

## Appendix 1: Consultation Overview & Results

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### Executive Summary

This report sets out a review of the consultation process, together with analysis of results for the Seabrooke Rise regeneration proposals. An overview of the process of consultation and engagement is presented – a period covering 2014-15, including how this process has been driven and tailored to meet the expressed views, concerns and aspirations of residents engaged.

The consultation and engagement process for Seabrooke Rise regeneration has followed a number of stages, ensuring a broad based yet detailed process establishes a clear evidence base for decision-making:

- Consultation Survey 2014: broad based survey for all Seabrooke Rise residents, covering experience of living on the estate & aspirations for the future – 57% Seabrooke Rise residents responded to the survey;
- Ongoing Resident meetings: a number of meetings provided the opportunity for residents to provide a more detailed feedback on regeneration;
- Consultation Survey 2015: broad based survey targeted at residents of high rise blocks, covering a range of questions on the potential regeneration of the blocks and the area – 72% high rise residents responded to a request to meet housing officers; 56.3% high rise residents responded to the survey;
- Resident Steering Group: the establishment of a dedicated steering group focused on the regeneration of the area means there is a focused forum for residents to engage in the process and raise and questions or concerns;
- Workshops & Independent Consultation Sessions: detailed consultation sessions were undertaken in August and September 2015, providing residents a means of engaging with specific details of regeneration, and the options and process of this. 23.5% high rise residents attended the workshops, while 55.1% attended independent consultation sessions.

A number of key outcomes can be determined from the consultation to date:

- **Desire for regeneration:** there is a clear demand and interest from a substantial number of residents for regeneration and new build housing, and options for different tenure and ownership. The Council will take forward this demonstrable interest in progressing regeneration options.
  - 57% respondents supported demolishing all 6 high rise blocks, 15% supported demolishing 3 blocks (2015 survey);
  - 40% respondents would consider buying a home, with a strong preference for houses 93% rather than flats (6%) (2015 survey);
  - Respondents show a strong interest in mixed tenure housing (50%), or social housing (47%) (2015 survey);
- **Options for high rise blocks:** there is a clear desire on the part of a substantial proportion of high rise block residents for options for new build housing or moving to other housing. However this must be balanced with the wishes of the substantial minority of the population – typically older, longer term or retired residents – to retain the blocks. The Council will undertake further consultation & engagement to determine what range of options are available to satisfy the need and desire for regeneration, while considering the wishes of those who are happy with existing homes.
  - 62% residents over 65 support no demolition, 76% of those under 65 support demolition of all or half of the blocks (2015 survey);

- 70% of retired high rise respondent group 'like their current home and do not envisage moving in the future', whereas 62% of the employed/homemaker/other group disagreed with this statement (2014 survey);
- **Contrasting views across high block groupings:** at different stages of consultation, it is apparent that resident views differ by blocks – typically across two groups of blocks. Residents of Butler, Davall and Greenwood Houses typically less in favour of proposals than residents of the other three blocks – both in terms of general opinions on regeneration and the process for regeneration.
  - 68% of residents in Arthur Toft, George Crooks and Lionel Oxley houses support demolition of all blocks, contrasting with 48% for Butler, Davall and Greenwood Houses (2015 survey);
  - Regarding the detailed proposals around the process for regeneration, 44% of residents in Arthur Toft, George Crooks and Lionel Oxley houses support demolition of all blocks, contrasting with 17% for Butler, Davall and Greenwood Houses (residents attending independent consultation sessions).
- **Housing options available for tenants & leaseholders:** there is demonstrable interest in the options to be made available in the process of regeneration, and the Council will use further engagement to ensure residents are updated with this information.
  - 47% of high rise respondents (employed/homemaker/other group) stated they would like to buy a property in Seabrooke Rise or the high rise (2014 survey);
  - Respondents show a strong interest in mixed tenure housing (50%), or social housing (47%) (2015 survey);
  - Feedback from the workshops & surveys demonstrated an interest in options for downsizing, options available to leaseholders, and ongoing new build developments in the area;

**Regeneration Proposals: consultation, and particularly workshops and independent consultation sessions,** on draft recommendations identified the need for residents to be provided with further detail of the specific of the alternative housing provision that would be on offer should the any or all of the current high rises be demolished to support the reprovion of a greater diversity of high quality affordable homes. Feedback from the workshops & surveys demonstrated a number of points regarding options and offers as part of the regeneration proposals such as – decant, right to return, , compensation for moving, timeframes for regeneration, specific tailored offers for elderly & vulnerable residents so support them in moving, etc.

In reviewing the responses below it is important to note that the 2014 survey covered all residents in the Six high rises and Seabrooke Rise estate, while the 2015 survey covered residents in the Six high rises.

It should also be noted that in moving through the stages of consultation, the Council has intended that issues and concerns commonly raised in the consultation are taken up in subsequent stages – with consultation becoming more specific and focused as it progressed. As detailed above, moving through the consultation stages, the Council has focused progressively on the high rise blocks, and subsequently the specifics of the potential regeneration of these – ensuring the Council understands the requirements of residents who may be affected. A consequence of this is that support for proposals at one stage may differ to support for more specific aspects of proposals in subsequent stages – an example being support for the broad principles and ideas of regeneration (new build, demolition) in the 2015 Consultation Survey, contrasted with support for the specifics of the practical- and process-focused aspects of regeneration (decant and housing options, purchase and disturbance compensation) in the subsequent workshops and consultation sessions.

