq m and sq ft.</p> <p>The Applicant will present some more doll house 3D models of the home types not yet seen at the workshops.</p> <p>The Applicant will present some more 3D internal views and include some within bedrooms.</p>
Bedrooms	Some residents would like to understand the size/ proportion of bedrooms and how easy it is to furnish rooms.	<p>The Applicant will continue to show furniture on plans so that residents can understand how the room could be furnished.</p> <p>The Applicant will continue to use 'doll house' models so that residents can move the furniture in the rooms and see where it fits best.</p>
Windows	Residents asked for more information about windows such as the position in the room and how this would impact where furniture could go. Some residents also had questions about privacy.	The Applicant knows that this is really important information for all residents and so they'll present more information on the window types at Workshop 11 such as appearance and position in the room.
Corridors and storage space	Some residents suggested that the amount of corridor space could be reduced. Residents also suggested that storage in corridors could be helpful.	The Applicant will continue to develop layouts to reduce corridor space wherever possible and will clearly identify the amount of storage to be provided and where in the home it will be located.
Housing Need	Residents would like to know how big their new home would be and how many bedrooms they would be entitled to.	<p>New homes for tenants will be based on housing need, meaning that residents will be allocated a home with the right number of bedrooms for them and their families.</p> <p>Leaseholders will be offered a new home with the same</p>

		<p>number of bedrooms as they have now.</p> <p>Housing need means that tenants will be offered a home size appropriate to their household plus one bedroom (unless they've indicated that they want a smaller home).</p> <p>The housing need survey will be updated before each phase to ensure the Applicant has got the right information.</p>
Parking	Residents wanted to know who would have access to parking spaces across the Estate.	Residents who currently have an Estate parking permit will be re-provided with a parking space on the transformed Estate. The Applicant will also provide parking spaces for new residents who have blue badges.
	Residents asked how the podium parking areas be made to feel safe?	The podium areas will be gated with residents able to access using a fob. Good lighting and CCTV will also ensure they feel safe at all times of the day. The Applicant will provide further detail on the Estate-wide lighting strategy at a future workshop.
Green spaces	<p>The outdoor gym equipment, inclusive play features, boules area and the new, redesigned multi-use games area in Carnegie Street Park were well received by younger people and families.</p> <p>Some were worried about the noise from the ball court, especially in the evenings.</p>	<p>This was really positive as the Applicant wants to ensure that the public spaces are for everyone including the young people living on the Estate.</p> <p>The sunken design of the ball court and use of specialist surface and fencing materials will reduce noise disturbance.</p> <p>The Applicant is also exploring options for managing use of the ball court.</p>
	Overall there was support for the new public parks, though there were some concerns raised over access, disturbance and management of these spaces.	The Applicant is discussing the practicalities of how and when public spaces will be used and will explore how approaches to lighting, programming and management can help govern the spaces to make sure they

		feel safe and welcoming for everybody.
	Residents would like to see seating, shelter and reasons to gather such as outdoor BBQs in the courtyards.	The Applicant wants to ensure that the spaces on the Estate are places that people can sit in and relax. All courtyards will have seating and the Applicant is exploring providing shelter and whether it is possible to include outdoor cooking facilities in these spaces too.
	Some residents suggested that the art groups who use the community centre could input into ideas for landscaping and public space.	The Applicant felt this was a great idea and they would contact these groups to discuss their involvement.
	There were questions over how the parks would seek to provide activities for girls. Suggestions were made including dance areas / stage with mirrors, flexible spaces to rest and sunbathe, and informal social seating areas.	The Applicant felt this was a great question and they are really keen to explore how they can incorporate some of these ideas. The Applicant will continue to develop the public parks and share these updates with residents.
	There was support for the calmer and more natural areas within Pultney Street Park.	<p>The Applicant was pleased that residents like that Pultney Street Park is a calmer and more restful space and will proceed with our designs for this.</p> <p>The park is designed to provide quiet sunny seating area and a small area of play on ground within the meadow and buffer wrapping around the outside. The envisioned Pultney Street Park serves as a quieter parkland area for rest and relaxation.</p>
Access through the Estate	Residents wanted to know who would have access to the different spaces across the Estate. There was a strong preference for resident only courtyards	<p>The Applicant is proposing that the resident-only courtyards will be accessed from ground floor amenity through a fob system.</p> <p>The courtyards will be resident only. Pultney and Carnegie will be public parks.</p>
	Whether the green roof terraces on the canal blocks would be	Due to space and level constraints, there is less

	accessible for all residents, or just residents of those particular blocks.	available ground floor amenity for the canal homes. So like the resident-only courtyards, the roof terraces to these blocks will be for use by these residents.
	Residents asked if the canal area would be improved as part of the masterplan.	The Applicant is looking to improve the safety along the top path of the canal area by sensitively lighting this route, however this will need approval from the Council.

