

# Successful community engagement for SuDS

27 April 2021

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# Community engagement in practice



**Daniel Brittle**

Community Programme Manager  
Groundwork London

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# Climate proofing social housing estates

## Community Engagement

Daniel Brittle

Groundwork London

Community Programme Manager



# GROUNDWORK LONDON

## Improve people's prospects

by increasing the confidence, skills, well-being and employability of those furthest removed from the labour market, in particular young people.

## Create better places

by helping people work together to make their surroundings greener, safer and healthier and get involved in the way decisions are made about services in their area.

## Promote greener living and working

by helping people learn more about their environmental impact and act responsibly to reduce natural resource use.

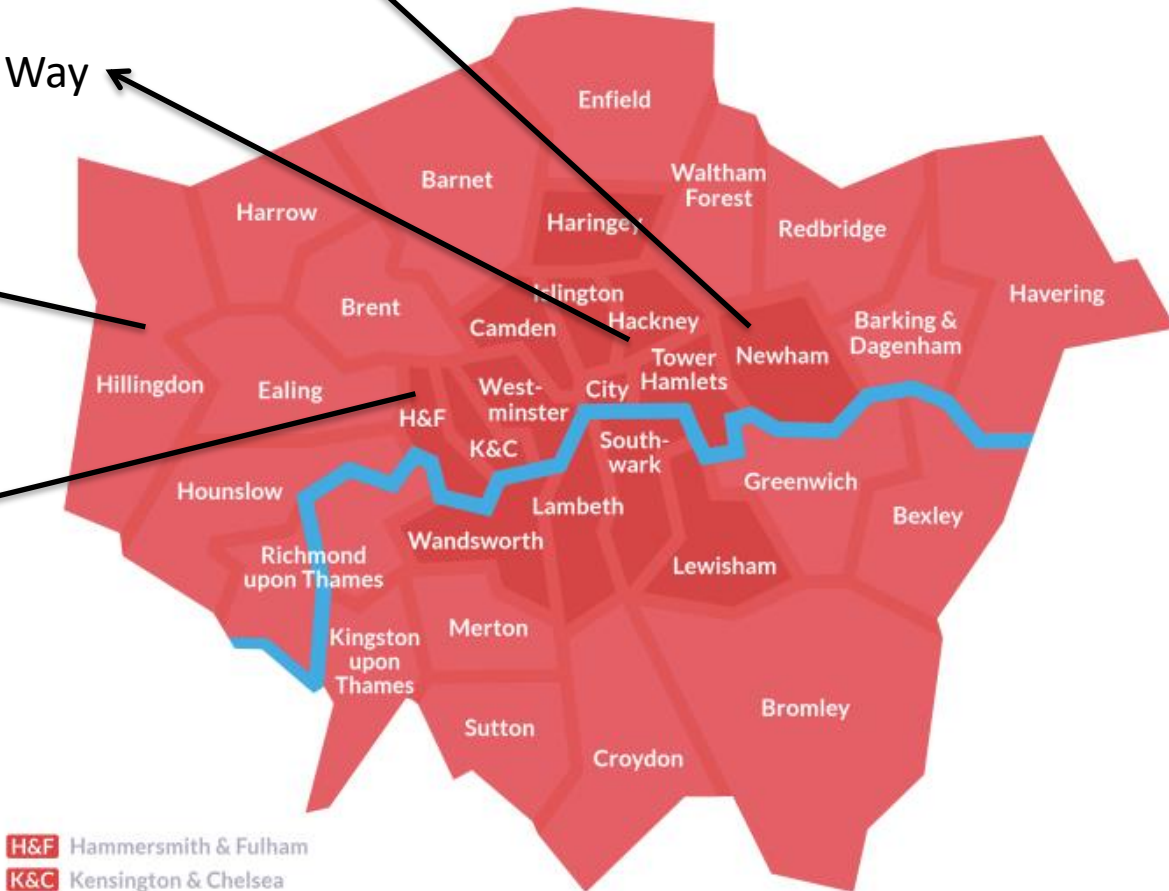


**Newham – Renfrew Close**

**Hackney - Kingsmead Way**

**Hillingdon – Pinkwell &  
Haydons Drive**

**Hammersmith & Fulham –  
White City, Edward Woods,  
Queen Caroline Estate,  
Maystar Estate & Richard  
Knight House**