## **1. Key survey consultation outcomes**

### **1.1. Demolition and Reprovion of homes:**

Consultation results showed a contrasting view across residents of the high rise blocks, with views about current homes and regeneration typically being split between retired/long-term resident and non-retired/newer resident demographics. The majority of retirees are happy with their current home, do not want to move and are less enthusiastic about regeneration. In contrast, the non-retired demographic are positive about new build housing, with a corresponding negative view about their current homes.

The views of residents contribute to two groups that can be considered as 'pro-high rise' and 'pro-demolition/new build':

	<b>'Pro-High Rise' Group</b> Approximately one third of respondents express satisfaction with current home and desire to retain the status quo	<b>'Pro-Demolition / New Build' Group</b> Approximately two thirds of residents express dissatisfaction with their current home, a desire to move home, a positive view about regeneration, and a positive view about demolition of the high rise blocks
	<b>2014 Resident Survey Outcomes</b>	<b>2014 Resident Survey Outcomes</b>
<b>Views on Current Home</b>	<ul style="list-style-type: none"> <li>70% agreed with the statement 'I like my current home and do not envisage moving in the future' (retired category)</li> </ul>	<ul style="list-style-type: none"> <li>62% disagreed with the statement 'I like my current home and do not envisage moving in the future' (employed/homemaker/other category)</li> </ul>
<b>Views on Moving Home</b>	<ul style="list-style-type: none"> <li>81% disagreed with the statement 'I do not like my home and want to move to another property on the estate' (retired category)</li> </ul>	<ul style="list-style-type: none"> <li>34% agreed with the statement 'I do not like my home and want to move to another property on the estate' (employed/homemaker/other category)</li> </ul>
	<b>2015 Resident Survey Outcomes</b>	<b>2015 Resident Survey Outcomes</b>
<b>Views on Demolition - Analysis by Tenure</b>	<ul style="list-style-type: none"> <li>83% of those living at their property for more than 20 years would prefer no demolition, 47% of those living at their property for 10-20 years would prefer no demolition</li> </ul>	<ul style="list-style-type: none"> <li>Across those groups living at their property for less than 10 years, more than 60% would prefer demolition of all blocks</li> </ul>
<b>Views on Demolition - Analysis by Age</b>	<ul style="list-style-type: none"> <li>62% of those over 65 would prefer no demolition</li> </ul>	<ul style="list-style-type: none"> <li>For residents under 65, more than 50% would prefer demolition of all blocks, with this figure at 89% for those under 25.</li> </ul>

Taking these two contrasting groups together, there is evidently a need to find a compromise option for regeneration to progress. An option to demolish 3 high rise blocks was included for respondents in the 2015 survey – receiving 15% support as shown above, while there is also significant support for alternative options (demolition of all blocks 57%, demolition of no blocks 34%).

## 1.2. New Build & Desire to Move Home – Moving Home

Survey results from 2014 demonstrate a substantial proportion of the non-retired demographic have a preference to move home:

- 62% would like to move off the estate (employed/homemaker/other category);
- 34% agreed with the statement that 'I do not like my current home and want to move to another property on the estate' (employed/homemaker/other category).

This demonstrates a considerable desire to move out from the high rise home, though not always away from the area. Combined with further questions on new build and moving home as below, this demonstrates a strong interest in potential outcomes of the regeneration and development proposals.

## 1.3. New Build & Desire to Move Home – Areas to Move to

Following an apparent interest in moving home as demonstrated in the 2014 survey, the 2015 survey investigates further the places residents would like to move to:

- The vast majority would like to stay in the Thurrock area (75%) if not stay on the estate itself (20%) – based on first preference;
- The second preference is in line with this – 70% and 27% for each option respectively.

Therefore, while residents are often interested in moving, they demonstrate a preference to stay in the local area. This further substantiates a proposal for regeneration of the estate which has at its core a provision for residents to remain.

## 1.4. New Build & Desire to Move Home – Buying Interest

Survey results show a good level of interest in buying a property on the estate:

- 2015 Survey: 40% across all age groups would consider buying a property;

- 2014 Survey: 47% across non-retired high rise demographic would consider buying a property on the estate.

This demonstrates that the Council, in developing new building programmes, needs to set out a clear range of options and avenues for current residents to buy properties on the estate. The 2014 survey also demonstrated a strong support (80% across all respondents) for the preferential treatment of current local residents where new build properties are available.

#### **1.5. New Build & Desire to Move Home – Tenure Options**

The survey results show a strong preference for a range of options including social housing and mixed tenure types, backing up the levels of interest in buying a property:

- 2015 Survey: 47% back a Social Housing option, 50% back a mixed tenure option;
- 2014 Survey: 59% of residents agreed that new build properties should provide a mixture of social and private housing.

Support for a range of tenure options, together with the strong interest in buying a property and for residents to remain on the estate, demonstrate that there is a substantial need to develop housing provision which satisfies this aspirational demand – beyond current housing provision which is typically tenanted.

Through the course of the workshops, it is clear that rent costs of any new homes is a concern of residents, and the Council has set out costs associated with the Echoes new build development as a means of providing context.

#### **1.6. Community Engagement, Development & Wellbeing – Training & Employment Opportunities**

Survey data suggests that there is the potential to bring real value to some residents of the Seabrooke Rise area through provision of training and employment support opportunities:

- 2015 Survey: Of residents responding to the survey as unemployed, 35% expressed an interest in further support in finding work;
- 2014 Survey: 37% of respondents had no tertiary or further education beyond secondary school, including a number of unemployed.