Workshop 11 – Presenting the homes and phasing plan

- 7.80 In between Workshop 10 and Workshop 11, a Barnsbury Transformation Wellbeing Survey was launched to understand how residents were feeling about the current Estate. The questions also sought to understand how residents felt about the consultation of the Transformation and whether they felt they were being listened to by the Applicant. The survey will be repeated annually to continue to measure the performance of consultation and engagement activities as well as the impact of the Transformation on the residents of the Estate.
- 7.81 The wellbeing survey was completed by 125 residents and found that 66% of respondents strongly agreed or agreed that they are well informed about the Transformation, its progress and what it means for them, and that there are opportunities for them to provide their views and influence the proposals.
- 7.82 In January 2022, Workshop 11 was held to share more information on the proposals for the homes and outdoor spaces in Phase 1b, as well as the open spaces across the Estate and the strategy for trees.
- 7.83 The workshop was also used to share further details of the proposed phasing strategy, including which blocks it is intended will be able to move into Phase 1b, subject to agreement with Islington Council’s planning department.
- 7.84 Residents were invited to provide their feedback on the latest plans particularly on the proposed outdoor space, both enclosed and open, as well as thoughts on the plans for trees and landscaping across the Estate. The feedback received was taken on board by the Applicant as they continued to develop the proposals.
- 7.85 Due to the latest Government restrictions due to the pandemic, the Workshop 11 sessions were held virtually via Zoom on the following dates:
- Tuesday 25 January, 6.00pm – 7.30pm
 - Wednesday 26 January, 6.00pm – 7.30pm
- 7.86 Additionally, a separate virtual session was held for leaseholders on:
- Tuesday 01 February, 6.00pm – 7.30pm

7.87 In advance of the sessions, an information pack and feedback form were sent to all residents of the Estate. The pack included information on phase 1b, building appearance, outside spaces and trees. The full information pack can be viewed at Appendix 5.16 and a summary is provided below:

Board	Board Title	Summary
1	Welcome to Workshop 10	An introduction to residents and summary of feedback from the previous session
2	Phasing Strategy	Details of the phasing strategy and when blocks in 1a and 1b would likely move
3	Indicative Phasing Plan	Phasing plan showing when phases 1a and 1b would be likely to move
4	Phase 1a and 1b housing tenure	Plan showing the mix of housing tenures that will be provided in Phases 1a and 1b
5	Masterplan: Phase 1b	View of the Estate showing Phase 1b
6	Phase 1b ground floor plan	Plan showing what would be included on the ground floor of the new blocks including communal entrance, bin store and cycle store.
7	Phase 1b typical floor plan	Plan showing the proposed locations of the new homes within one of the new blocks
8	Phase 1b sample homes	Layouts of a one bed, two person home and a two bed, four person home
9	Phase 1b sample homes	Layouts of a three bed, four person home and a three bed, five person home
10	Phase 1b sample homes	Layout of a five bed, seven person home
11	Masterplan: Building Appearance	Details on the appearance of the Mansion Blocks and The Lanes
12	Masterplan: Building Appearance	Details on the appearance of the Mews and Canal Buildings
13	Open Space	Comparisons of the existing and proposed open space on New Barnsbury as well as details of how feedback from Workshop 10 has been incorporated
14	Public and Private Space	Information about the public and private spaces, including the Carnegie Park ball court and the spaces beside the canal blocks, and how resident feedback from Workshop 10 has been taken on board
15	Trees	Information about the tree removal and planting strategy including how resident feedback has been taken on board
16	Feedback and Next Steps	Information on how residents could provide feedback

7.88 The webinar sessions were recorded and made available to view on the website for any residents who were unable to attend.

7.89 A flyer was issued to all residents of the Estate in order to advertise the workshop and this can be seen at Appendix 5.17.

7.90 Posters were displayed throughout the Estate, including in lifts and stairwells as advised by the Resident Design Group, to advertise the Workshop 11 dates. This is available to view at Appendix 5.18.

- 7.91 Two large PVC banners were displayed at outside locations to advertise the workshop to passers-by. This is available to view at Appendix 5.14.
- 7.92 Emails and texts were also sent to residents to inform them about the workshop.
- 7.93 In total, 61 residents attended the three sessions.
- 7.94 Residents were invited to complete a feedback form which can be found at Appendix 5.19. Residents were also invited to contact the team by phone or email if they had further feedback or wanted to ask any questions.
- 7.95 Following Workshop 11, the feedback from residents was collated and reviewed by the Applicant in order to help develop the proposals for Phase 1b in particular.
- 7.96 A summary newsletter was issued to all residents on the Estate in February 2022 providing a summary of Workshop 11. This included key questions and polls conducted during the webinar sessions. The newsletter also provided an update on the community survey and included details about the resident preview, public exhibition, and night walk in March 2022. A copy of the newsletter is available to view at Appendix 5.20.
- 7.97 The presentation from the resident webinar can be found at Appendix 5.21 and the leaseholder presentation can be found at Appendix 5.22.
- 7.98 During the Workshop 11 webinars, the Applicant undertook live polling. The results of these polls were used to determine current resident sentiment and inform the next stage of consultation. The results are provided below:
- 68% of residents said that they at least slightly understood the phasing plan
 - 86% of residents felt positive/neutral about the typical homes types presented at Workshop 11
 - 91% of residents said they felt positive or neutral about the proposed exterior of the buildings
 - 93% of residents said that they were positive or neutral on the proposed tree strategy
 - 60% of residents said that they'd prefer no through access to the canal, opting instead for a resident-only courtyard
 - 100% of residents who attended the webinar rated the session as at least 5/10 or higher
 - 50% of residents said that they felt positive or very positive about the Estate Transformation as a whole.
- 7.99 In the table below, the feedback received during Workshop 11 is broken down into a FAQ format which contains a copy of the Applicant's direct response to residents. This was issued as part of the Workshop 11 feedback newsletter, while the frequently asked questions were also updated on the consultation website.