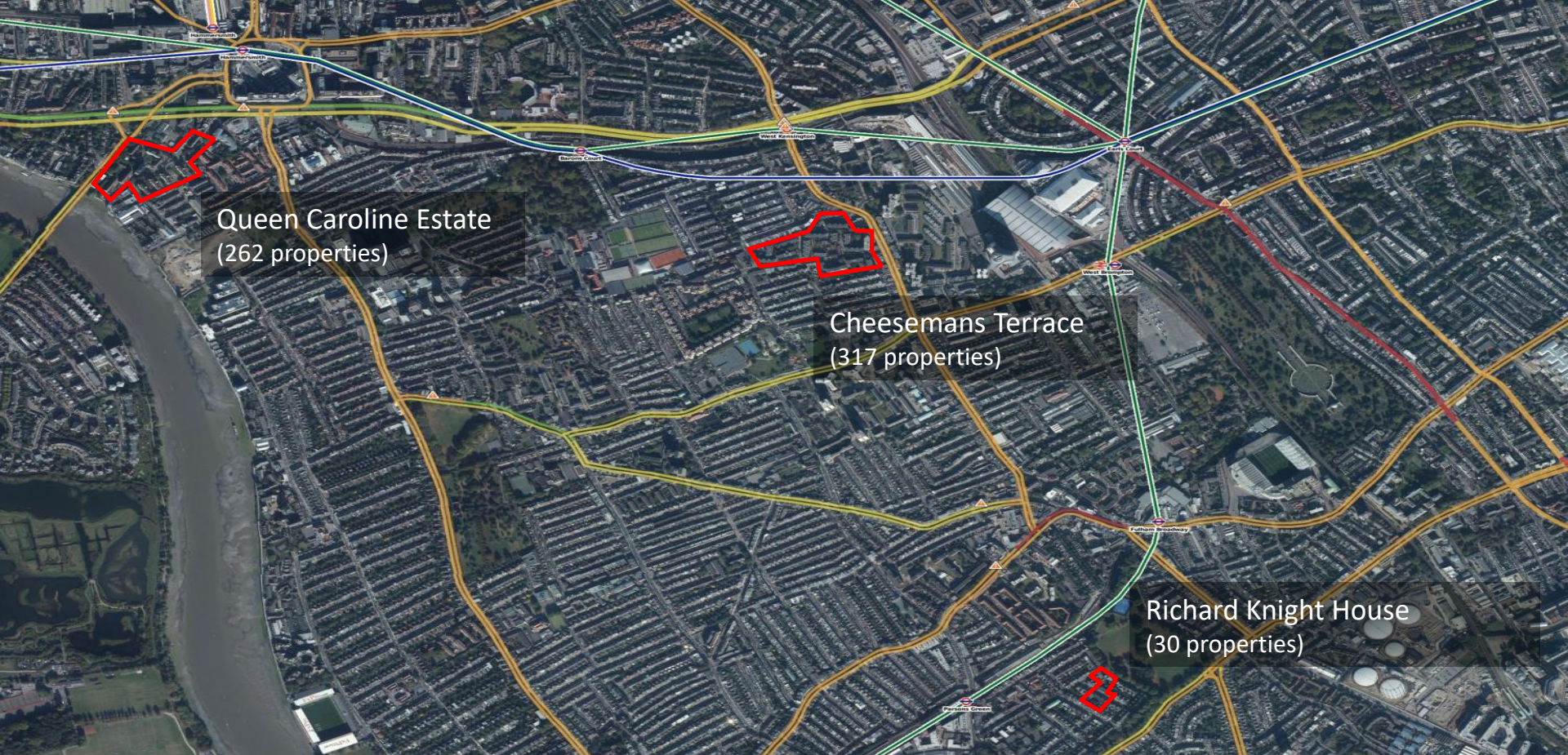
## Life+ Climate Proofing Social Housing Landscapes

Delivered a package of retrofit climate change adaptation measures across three social housing estates in the London Borough of Hammersmith & Fulham (LBHF). Funded by EU LIFE+ Programme, Mayor of London and London Borough of Hammersmith & Fulham.