Therefore, where proposals regarding estate regeneration are approved, it is apparent that the recommended local consultation structure will be supported and attended by residents that may be affected. This demonstrates potential strength in the cohesive and consultative approach undertaken by the Council.

#### **1.7. Community Engagement, Development & Wellbeing – Ongoing Consultation**

As well as undertaking a consultation process which puts residents at the centre of developing regeneration proposals, there is a need to further maintain this engagement through the implementation of any approved proposals. The numbers of residents responding positively to being engaged in some form of voluntary activity should therefore be encouraging for the Council.

- 2014 Survey: 74% of the employed/homemaker/other category and 51% of retirees, state they would like to be involved in proposals, or influence decisions, about the estate;
- 2015 Survey: 60 residents state they would like to be involved in some form of volunteering, including attending meetings – 32% of the total respondents.

## **2. Background**

Thurrock Council, as part of its corporate plan, has prioritised furthering the borough as an area with improved facilities, environment and housing for local residents, as well as encouraging further economic development and improving the appeal of the borough for business. In developing and progressing these ambitions for the borough, the Council is committed to ensuring residents are central to shaping any development and regeneration that takes place.

Seabrooke Rise estate and high rise blocks are a key focus for regeneration proposals – with the potential to substantially improve existing housing, environment and facilities, provide new homes with a range of tenures to suit local need, and engage the local community in the development of improved community facilities, economic wellbeing and health.

Taking together the Council's wider improvement ambitions and the desire to engage residents in developments, a process of consultation and engagement has been undertaken with residents of Seabrooke Rise estate and high rise. Engaging with residents provides an opportunity to shape regeneration options and proposals tailored to local needs and aspirations.

Consultation has been undertaken over a period from early 2014, with a series of engagements with residents – a process which includes the tailoring and refinement of consultation to improve understanding of resident aspirations for regeneration of the area. Through this process the Council has been able to further refine and shape proposals for regeneration and development – with resident feedback providing key input for this process.

### **2.1. Consultation Overview**

A process of consultation and engagement commenced in January 2014, with the first comprehensive survey of residents undertaken to provide an initial understanding of resident perceptions of life on the estate, their homes and their aspirations for the future. This informed subsequent consultation with residents, tailoring the focus of themes and questions included.

The 2014 survey was conducted across the estate, engaging residents on the Seabrooke Rise Estate and High Rise blocks. The survey encompassed a broad range of issues, including their experiences of current living on the estate, what community spirit exists, their experience of their current home and what their educational and working situation was. The survey also then focused about their aspirations for the future, including what they would like to see on the estate, and what housing they consider appropriate in any regeneration.

Following this initial survey and analysis, further resident engagement was undertaken through a resident meeting in July 2014 – at which initial survey results were presented. The key outcomes of this meeting were twofold. Firstly, residents expressed a desire for ongoing engagement & consultation regarding regeneration – with the result that the formation of a Resident Steering Group was agreed. Secondly, it was apparent both from the survey and the meeting there were a number of issues which substantiated a further survey, investigating in more detail resident views and aspirations with regard to development of the area.

Subsequent meetings of the Resident Steering Group were held in October 2014 and January 2015. The former established an agenda which would form a basis for discussions with the Council to improve the estate. The latter meeting provided residents with a presentation on other ongoing developments in Thurrock, and the potential development options for Seabrooke Rise, including the options for demolition of high rise blocks.

A further substantial resident survey was undertaken in March-May 2015, taking forward the key themes of the 2014 analysis in a survey of residents of the High Rise blocks. Engaging with residents of the high rise blocks followed the desire of the Council to investigate the potential development of this area, and the results of the 2014 survey - which demonstrated a contrasting picture in resident opinion of future development.

Section 3 below sets out the themes of the 2015 survey, which take forward key issues such as a contrast across demographics of the way forward for the area, options for future housing, the desire for community engagement and the potential for provision of employment and training for residents. Section 4 details the outcomes of the survey and analysis of results. Section 5 sets out the latest phase of consultation and engagement – workshops and independent consultation sessions – and the detailed feedback provided here.

Section 6 provides a summary analysis of the outcomes of the consultation & the potential implications for regeneration of Seabrooke Rise. Section 7 sets out associated recommendations for next steps in regeneration consultation.

### 3. **Consultation Structure & Themes**

Consultation and engagement with residents regarding Seabrooke Rise regeneration has comprised various stages using a range of survey methods, ensuring sufficiently broad and detailed information has been gained. The following section provides an overview of the key consultation stages undertaken to date, comprising:

- **Consultation Survey 2014:** broad based survey across Seabrooke Rise using quantitative and qualitative methods to understand resident experiences of the estate and opinions on regeneration;
- **Consultation Survey 2015:** broad based survey focusing on residents of the high rise blocks, using quantitative and qualitative methods to understand resident desire for regeneration, and the potential nature and process for this;
- **Consultation Workshops & Independent Consultation Sessions 2015:** in order to provide a detailed qualitative understanding of high rise block resident opinion on regeneration and the specifics of the process for regeneration offers, decant and property design, Council-led workshops and Tenant Participation Advisory Service independent consultation sessions have been undertaken.