Questions		Summary
1	Can I choose which new home I live in?	You will be offered a new home that is sized to reflect your housing need and provide the correct number of bedrooms. Additionally, if your household has any medical requirements that requires either a wheelchair home or adaptations you will be offered a home to suit these needs following an occupational therapist assessment. We'll continue to meet with you in order to

		discuss your new home and we'll try to meet your preference as far as possible.
2	Can you confirm the resident courtyard gardens will be dog free areas?	Yes, the resident courtyard gardens will be dog free to ensure that all residents can comfortably share the space.
3	Will all residents on the Estate get priority on all properties or will you be inviting other people and selling off plan?	Rehousing Newlon residents currently living on the Estate will be the priority for each phase. Existing residents will be rehoused in line with the phasing programme. In order to help finance the project, some of the blocks with homes for sale will be ready before we have rehoused all existing residents.
4	Can I move into the new homes before my current home is redeveloped?	Once all the residents have been rehoused from the phase being developed, if there are any surplus homes the remaining will be allocated on a needs basis with a priority given to overcrowded or wheelchair households.
5	How big are the resident courtyard gardens going to be?	These courtyards range from approximately 420 sq. m to 940 sq. m. For comparison, the existing fenced off green space along Barnsbury Road is around 420 sq. m, which is comparable to the smaller courtyard gardens. We will also ensure that these are better designed as well as increasing in size.
6	Is it possible to have a review of the housing needs survey (HNS) before each phase is built?"	Newlon will regularly update the HNS and ensure your need is known before your phase. You can contact Newlon if your circumstances have changed and your housing need can be updated accordingly.
8	How will the bikes and bin stores work in the new scheme?	There will be an individual bike and bin store for each block, which have been designed to provide enough bins and bike spaces to reflect the number of people within each block. These will both be secured with fob access. Bin stores are naturally ventilated to reduce smells and provide general, recycling and food waste bins. There will also be bulk bin stores located across Phase 1A and Phase 1B for larger items.
9	Is it possible to provide storage within the hallways for larger items, such as trolleys and pushchairs?	In accordance with modern space standards, every home includes usable built-in storage which is sized to reflect the number of people within a household. There'll also be outdoor private amenity for each home, either a balcony or ground floor terrace.

Summary of the post-ballot engagement and changes to the proposals

7.100 The three resident workshops and the public exhibition that were held after the resident ballot provided the Applicant with the opportunity to present the proposals for the Transformation which would form the planning application submitted to Islington Council.

7.101 The proposals shown to residents during this period still maintained the commitments residents voted on at ballot, but changes were made to the proposals in order to accommodate further feedback from residents and neighbours, and ensure the proposals were viable and could be delivered.

7.102 The table below details the changes made to the proposals during this period:

Theme	Changes
Height and density	<p>Following the ballot, the heights of the buildings were reviewed by the Applicant and the decision was taken to increase the heights of certain blocks as this was the only viable way in which the required amount of affordable housing could be delivered to meet Islington Council's requirements.</p> <p>These heights were presented to both residents and neighbours, with neighbours in particular concerned about the heights of the buildings. The Applicant took this feedback on board and considered ways in which the impact of the buildings could be reduced. This included reducing the proposed heights of two buildings along Copenhagen Street by one storey and reducing the heights of the three buildings that surround Pultney Park to improve sunlight and daylight into the park and surrounding homes.</p> <p>Additionally the proposed buildings along Caledonian Road have been realigned to the pre-ballot location, helping to strengthen the frontage along Caledonian Road whilst increasing the western residential courtyards where residents had previously noted concerns over the distances between buildings and overall size. This has also helped improve sunlight and daylight into the western courtyards and homes that surround them.</p> <p>However, the Applicant has always been clear that additional height will be required on the Estate in order for the Transformation to work and deliver a range of housing for Islington.</p>
Phasing	<p>An indicative phasing plan was shown to residents during the ballot in order to give an idea of how phasing could work. Following the ballot, this phasing plan was reviewed by the Applicant and a range of phasing options were tested to ensure the right solution was provided for residents. The Applicant also needed to be sure that the phasing plan enables the project to be practically delivered in a timely manner.</p> <p>The Applicant established that the key consideration and priorities for the phasing plan were:</p> <ul style="list-style-type: none"> • Maintaining access to key community facilities such as the community centre and green spaces throughout the project. • Minimising the duration of construction disruption for residents. • Manage the cost of construction to help make sure the project is financially viable. • Ensuring that key services/utilities such as power, water and internet are not disrupted for residents during construction. • Safely planning construction logistics such as deliveries and vehicle movements. • Providing enough private homes in each phase to make the phase viable, fundable, and deliverable. Building new private homes, which will be available for people to buy on the open market, will help to