Project objectives:

- Develop a transferable methodology for designing and implementing highly effective, affordable and socially acceptable, light-engineering retrofit climate change adaptation measures in social housing landscapes.
- Delivery in a way that supports the achievement of wider Green Infrastructure (GI) goals, e.g. biodiversity, air quality improvement, play provision etc.
- Implement main measures through employment programmes for long-term unemployed

# LIFE+ Site locations



Queen Caroline Estate  
(262 properties)

Cheesemans Terrace  
(317 properties)

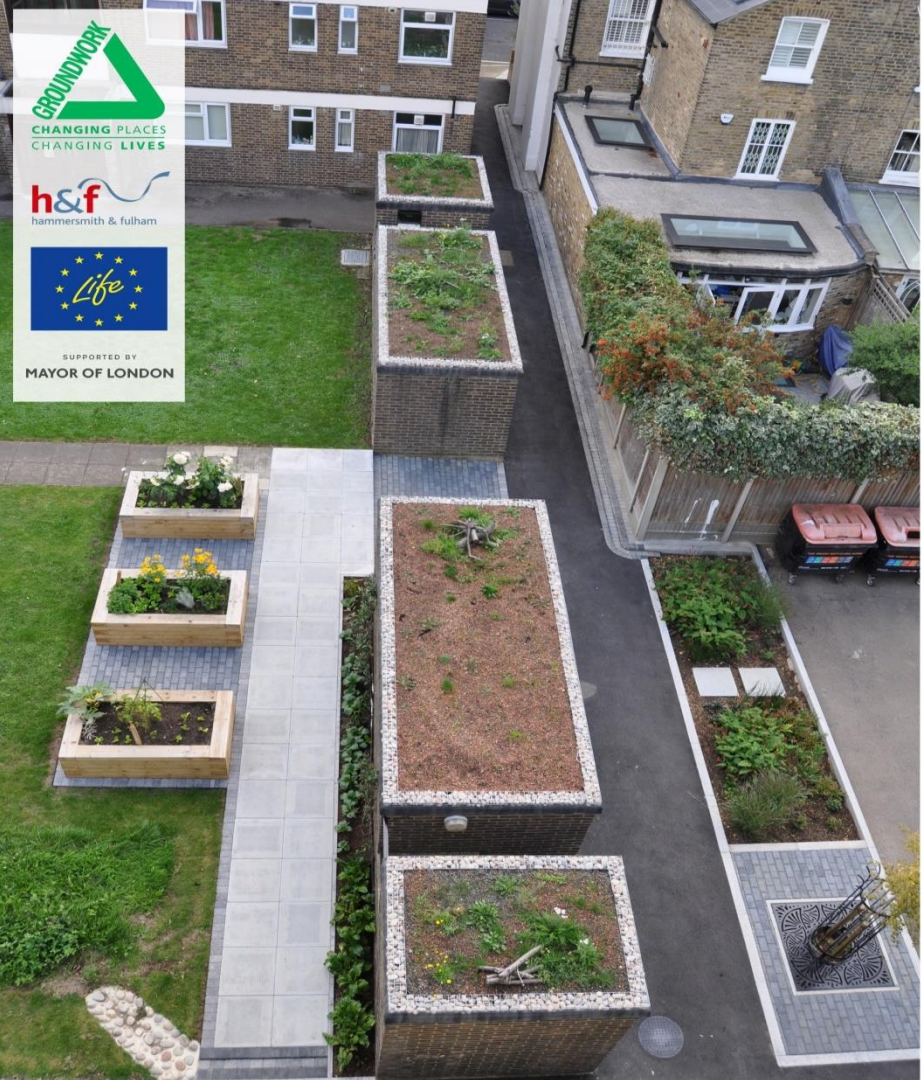
Richard Knight House  
(30 properties)

**GROUNDWORK**  
CHANGING PLACES  
CHANGING LIVES

**h&f**  
hammersmith & fulham

Life

SUPPORTED BY  
MAYOR OF LONDON







**89%**  
of rainfall  
landing on  
green roofs  
absorbed

**4,537m<sup>2</sup>**  
half a  
football  
pitch of land  
IMPROVED

**432m<sup>2</sup>**  
of green  
roofs  
installed  
enough  
to cover a  
basketball  
court

**565**  
trees,  
shrubs  
& hedges  
planted

**24m<sup>2</sup>**  
of food  
growing  
beds  
installed

**100%**  
of rainfall  
diverted  
from storm  
drain system

**3,158m<sup>2</sup>**  
of impermeable surface  
the size of 12 tennis courts  
prevented from draining  
directly into sewers