#### 3.1. **Consultation Survey 2014**

Following the comprehensive survey undertaken in January 2014 across residents of Seabrooke Rise and High Rise blocks, a number of key themes emerged in resident feedback. Analysis by demographic group, and across Seabrooke Rise houses and high rise blocks, showed:

- High Rise blocks:
  - Different aspirations between two groups: younger demographics, or more recent residents of high rise blocks, were more positive about regeneration and new developments – whereas the retired demographic were generally more content with current homes;
  - Community spirit: a general consideration of a lack of community spirit in the blocks;
  - Desire for engagement: for any development and regeneration there was a desire amongst respondent for involvement in the process.
- Seabrooke Rise:
  - ASB & community spirit: general perception of issues with ASB, however a greater experience of community spirit;
  - Dissatisfaction with homes: general dissatisfaction with standard of homes, and in contrast to high rise blocks this was mirrored in the retired demographic;
- General:
  - Housing options: New build houses with a range of tenure and ownership options, was apparent across respondents;
  - Development opportunities: a broad scope of respondents considered taking advantage of the Grays Beach location to be important in any future development;
  - Employment & training: developments have the potential to target particular needs and desires in the respondent cohort, with the Council having a leading role in this provision.

Further analysis of the 2014 resident survey can be found in the report '*Seabrooke Rise Resident Survey: Analysis & Implications*'.

#### 3.2. **Consultation Survey 2015**

The 2014 survey provided a number of key insights into the experience of residents living in the area, and amongst these was the strong desire expressed by younger demographics resident in high rise blocks to move from their properties and see new development in the area. In parallel to this, the retired demographic in the high rise blocks showed substantially higher levels of satisfaction in living on the estate, in their current home, and their desire to not move from the estate.

The Council, in progressing development and regeneration proposals, has determined to investigate further the potential options for the high rise blocks – and in doing so a further survey was

commissioned for 2015 to further understand the residents opinions living in the high rise blocks and the opportunities for new build housing.

The 2015 survey took forward the key results from the 2014 survey, and developed a number of themes to engage with residents. Table 4 demonstrates the focus of the surveys undertaken, including the themes resulting from 2014 survey feedback and how this shaped subsequent consultation.

The survey sought to review further residents perceptions and views on:

- Demolition of high rise blocks: considering the apparent desire amongst a substantial number of the younger demographic in the block to move to new build housing, what were the opinions of residents on demolition, and the range of options associated with this;
- New build housing & desire to move home: if new housing was built, what type of housing, tenure and what area should it be built;
- Community engagement, development & wellbeing: considering the apparent desire amongst some 2014 respondents for engagement in the regeneration process, as well as need for employment & training, what would residents of the high rise blocks like to see offered in regeneration proposals.

Further analysis of the results can be found in section 4 below.

### **3.3. Resident Consultation Workshops 2015**

Subsequent to the consultation survey 2015, further detailed consultation and engagement was undertaken in July to September. In order to provide assurance, accountability and impartiality in consultation regarding the specifics of the process, this stage of engagement involved sessions being undertaken by the Tenant Participation Advisory Service (TPAS).

While the 2015 consultation survey provided further evidence strong interest in new build housing and options of ownership, there remain contrasting view on demolition of blocks and the process for regeneration (see section 4). Therefore the Council considered further consultation on these issues appropriate.

A detailed, qualitative exercise provided the Council with an opportunity to gain an improved level of understanding of the specific opinions of residents on:

- The Council's offer to Tenants: for example, what decant and like-for-like housing options would be made available, what opportunities there would be to stay on or move from the estate;
- The Council's offer to Leaseholders: for example, purchase price & disturbance compensation, options for shared equity, new build or purchase of an existing Council property;
- Design standards: including the design of homes, the estate and green spaces;
- Regeneration benefits: the mix of types of home & ownership, shared equity, and improved design.

Providing residents with the opportunity to engage with an independents party ensures that where residents may have resisted raising concerns directly with the Council, these may be presented TPAS.

Further details and results of this stage of consultation can be found in section 5 below.

## 4. Consultation Survey 2015 – Results

The following section provides an overview of results from the consultation survey undertaken for residents of high rise blocks in Seabrooke Rise. In total 240 (72%) residents responded to a request by the Council to meet with housing officers to discuss the regeneration proposals. Of these, 187 residents (56.3%) completed a formal survey by interview with a housing officer, and it is their views which are reflected in the section of the report which describes the survey results. Across 332 properties (total 348 excluding void and temporary let properties), this gives a rate of 56.3% high rise residents completing the survey.

*NB: Where 'Grand Total' across multiple fields produces a total of >100%, respondents have been able to choose one or more fields for that question*

### 4.1. Respondent Profile

Figure 1 Age bracket of respondents

Unknown	Under 25	25 to 50	Over 50	Over 65	Grand Total
27.27% (51)	14.97% (28)	37.97% (71)	13.90% (26)	5.88% (11)	100.00% (187)

Figure 2 Tenure length of respondents

Unknown	Less than 1Y	1-2Y	2-5Y	6-10Y	10-20Y	20Y+	Grand Total
0.53% (1)	6.95% (13)	16.58% (31)	21.39% (40)	23.53% (44)	18.72% (35)	12.30% (23)	100.00% (187)

Figure 3 Block composition of respondents

Unknown	Arthur Toft House	Butler House	Davall House	George Crooks House	Greenwood House	Lionel Oxley House	Grand Total
0.53% (1)	12.83% (24)	20.32% (38)	16.58% (31)	16.04% (30)	18.18% (34)	15.51% (29)	100.00% (187)

### 4.2. Demolition of High Rise Blocks

Figure 4 View on demolition, by length of tenure

	Under 1	1 to 5	5 to 10	10 to 20	Over 20	Grand Total
Option 1 - % of Residents that Agree with Demolishing all 6 Blocks	64.7%	69.0%	63.0%	46.9%	9.5%	56.7%
Option 2 - % of residents that agree with demolishing 3 of the blocks	18.8%	15.2%	17.4%	12.5%	9.5%	14.9%
Option 3 - % of Residents who want none of the blocks demolished	26.7%	19.7%	21.7%	47.2%	82.6%	33.9%

This chart suggests that there is a substantial contrast between those who have been long-term resident of the high rise blocks – strongly against demolition, and those who have moved there more recently – strongly in favour of demolition.