	<p>fund the delivery of new affordable homes on New Barnsbury as well as the cost of refurbishing Old Barnsbury.</p> <ul style="list-style-type: none"> Managing the number of residents who are required to move into temporary accommodation so that a larger number of better-quality homes will be ready for residents to move into. <p>In order to meet these considerations, the Applicant developed an updated phasing plan setting out when the residents of each block will move into their new homes and where on the Estate that home will be located. This updated phasing plan was focused on the first phase of the development, as the Applicant felt that it wouldn't be possible to provide realistic timescales for further phases.</p> <p>This updated phasing plan was shared with residents so that they could provide feedback. This helped the Applicant develop some further objectives for the phasing plan which are:</p> <ul style="list-style-type: none"> Minimise number of residents required to move into temporary accommodation Deliver high quality affordable homes first Move all existing residents into their new homes as quickly as possible Deliver improved open space in the early phases Maintain access to key community facilities such as the community centre and sports court Ensure the project is viable by providing market homes at the appropriate times A construction strategy that is considerate to the residents of the estate
Layouts of homes	<p>The planning application will include a range of different home types with different layouts and so, following the ballot, the Applicant continued to engage with residents on the layouts of their new homes. This included discussing different preferences and showing layouts for the homes in specific phases. For example Workshop 10 focused on the layout of homes for Phase 1a and Workshop 11 focused on Phase 1b.</p> <p>Feedback from these workshops was taken on board to ensure that the designs reflected the needs of residents. It was agreed that all 3-bedroom homes or larger will provide a separate kitchen or separate kitchen/dining space. In line with resident feedback on layout preference, there are a range of different 2-bed home types across Phase 1a and 1b of which some will be open plan whilst others will provide a separate kitchen or separate kitchen/dining space. Additionally, there is a small number of 1-bed homes which could provide a separate kitchen if this layout is required.</p> <p>In order to do this, the Applicant used a variety of ways to illustrate the layouts of the new homes at the workshops such as an overall masterplan model, 2D plans, 3D doll house models and 3D internal views. This helped bring the proposals to life for residents.</p>
Storage	<p>Post-ballot, the Applicant was able to provide residents with more details on how increased built-in storage would be provided in the new homes.</p>

	<p>This was one of the areas of feedback that had been discussed pre-ballot and residents were keen to know how this would work in practice.</p> <p>The Applicant was able to confirm that in accordance with modern space standards, every home would include usable built-in storage sized to reflect the number of people within the household. Following feedback on the home layouts, the Applicant also reviewed how corridor space could be reduced wherever possible in order to provide more storage.</p>
Parking	<p>Post-ballot the Applicant was able to confirm that residents who currently have an Estate parking permit will be re-provided with a parking space on the transformed Estate. The Applicant will also provide parking spaces for new residents who have blue badges.</p> <p>The applicant also began developing plans for podium parking within the proposed buildings as well as designs for how the on-street parking on the Estate would work.</p> <p>Feedback from residents on security meant that the podium area parking was developed to be gated with residents able to access using a fob, and to have good lighting and CCTV to ensure safety at all times of the day.</p>
Outside public spaces	<p>The Applicant heard from residents that they would like there to be some calmer and more natural areas of public space on the Estate where people could go to relax. In order to address this feedback, the Applicant proposed that Pultney Street Park would be a calmer and more restful space with seating and play set amid large, retained trees. The park would also include picnic areas and a natural play area.</p>
Routes and access through the Estate	<p>Post-ballot, the Applicant did more work with residents discussing how they would like to move through the Estate. This feedback helped the Applicant to propose that the resident-only courtyards and some specific routes will be accessed through a fob system to help provide additional security to residents.</p> <p>The Applicant also listened to resident feedback regarding a proposed route between the canal blocks leading to the canal. In line with resident feedback the route was omitted. This has the benefit of improving the security of spaces between buildings by designing out places for antisocial behaviour and uncontrolled pedestrian movement. It also creates a separation between the canal upper path and buildings/resident gardens giving priority to natural ecology and setting of the SINC (Site of Importance Natural Conservation) adjacent to Thornhill Bridge.</p>
Lighting	<p>The Applicant brought on a specific light consultant after the ballot and worked with residents to discuss the lighting strategy across the Estate. This included looking at what currently worked well on the Estate or what could be improved.</p>
Caledonian Road Shops	<p>Post-ballot, residents provided their feedback on Caledonian Road and how it interacts with the Estate. This included feedback that the street is tired and has an overly wide pavement with uneven paving. Additionally people said that there is fly tipping, littering and it doesn't feel that safe at night. Some</p>