**1,286,815**  
litres of rainfall  
diverted from  
storm drains  
enough to  
fill over  
8000 baths

**22**  
young people  
**EMPLOYED**  
as green team  
trainees

**46**  
council  
**contractors  
& managers  
trained**

**2**  
**PARTNERS  
INVOLVED**

**3**  
HOUSING  
ESTATES  
**IMPROVED**

**11**  
**JOBS  
CREATED**

**8**  
sustainability  
champions  
**trained**

**2**  
**AWARDS  
WON**

**£450,000**  
of climate  
change  
adaptations  
**INSTALLED**

# Achievements



## Climate Proofing Social Housing Estates

### Community Involvement: Key Principles

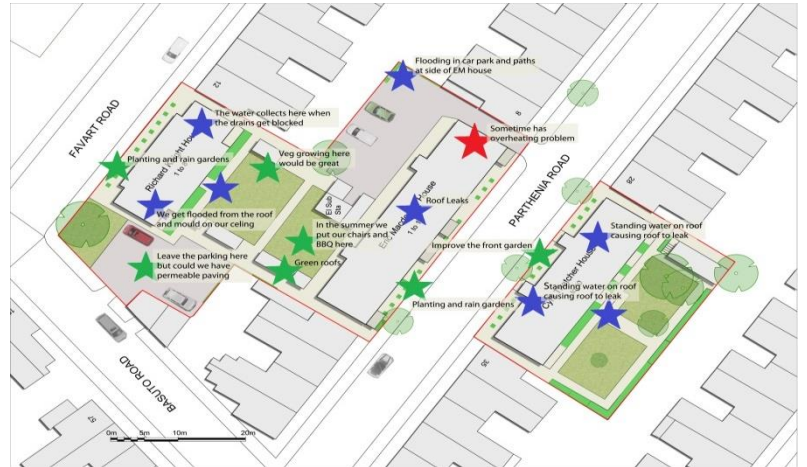
- Involve the whole community: existing & potential users; 'hard to reach'; stakeholders.
- Build on existing data and reports.
- Inclusive and accessible engagement activities.
- Range of opportunities to input, share ideas, identify priorities and aspirations.
- Raise aspirations, manage expectations and feedback at regular intervals.
- Site specific and tailored to the local context.
- High quality communications materials.

## Stage 0 – Establishing scope and stakeholder network

- ❑ Stakeholder Analysis
- ❑ Attendance at TRA meetings/Other key stakeholder meetings
- ❑ Research and plan outreach to hard to reach groups

## Stage 1 – Initial engagement

- ❑ Resident consultation events
- ❑ Community mapping
- ❑ Door to door survey's
- ❑ Site Visit trips
- ❑ Communications campaign



## Stage 2 – Concept Design

- Briefings for key community stakeholders
- Feedback Events
- Communications campaign
- Concept Design Exhibitions

## Additional actions

- Green doctor visits
- Engage stakeholders in evaluation/monitoring
- Food growing/gardening clubs



## Stage 4 – Tender/Pre-Construction

- Comms outreach to key stakeholder groups
- Involving stakeholders in pre-start meeting/meet the contractor opportunities

## Stage 5 – Construction

- Regular updates to key stakeholders
- Involving stakeholders in practical completion

## Stage 6 – Maintenance and In-Use

- Utilise stakeholder network in monitoring maintenance and use of site
- Interpretation boards

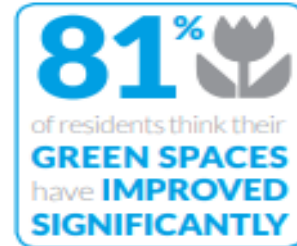


# SUCCESSSES

- ❑ 472 properties engaged and 55 community activities delivered
- ❑ 81% of residents agree or strongly agree that the quality of the green spaces has improved significantly
- ❑ 58% of residents report that they use the green spaces more often since the works were completed

# CHALLENGES

- ❑ It can still be difficult to engage some stakeholder in the climate change agenda as it is not always seen as an immediate problem.
- ❑ Utilising open spaces in novel ways can bring up concerns around misuse, vandalism or anti-social behaviour.
- ❑ Construction works close to residents' homes can cause concern for some residents.



# Community Engagement & Coronavirus

- ❑ March 2020 – All in person engagement paused
- ❑ June to October 2020 – Limited in person engagement allowed for those projects whose stakeholder couldn't engage virtually
- ❑ October 2020 to April 2021 – Engagement paused again with only limited in person engagement to begin in May





# Thank You for Listening



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