Figure 5 View on demolition, by age of resident

	Unknown	Under 25	25 to 50	Over 50	Over 65	Grand Total
Option 1 - % of Residents that Agree with Demolishing all 6 Blocks	56.9%	89.3%	50.7%	53.8%	18.2%	56.7%
Option 2 - % of residents that agree with demolishing 3 of the blocks	2.0%	16.0%	20.3%	20.0%	27.3%	14.9%
Option 3 - % of Residents who want none of the blocks demolished	42.3%		36.1%	30.8%	61.5%	34.2%

Mirroring response by length of residency, this chart shows similar contrasts across the age groups.

**Figure 6 View on demolition, by block**

	Arthur Toft House	Butler House	Davall House	George Crooks House	Greenwood House	Lionel Oxley House	Grand Total
Option 1 - % of Residents that Agree with Demolishing all 6 Blocks	70.8%	50.0%	45.2%	66.7%	47.1%	65.5%	56.5%
Option 2 - % of residents that agree with demolishing 3 of the blocks	17.4%	13.2%	23.1%	3.3%	26.5%	3.4%	14.4%
Option 3 - % of Residents who want none of the blocks demolished	13.0%	39.5%	53.1%	30.0%	29.4%	31.0%	33.9%

There are contrasting views across the blocks with regards demolition – Arthur Toft, George Crooks and Lionel Oxley being most strongly in favour of demolition of all blocks. Figure 7 demonstrates the contrast in views across the two groupings of blocks – a theme which is also consistent in later consultation (section 5.2 below):

**Figure 7 View on demolition, by block grouped**

	Arthur Toft House, George Crooks House, Lionel Oxley H..	Butler House, Davall House, Greenwood House	Grand Total
Option 1 - % of Residents that Agree with Demolishing all 6 Blocks	67.5%	47.6%	56.5%
Option 2 - % of residents that agree with demolishing 3 of the blocks	7.3%	20.4%	14.4%
Option 3 - % of Residents who want none of the blocks demolished	25.6%	40.4%	33.9%

### 4.3. New Homes & the Desire to Move Home

**Figure 8 Views on buying a home, by age of resident**

	Unknown	Under 25	25 to 50	Over 50	Over 65	Grand Total
Yes	40.4% (23)	46.7% (14)	50.7% (36)	26.7% (8)		39.9% (81)
Do not Know	7.0% (4)	16.7% (5)	18.3% (13)	10.0% (3)		12.3% (25)
No	50.9% (29)	36.7% (11)	31.0% (22)	63.3% (19)	100.0% (15)	47.3% (96)
Not Decided	1.8% (1)					0.5% (1)
Grand Total	100.0% (57)	100.0% (30)	100.0% (71)	100.0% (30)	100.0% (15)	100.0% (203)

Those in the younger age brackets are most likely to be interested in buying a property.

**Figure 9 Views on buying a home, of those who would not consider initially, would you consider with financial discount**

	Unknown	Under 25	25 to 50	Over 50	Over 65	Grand Total
Possibly & Yes	34.6% (9)	61.5% (8)	62.1% (18)	47.1% (8)	16.7% (2)	46.4% (45)
No	65.4% (17)	38.5% (5)	37.9% (11)	52.9% (9)	83.3% (10)	53.6% (52)

Where residents have responded no, don't know or not decided to the preceding question on buying a home, if there was a financial discount their views frequently change – 46% of this group show an interest in the option, indicating financial constraints play a role.

## 5. Workshop & Independent Consultation Sessions 2015

The format of the workshops was different to the earlier quantitative survey undertaken and detailed above as it there were designed to ensure residents were able to feedback on the proposed recommendations were developed, as a result of the earlier consultation, this format allowed for more detailed consultation on the specific proposed recommendations, ahead of a recommendation to cabinet. These included:

- The Council's offer to Tenants: for example, what decant and like-for-like housing options would be made available, what opportunities there would be to stay on or move from the estate;
- The Council's offer to Leaseholders: for example, purchase price & disturbance compensation, options for shared equity, new build or purchase of an existing Council property;
- Design standards: including the design of homes, the estate and green spaces;
- Regeneration benefits: the mix of types of home & ownership, shared equity, and improved design.

The below provides a detailed overview of the issues raised at these sessions.

### 5.1. Workshops Overview

Residents were invited to attend a series of workshops between July and September, to discuss the Council's proposals for the regeneration of the estate, with a number residents attending:

Arthur Toft House	10
Butler House	22
Davall House	10
George Crooks House	11
Greenwood House	12
Lionel Oxley House	13
<b>Total</b>	<b>78</b>

Across 332 properties (total 348 excluding void and temporary let properties), this gives a rate of 23.5% high rise residents attending workshops.