	<p>residents suggested that new trees, seating and bike parking would help to improve this area.</p> <p>The Applicant took this feedback on board when developing the plans for this area of the Estate, with the aim of making this part of Caledonian Road a more welcoming entry point to the Estate as well as retain its existing character. This includes new cycle stands, better trees and increased seating.</p>
<p>Energy and sustainability</p>	<p>Post-ballot, the Applicant was able to go into a lot more detail on the proposals for energy and sustainability which was of interest to residents but also neighbours of the Estate.</p> <p>In particular residents were keen to understand how the new homes could help with reducing the on-going problems on the Estate such as noise from neighbours, damp, and poor energy efficiency.</p> <p>The Applicant confirmed that all new buildings will be built to the latest building regulation requirements, ensuring modern standards on insulation, noise transference and condensation are met. The Applicant was also able to provide further detail on a range of measures to address on-going issues, including:</p> <ul style="list-style-type: none"> • Thicker walls and floors fitted with high performance insulation to prevent noise transfer from your neighbours and from outside. • High-performance double-glazed windows to keep in the heat and reduce energy demands. This ensures homes are draft free, quiet and enjoyable places to be. • Low energy lighting to reduce electricity bills. • Water efficient fittings and appliances to reduce amount of water used and running cost • Roofs with solar panels to capture renewable energy • Whole House Ventilation with Heat Recovery which recovers the warm air from kitchens and bathrooms and preheats the fresh air coming in to reduce amount of heating needed. • External walls provide high levels of insulation to ensure homes are quiet, warm, and performing to a high standard to reduce the need for heating. • Pre-demolition audits to review opportunities to reuse material from the existing buildings and hard landscape. Aiming to divert a minimum of 95% construction waste from landfill for reuse, recycling and recovery. • Materials being selected that have lower level of indoor pollutants to improve indoor air quality. Minimised quantities of material used where possible to reduce embodied carbon. For example: efficient structural design and simplified refuse and cycle stores.

Second Public Exhibition and Residents' Preview

- 7.103 In March 2022, the Applicant held a second public consultation, with a special residents' preview, to present the final proposals to residents and the local community.
- 7.104 At this consultation, the Applicant presented the final proposals that would form the planning application to be submitted to Islington Council. The Applicant used this opportunity to present how the feedback gathered since the ballot, in Workshops 9, 10 and 11 as well as the first public exhibition, had informed the proposals.
- 7.105 The Applicant also continued to welcome feedback and comments on the final proposals from residents and the wider community as part of their commitment to engage throughout the life of the project.
- 7.106 The objective of this consultation was to present the final proposals and give residents and the local community a chance to view and feedback on the proposals ahead of final submission.
- 7.107 The exhibition was advertised by a flyer drop (Appendix 5.23) to over 6,500 business and residential addresses, an area 30% larger than used in the first public exhibition. This decision was made to ensure that the widest possible area could be reached to encourage attendance from those interested in the surrounding local communities.
- 7.108 For residents, marketing took place via a bespoke flyer drop specifically on the Estate (Appendix 5.24), posters (Appendix 5.25) and through the consultation website.
- 7.109 Both residents and members of the public were also included in a social media campaign (Appendix 5.26) hosted on Facebook and Instagram designed to encourage attendance to the consultation events.
- 7.110 A further set of marketing materials, including emails, texts and calls can be found at Appendix 5.27.
- 7.111 As part of this final public exhibition, the Applicant wanted to ensure that residents had a chance to view the final proposals following the presentation of the near to final development during Workshop 11.
- 7.112 This exhibition also built upon the comments provided by people as part of earlier focused Workshops 9 & 10, while it also sought to consider the feedback given by the public in the first public exhibition. This included a greater focus on materiality, traffic management, the final massing and scale of the proposals and the split of tenure housing across the Estate.
- 7.113 Therefore, the Applicant held a bespoke preview exhibition at the Barnsbury Community Centre, advertised directly and only to residents on the Estate, held before the two public facing exhibitions, which residents were also invited to.
- 7.114 The decision was made to move one of the public exhibitions to the Weston Rise Community Centre, situated south of the site, within the catchment area of publicity materials, to facilitate attendance from the broadest possible set of consultees.
- 7.115 The sessions took place on:
- Residents Preview Session: Tuesday 8 March, 2:00-4:00pm and 6:00-8:00pm, Barnsbury Community Centre

- Saturday 12 March, 10:00am, 2:00pm, Weston Rise Community Centre
- Wednesday 16 March, 2:00-4:00pm and 6:00-8:00pm, Barnsbury Community Centre

7.116 The information presented at the exhibition provided a full presentation of the proposed masterplan with detail on the final options taken for the redevelopment of the Estate.

7.117 Refreshments were provided at each event in addition to activities for children.

7.118 Feedback was collected verbally and using a feedback form, posted on the consultation website, with the project team encouraging residents to fill this out at the consultation event using provided tablet computers. Paper copies were also available for attendees to take away and return to the BEST office, or to fill out on the day.

7.119 The Applicant also encouraged residents at the preview session to engage with the on-site film crew to share their support for the proposals.