### 5.2. Independent Consultation Sessions Overview

The Council appointed the Tenant Participation Advisory Service (TPAS) in June, to provide independent advice to both tenants and leaseholders during the consultation. The estate's Independent Resident Advisor issued a newsletter which both encourages residents to participate in the consultation and offers access to independent advice. The independent resident advisor met residents in each of the six blocks between 24 August and 7 September, with the following number attending and providing their overall opinion on proposals:

Block	No. of resident s spoken to	Residents in support of proposals		Residents not in support of proposals		Residents undecided or stated not interested	
<b>Arthur Toft House</b>	26	12	46.2%	8	30.8%	6	23.1%
<b>Butler House</b>	29	4	13.8%	17	58.6%	8	27.6%
<b>Davall House</b>	34	6	17.6%	19	55.9%	9	26.5%
<b>George Crooks House</b>	28	14	50.0%	6	21.4%	8	28.6%

<b>Greenwood House</b>	30	6	20.0%	13	43.3%	11	36.7%
<b>Lionel Oxley House</b>	36	14	38.9%	7	19.4%	15	41.7%
<b>Total</b>	<b>183</b>	<b>56</b>	<b>30.6%</b>	<b>70</b>	<b>38.3%</b>	<b>57</b>	<b>31.1%</b>

Across 332 properties (total 348 excluding void and temporary let properties), this gives a rate of 55.1% high rise residents attending independent consultation sessions.

Grouping the blocks demonstrates the contrast in view on proposals subject of this later stage of consultation – with residents of Butler, Davall and Greenwood Houses typically less in favour of proposals than residents of the other three blocks. This reflects the earlier consultation survey, focusing more generally on regeneration and demolition, where resident views across these block groupings is consistent in being pro- and against regeneration (section 4.2 above).

Block	No. of residents spoken to	Residents in support of proposals		Residents not in support of proposals		Residents undecided or stated not interested	
<b>Butler House, Davall House, Greenwood House</b>	93	16	17.2%	49	52.7%	28	30.1%
<b>Arthur Toft House, George Crooks House, Lionel Oxley House</b>	90	40	44.4%	21	23.3%	29	32.2%
<b>Total</b>	<b>183</b>	<b>56</b>	<b>30.6%</b>	<b>70</b>	<b>38.3%</b>	<b>57</b>	<b>31.1%</b>

### 5.3. Workshops: detailed review of resident questions & concerns.

The workshop format was designed to instigate discussion around regeneration proposals, ensuring residents were provided with an opportunity for comment on proposed recommendations. The summary below is a reflection of residents' comments and questions, with Council responses. Quotation marks have been used to illustrate a comment or question made by a resident.

Resident Comments / Concerns	Council Responses based on current
1) Residents are unhappy that redevelopment will potentially have a negative effect on parking on the estate. Did not agree with any suggestion that Seabrooke Rise should form part of the Council's policy for 'zero' parking	<p>The potential for the regeneration of the estate provides an opportunity to completely redesign the parking offer on Seabrooke Rise. Regeneration would enable residents to work closely with the Council's appointed architects to redesign the external areas of the estate, including the current arrangements for car parking.</p> <p>The context for the reference to the Council's policy on zero parking refers to the areas around Grays town centre, and the train station.</p> <p>The Council's housing management team have had recent success in improving the parking arrangements on the estate, and has worked with the parking enforcement team to create new enforcement zones. To date 372 parking notices have been issued on the estate and the Council's performance continues to be subject to scrutiny by the residents steering group.</p>
2) Some residents felt that there had not been full consultation in respect of the Echoes development, and hoped that the Council will learn lessons when considering future projects.	<p>The Council acknowledges that residents rightly have an expectation that during all phases of regeneration there should be full and comprehensive consultation. Following the commencement of the Echoes scheme, the Council has embarked on an intensive programme of consultation with residents which began in January 2014. Officers have been recruited to form a local team with a remit to work together with residents to develop regeneration proposals to improve the estate.</p> <p>In October 2014 the Council supported residents in the formation of a</p>

	<p>residents steering group. Meetings between the Council and steering group members take place on a monthly basis and this has created an additional forum for discussions on regeneration.</p> <p>The current discussions with residents on the proposals for the high rise blocks have resulted in over 200 resident one to one discussions with Council officers.</p> <p>We hope that the amount of consultation undertaken demonstrates the Council's commitment to place residents at the heart of all regeneration plans.</p>
3) "I am a leaseholder and I want to continue as a home owner. I want to remain in Grays. My main concern is whether I will be able to afford an alternative property".	<ul style="list-style-type: none"> <li>• A leaseholder living on the estate was recently made an offer by the Council which allowed her to move out</li> <li>• Regeneration would allow the Council to provide low cost home ownership options. Some low cost new build properties could be reserved for leaseholders.</li> </ul>
4) "I own my property and do not want to move. If I have to move I would consider downsizing into a one bedroom property, and would like to know if I can rent a property through the Council?"	<ul style="list-style-type: none"> <li>• For older residents there is a potential to move into a sheltered accommodation (if resident is over 55 years old).</li> <li>• As part of the potential offer to resident leaseholders the Council would consider offering a Council tenancy. Under this option leaseholders would be entitled to exercise the right to buy.</li> </ul>
5) "If most residents support demolishing six of the high rise blocks, why is the Council only proposing to demolish only 3?"	<p>The proposed recommendation was seeking to achieve a balanced decision which gives the maximum number of people what they want. By retaining 3 high rise blocks, the Council would create an opportunity for the introduction of a block for residents who are 55 years and over, if this is what residents want.</p>
6) "Under the current proposal, my block would be retained. I am in support of regeneration but if my block is not demolished, does this mean I cannot move?"	<p>Under the proposed recommendations currently being consulted on residents, who live in high rise blocks which are to be retained, would be given the opportunity to move if this is what they want to do. Residents in a retained block would be awarded the highest priority for a move, but would not be entitled to the statutory home loss and disturbance payments.</p> <p>This is fair because these residents would have a choice as to whether or not they move, but this choice is not available to residents who live in a block set to be demolished.</p>
7) "Will the land resulting from the demolition of the high rise blocks be sufficient to rehouse all residents?"	<p>If there is a decision to demolish the high rise blocks the Council would re-provide the number of homes demolished. This would create sufficient homes to rehouse all residents, and this would be evidenced by the work we would undertake during the master planning phase. Residents would be invited to contribute to the development of the master plan and comment on the proposals for new build as part of the Council's consultation process.</p>
8) "This has been a long time coming and Grays deserves regeneration".	<p>The consultation undertaken by the Council since January 2014 confirms there is support for regeneration on the estate. If regeneration is approved, the Council would take a balanced approach to the delivery of regeneration so that the needs of all residents, including those who are not currently in support, are met.</p>
9) "Will there be opportunities for residents to move out of the borough or back to London?"	<p>The Council would support all residents during the decant process and would attempt to persuade other Councils to agree a like for like swap of properties. We would also support residents who wish to arrange their own move through the mutual exchange scheme.</p> <p>The Council does not manage the allocation of housing outside of Thurrock, therefore we would be unable to say with certainty whether housing applications made to other local authorities, would be successful.</p>
10) "Will all residents be provided with a new home?"	<p>The Council is currently building 53 new properties on the Seabrooke Rise estate. Residents in the high rise blocks would be given the highest priority to move into these properties if the decision is made to undertake demolition.</p> <p>All residents would also be offered the right to return. This means if a resident has to move off the estate in order to facilitate a new build</p>

	<p>scheme, they would be able to return to the estate upon the completion of the new build, and move into a new home.</p>
11) "If I have a 2 bedroom property and my son is over the age of 18 can we both be provided with a 1 bedroom flat each?"	<p>Under the proposed recommendations, yes this would be possible.</p>
12) "When will the decision be made?"	<p>Recommendations informed by the outcome of this consultation are set to be presented to October Cabinet meeting.</p>
13) "New homes are being built behind the technical college, are any of them Council homes?"	<p>This is a private development.</p>
14) "Will I have the opportunity to move to a larger home?"	<p>Under the proposed recommendations:</p> <ul style="list-style-type: none"> <li>• An Allocations Officer would work with residents to identify a property which would best meet their need for accommodation. Following an assessment of the individual circumstances of each household, if it is determined that a larger home should be provided, this would form part of the offer to the resident.</li> <li>• Residents would not be permitted to move to a larger property if following an assessment, it has been determined the property is not suitable to meet the needs of the family.</li> <li>• Residents have commented extensively during the consultation on their desire to retain their two bedroom homes (in most cases the high rise flats are 2 bed units).</li> <li>• The Council would offer residents who are required to move home as a result of regeneration a like for like move. For example, if you currently live in a 2 bedroom property, you would be entitled to move into another 2 bedroom property. In addition you would be entitled to downsize from a 2 bedroom property into a 1 bedroom property. Under these circumstances the Council would pay the resident for the loss of one bedroom (£1,000), if they decide to downsize.</li> </ul>
15) "If a decision is made, which of the 3 blocks would be demolished first?"	<p>Under the proposed recommendations being consulted on Butler, Duvall and Greenwood Houses were proposed, However any final recommendations will be informed by this consultation process and on a more detailed evaluation</p>
16) "How does the Council prioritise during the decant process?"	<p>The Council operates a choice based lettings system. The allocations policy confirms residents who need to move home as a result of regeneration would be awarded the highest priority for a move.</p> <p>Under the current proposed recommendations:</p> <ul style="list-style-type: none"> <li>• If a decision is made to demolish a high rise block, the Council would award decant status to residents residing in the high rise block. Decant status offers residents with the highest priority for a move, which is Band 1.</li> <li>• At the end of this year the Council would be able to provide 53 new homes on the estate. There is a good turnover in our existing stock and we do not anticipate there would be a difficulty in providing residents with the type of properties they want.</li> </ul>
17) "What about tenants who are in debt and don't pay their bills, why are they allowed to be high priority status?"	<p>The Council has a legal obligation to offer all high rise block tenants with a high priority status, if a decision is made to decant.</p> <p>In circumstances where tenants are in rent arrears, Home loss &amp; disturbance money would be used to repay the debt first, and the remaining balance would then be paid to the tenant.</p> <p>Tenants who are in rent arrears and who have not been awarded decant status; would not be allowed to move.</p>
18) "How long would it be before we move?"	<p>Were decant status to remain as a recommendations and a decision be made to award then, there is likely to be a period whereby the Council would ensure that the records we hold on residents are updated. Following this process the offers to residents would be made almost immediately. The new properties being built on the estate are on target to be completed by the end of this calendar year. It is</p>