7.120 The session was attended by Friends of Barnard Park and the All Saints Church.

7.121 At each session a full set of 16 banners (Appendix 5.29) were shown to attendees. A breakdown of the presentation banners is provided below:

Board	Board Title	Summary
1	Welcome	Welcome and background to consultation history
2	Landscape	Information on the final plans for landscaping across the Estate
3	Masterplan Phasing	Final plan for phasing with detail on Phase 1A and 1B.
4	Masterplan Evolution	Communication of the final changes since the last public exhibition
5	Phase 1A	Imagery and further detail on Phase 1A
6	Phase 1B	Imagery and further detail on Phase 1B
7	Community Centre	Imagery and final proposals for new community centre
8	Landscape: Open Space	Final proposals for park space across the Estate
9	Landscape Courtyard Gardens	Detail on the proposals for communal gardens for residents
10	Building Typology: Lanes	Imagery and detail on the new home types
11	Building Typology: Canal	Imagery and detail on the new home types
12	Caledonian Road	Imagery and detail on the final proposals for shop frontages and edge of the Estate
13	Mews Houses	Imagery and detail on the new home types
14	Energy and Sustainability	Detailed explanation on the final proposals approach to energy and sustainability
15	Masterplan Key Information	A rundown of the key final details including information on height, cycles, vehicle access, pedestrian use
16	Next Steps	A timeline graphic covering submission through the potential commencement of building works

7.122 In total, 72 people attended across the three dates of the exhibitions.

Feedback on the final proposals

7.123 Residents were asked to provide their response to the final proposals through the survey, with results to the questions collected below:





Survey Question	Response (out of 5)
How happy are you with the proposals for the overall masterplan for New Barnsbury?	3.97
How happy are you with the proposed phasing plan?	3.82
How happy are you with the proposed Community Centre?	4.05
How happy are you with the proposed energy and sustainability strategy?	3.97
How happy are you with the proposed Parks on Carnegie Street and Pultney?	4.22
How do you feel about the proposals for the resident Courtyards?	3.95
How happy are you with the canal blocks and appearance?	3.76
How do you feel about the proposed streets and pedestrian routes?	3.92
How happy are you with the proposed changes to Caledonian Road?	3.78
How happy are you with the Mews Houses?	4.19

7.124 The response to the survey showed that residents were broadly happy with the final aspects of the proposals, with all responses averaging out as broadly positive about the schemes. A full overview of the feedback received can be found in the summary newsletter at Appendix 5.28.

7.125 The Applicant feels that this demonstrates the strong support for the proposals in principle, with concerns focused on the details, particularly around quality of homes and the phasing plan.

7.126 The Applicant has also been monitoring sentiment toward the Barnsbury Estate Transformation via a feedback terminal at a number of events held post-ballot.

7.127 Across the events, it showed that 81% of those who responded were either 'Very happy' or 'Happy' with the Transformation. The individual results of this are detailed in the table below:

		Very Happy 	Happy 	Unhappy 	Very Unhappy 
Event	Date				
Resident Design Group	03 November 2021	3	2	0	0
Public Exhibition	06 November 2021	7	1	1	0
Resident Design Group	19 January 2022	1	3	1	0
Workshop 11	25 January 2022	1	1	0	0
	26 January 2022				
Workshop 11 – Leaseholder session	01 February 2022	0	0	1	3
Resident Design Group	02 February 2022	6	2	0	0
Light Follows Behaviour Night Walk and Resident Design Group	02 March 2022	2	2	0	1
Resident Preview Exhibition	08 March 2022	14	3	1	3
TOTAL		34 (57.62%)	14 (23.73%)	4 (6.78%)	7 (11.86%)

Ongoing engagement with residents and stakeholders

7.128 The Applicant continued to engage with residents and stakeholders further to the 11 workshops and two exhibitions. An overview of this engagement is detailed below.

Commercial Units Session

7.129 Commercial tenants along Caledonian Road were invited to meet Mount Anvil, Newlon and LBI property officer Mark Grant.

7.130 The purpose of this session was two-fold. Firstly, to see the proposal, phasing and timelines and ask any questions they may have. Secondly, each shop owner was asked to complete a survey to understand each business and their aspirations should they wish to return.

7.131 The findings from this will help develop the premise of a commercial strategy once we approach this later phase.

7.132 The session was promoted in several ways, including telephone calls, texts and visiting the shops. A total of 4 out of 22 tenants attended.

7.133 Following the feedback from this session, an FAQ sheet was hand delivered to each tenant which included contact details and the opportunity for a one-to-one appointment with Resident Engagement Manager.

Phelps Lodge consultation session

7.134 Residents who live North of the Estate at Phelps Lodge were invited to a session to see the proposals and discuss any concerns they had.

7.135 The event was attended by six residents of Phelps Lodge.

7.136 Based on their feedback, an FAQ document was produced and shared with all residents living on this site.

Night Walk

7.137 A Resident Design Group was held on the 02 March 2022. Residents were joined by Mount Anvil's Managing Director, Darragh Hurley, and lighting consultant Light Follows Behaviour for a Night walk to understand how lighting on the Estate is successful, unsuccessful and can be improved.

7.138 The feedback of this will be used influence the lighting strategy. The event was promoted to all residents, through leaflets, posters and a feature in the newsletter. 18 residents attended, with 20 spaces available, and the Applicant received positive feedback from residents, who scored the event an average of 9.2 out of 10.

Continued engagement with local groups

7.139 The Applicant remains committed to developing and maintaining relationships with key local stakeholders, including Friends of Edward Square; Friends of Barnard Park; and the Islington Society.

7.140 The Applicant has met with these stakeholders throughout the engagement period and will continue to engage with them throughout submission and the construction process.

Vittoria Primary School event

7.141 The Applicant held a pop-up event at Vittoria Primary school, with an interactive session with year 4, 5 and 6 classes where they were able to ask any questions on the plans.

7.142 This was then opened up to parents, providing an opportunity to share information about the Transformation and raise awareness about the scheme and engagement process.

7.143 Images from this event can be found at Appendix 5.30.

Submission of the application

7.144 Following the submission of the application, the Applicant will be issuing a letter to all residents (Appendix 5.31) of the Barnsbury Estate to inform them about the submission, thank them for their engagement over the two and a half years of consultation and detail how they will be able to provide feedback as part of Islington Council's statutory consultation.

7.145 The Applicant also plans to host a submission party on 18 May, inviting all residents to come and celebrate the application being submitted.

Old Barnsbury Engagement

7.146 Since the ballot, Newlon Housing Trust has held separate engagement sessions for Old Barnsbury, including access to a show flat, drop-in sessions, and door knocking sessions. These are detailed below.

Old Barnsbury Show Flat

7.147 In order to show residents of Old Barnsbury the possible options for the refurbishment of their homes, particularly in terms of the kitchens and bathrooms, an existing flat in Old Barnsbury was refurbished and made available for viewings.

7.148 Throughout August 2021, viewings were held for any residents that wanted to visit the show flat.

Old Barnsbury Consultation

7.149 Ahead of submission of the planning application for Old Barnsbury, the following consultation sessions were held. These were focused on the offer to Old Barnsbury residents – the refurbishment of their homes and shared spaces.

Date	Event	Number of attendees
29 March 2022 from 4pm to 6pm	Drop-in consultation event in the Barnsbury Community Centre	9
05 April 2022 from 6pm to 8pm	Drop-in consultation event in the Barnsbury Community Centre	25

7.150 The following events are also scheduled to take place:

Date	Event
29 March 2022 from 4pm to 6pm	Drop-in consultation event in the Barnsbury Community Centre
05 April 2022 from 6pm to 8pm	Drop-in consultation event in the Barnsbury Community Centre
10 May 2022 from 12pm to 3pm	Door knocking session of all Old Barnsbury homes
10 May 2022 from 12pm to 3pm	Pop-up workshop event in Old Barnsbury open space
17 May 2022 from 5.30pm to 7pm	Drop-in consultation event in the Barnsbury Community Centre
17 May 2022 from 7pm to 8pm	Walkaround session in Old Barnsbury

7.151 Further details of these events and the consultation process for Old Barnsbury will be submitted as part of the separate application for the refurbishment of Old Barnsbury.

SECTION EIGHT: CONCLUSION

8.1 This SCI has been prepared by London Communications Agency and forms part of a suite of documents supporting the planning application for the redevelopment of the Barnsbury Estate in the London Borough of Islington.

8.2 It demonstrates the Applicant's unwavering commitment to conducting a comprehensive consultation with local residents, businesses and communities, and their work to ensure that feedback was captured and directly used to inform the evolution of the proposals for the Estate.

8.3 Revisiting the aims of the consultation, as detailed in Section 3, the Applicant feels that they have successfully:

- Engaged with every resident on the Estate and ensured that everyone was provided with the opportunity to feedback on the proposals.
- Ensured that proposals were accessible to all by presenting them clearly, transparently and in a variety of formats, including digitally, via printouts and in-person board.
- Provided everyone with an opportunity to leave their feedback on the proposals by using a range of feedback mechanisms whilst ensuring there were multiple opportunities throughout the evolution of the masterplan for people to have their say.
- Provided residents with enough information to make an informed vote in the spring 2021 ballot, whilst supporting the statutory voting process through continued, consistent engagement.
- Continued to engage in a meaningful manner with residents of the Estate in the post-ballot period and invited the wider community at two public exhibitions.
- Made sure that all were able to genuinely help shape the masterplan as it evolved by consulting in phases, and clearly explained how feedback had been incorporated into the design of the proposals.

8.4 The Applicant believes that their approach to consultation has gone beyond what can be reasonably expected as good practice for engagement for an Estate Transformation proposal. The Applicant has conducted:

- 11 Resident Workshops (each over multiple days)
- Public Exhibitions (each over multiple days)
- Resident Design Group sessions
- 2 Built ID Polls
- Coffee Mornings
- Film Screenings
- Summer Community Events
- Resident Site Tours
- Home visits and surveys
- A night walk
- A commercial unit session
- Bespoke presentations to neighbours including Phelps Lodge Residents
- Presentation and consultation event with Vittoria Primary School

8.5 The Applicant believes that their sustained and varied approach to promoting the consultation has led to continued engagement throughout the two-and-a-half-year process, despite having to move several workshops online due to the COVID-19 pandemic.

- 8.6 The 'YES' vote for the Transformation in March 2021 confirmed that residents were supportive of the Transformation proposals and the Applicant has continued to work alongside residents, stakeholders, community groups and the wider public to ensure the final proposals submitted in this application are reflective of the Transformation they want to see.
- 8.7 The Applicant has demonstrated a willingness to engage with local communities and relevant businesses and will continue to do so following submission of the application, and throughout the planning and construction process.
- 8.8 The Applicant would like to thank the residents of the Barnsbury Estate for their continued engagement throughout the consultation process, as well as the local community and stakeholders who have taken the time to participate in the consultation.

SECTION NINE: APPENDICES

9.1 The full set of appendices can be found in the separate document entitled Statement of Community Involvement Appendices.

9.2 A full contents of all of the appendices collated is detailed below:

1. Pre-Engagement Strategy

- 1.1. List of Schools, Community and Cultural Groups
- 1.2. Images of door knocking session

2. Phase One: Early Engagement (August 2019 to January 2020)

- 2.1. Letter sent to all residents regarding the Estate Transformation process
- 2.2. Workshop 1 Presentation
- 2.3. Workshop 2 Flyer
- 2.4. Workshop 2 Presentation
- 2.5. Estate walking route
- 2.6. Walking route questionnaire booklet
- 2.7. Workshop 1 & 2 Summary Newsletter
- 2.8. Workshop 3 Presentation
- 2.9. Workshop 3 Questionnaire Booklet
- 2.10. Workshop 3 Summary Newsletter
- 2.11. Workshop 4 Presentation
- 2.12. Workshop 4 Summary Newsletter

3. Phase Two: Detailed Engagement

- 3.1. Workshop 5 Presentation
- 3.2. Workshop 5 Poster
- 3.3. Workshop 5 Feedback Form
- 3.4. Workshop 5 Summary Newsletter
- 3.5. Workshop 6 Boards
- 3.6. Workshop 6 Poster
- 3.7. Workshop 6 Feedback Form
- 3.8. Workshop 6 Summary Newsletter
- 3.9. Workshop 7 Flyer
- 3.10. Workshop 7 Information Pack
- 3.11. Workshop 7 Marketing Materials
- 3.12. Letter regarding Islington Council's Statutory Consultation on the Local Plan
- 3.13. Workshop 7 Summary Newsletter
- 3.14. Workshop 8 Flyer
- 3.15. Workshop 8 Information Pack
- 3.16. Workshop 8 Feedback Form
- 3.17. Workshop 8 Poster
- 3.18. Workshop 8 Summary Newsletter

4. Phase Three: The Resident Offer and Ballot

- 4.1. Resident Offer
- 4.2. Letter from Newlon Housing Trust regarding the Ballot

- 4.3. Posters and flyers to advertise the Ballot
- 4.4. Emails and texts to advertise the Ballot
- 4.5. Better Barnsbury website
- 4.6. Letter issued by Civica Election Services
- 4.7. Letter sent to communicate result of the Ballot
- 4.8. Press release issued to communicate result of the Ballot
- 4.9. Letter from JV partners to the Barnsbury Estate
- 4.10. Press release issued regarding JV
- 4.11. Letter sent to Blackmore House and the Estate regarding phasing
- 4.12. Post-ballot newsletter
- 4.13. Images from celebration event
- 4.14. Flyer sent to invite residents to celebration event
- 4.15. Flyer to advertise residents tour of Hampstead Manor development
- 4.16. Resident Design Group summary notes
- 4.17. Residents' Charter

5. Phase Four: Post-Ballot Consultation

- 5.1. Workshop 9 Boards
- 5.2. Workshop 9 Poster
- 5.3. Workshop 9 Feedback Form
- 5.4. Public Consultation 1 Boards
- 5.5. Flyer and radius for Public Consultation 1
- 5.6. Public Consultation 1 Poster
- 5.7. Press advert to advertise Public Consultation 1
- 5.8. Public Consultation 1 feedback form
- 5.9. Workshop 10 viewing 3D models
- 5.10. Workshop 10 Boards
- 5.11. Workshop 10 Flyer
- 5.12. Workshop 10 Poster
- 5.13. Workshop 10 Feedback Form
- 5.14. Workshop 10 PVC banner
- 5.15. Workshop 9 & 10 Summary Newsletter
- 5.16. Workshop 11 Information Pack
- 5.17. Workshop 11 flyer
- 5.18. Workshop 11 poster
- 5.19. Workshop 11 Feedback Form
- 5.20. Workshop 11 Summary Newsletter
- 5.21. Workshop 11 Webinar Presentation
- 5.22. Workshop 11 Leaseholder Presentation
- 5.23. Public Exhibition 2 Community Flyer
- 5.24. Public Exhibition 2 Resident Flyer
- 5.25. Public Exhibition 2 Poster
- 5.26. Public Exhibition 2 Social Media Advert
- 5.27. Public Exhibition 2 Marketing Materials
- 5.28. Public Exhibition 2 Summary Newsletter
- 5.29. Public Exhibition 2 Banners
- 5.30. Vittoria Primary School Event images
- 5.31. Letter on submission of New Barnsbury Application