	anticipated that 53 families would be able to move into the new properties towards the end of the year.
19) "Can we have a look at 'The Echoes' properties when they are ready?"	The Council has noticed significant interest from residents to view the Echoes properties. We are working with our contractors to create safe areas on the site to allow residents to view the properties in October.
20) "My mother is bedridden and does not want to move, this is a big concern".	As a result of the recent consultation exercise, the Council has created a database of vulnerable and older residents. Initial discussions are taking place with those residents, and this would be followed up by more detailed discussions with a dedicated Allocations Officer, if the regeneration of the estate is approved. The offer to vulnerable and older residents would include the following: <ul style="list-style-type: none"> <li>• An individual plan agreed with by family members/carers</li> <li>• The involvement of Adult Social Care, GPs, and local hospitals, as appropriate</li> <li>• The Council would allocate a named caseworker to manage the move. A Council officer would be present on the day of the move to support residents.</li> <li>• The support offered would include packing and unpacking boxes, and liaison with services such as utilities, post office etc.</li> <li>• Following the move the caseworker would work with the appropriate family member or carer to ensure all has gone correctly, and would visit the resident to ensure they have comfortably settled into their new home.</li> </ul>
21) "I am worried because I live in one of the rear high rise blocks, plans to move me would be pushed back".	The Council has not made a decision as to which blocks would be demolished. If there is a decision to demolish the front 3 blocks, then anybody living in the rear blocks who want to move would be awarded Band 1 priority. This offer is replicated if the decision made is to demolish the rear blocks and retain the front 3. The consultation has identified there are a number of residents who like living in the high rise blocks. There is a benefit in retaining some of the high rise blocks to accommodate these residents. By retaining some high rise blocks, a resident decanted from one block would have an opportunity to move into an identical property in a retained block, as soon as the property becomes available.
22) "I am interested in one block being retained for those over 55yrs old".	During the consultation, a number of residents who are 55 years and over have expressed an interest in viewing one of the Council's schemes for residents who are 55 years and over. The Council intends to work with the residents steering group to improve the provision of homes for older residents. Currently a visit is being organised with residents to view an over 55yrs scheme at Derry Avenue, South Ockendon.
23) I am not in support of the proposals to demolish the high rise blocks. If I move home, the size of the rooms in the new build property would be a huge concern.	The new build properties are designed to THE London Space Standard. Residents would be given the opportunity to view new build properties on the Echoes and elsewhere so they decide for themselves whether the proposals on space are suitable.
24) New build property would mean the Council would put the rent up, it is all about revenue!	Rent levels would be set at social rent and information has been sent to residents in respect of the rent estimates for the Echoes.
25) If I move off the estate as a right to return, would the Council pay my removal costs if I decide to move back?	The Council would consider discretionary payments for all reasonable move costs on a case by case basis.
26) There has been no proper survey carried out to justify demolition. What are the maintenance costs for these blocks?	A 30year plan estimates the costs to be £30m
27) Residents should be provided with a copy of the Council's recommendations before they are discussed at the Cabinet meeting.	The Council would continue to inform residents of the process for comments on the final recommendations.

## Independent consultation sessions: detailed review of resident questions & concerns.

**5.4.** The Council appointed the Tenant Participation Advisory Service (TPAS) in June 2015 to provide independent advice to both tenants and leaseholders during the consultation. TPAS has conducted three hour sessions in the entrance to each High Rise block as part of ongoing discussions with residents about the future of Seabrooke Rise.

The sessions have been arranged to provide residents with a further opportunity to discuss the Council's proposals for the high rise blocks. Council Officers were not in attendance during these discussions, enabling TPAS to encourage residents to be open in providing their feedback. The TPAS sessions ran from Monday 24th August to Monday 7th September.

The summary below is a reflection of residents' comments and questions, with Council responses.

<b>Resident Comments / Concerns</b>	<b>Council Comments</b>
<p><b>1)</b> "Where would we go?"</p> <p>Comments from TPAS: This question was asked several times and there is a belief that the Council does not have enough properties to re-house all of the people in the blocks, even those in favour of the proposals raised this issue.</p>	<p>The Council has previously stated that should there be approval for demolition, all homes demolished would be replaced. The details of the type of homes to be provided would be discussed with residents as part of the ongoing consultation.</p>
<p><b>2)</b> Several residents expressed concern about the size of any new properties and also the rents and running costs of new homes. Currently water rates are collected with the rent.</p>	<p>Residents have recently been provided with the cost related to the Echoes scheme. Residents have been informed that as the Echoes is being built to a higher quality standard (this would be the case for all new homes built), though the Council has made a commitment to charge a social rent, there would be an increase in rental costs. Additional information would be provided to residents regarding all charges for new build property, including water rates.</p>
<p><b>3)</b> "The Council has made their decision and they would do what they want anyway. We can't influence it."</p>	<p>Residents have been informed during a number of consultation meetings, that the final decision on the future of the high rise blocks would be decided by the Council's cabinet.</p>
<p><b>4)</b> "We keep hearing and being told different things. Want to know what is going on."</p>	<p>The Council continues to provide information to residents about the current proposals, and has recently completed a series of workshops during July and August. The Independent Resident Advisor has also been actively engaging with residents to ensure they are receiving independent advice on the current proposals.</p>
<p><b>5)</b> Some residents asked if it is cheaper to refurbish the blocks rather than demolish them.</p>	
<p><b>7)</b> There appears to be some belief that the desire to demolish the first three high –rise blocks is somehow related to the desires of the college. Several residents commented about this saying that it doesn't blend in with the college and is an eyesore to the college and that they want the land for student accommodation and car-parking. Reference was made to the fact that the college was built on previous housing land</p>	<p>The Council is committed to exploring opportunities to regenerate the Seabrooke Rise estate. The decision regarding the future of the high rise blocks would be driven by the outcome of the consultation with residents and would not be decided by the future development of the college.</p>
<p><b>8)</b> Several residents raised the concern that new properties for Seabrooke Rise would either not be built or would not be made available to existing residents</p>	<p>The Council is due to completed 53 new properties on the estate, known as the Echoes. If the current proposals to demolish some or all of the high rise blocks are approved, then residents would be awarded a Band 1 priority to enable them to move to new properties. Residents who wish to move into the Echoes would have an opportunity to do so.</p>
<p><b>9)</b> Some residents would like to view the Echoes and expressed an interest in moving there</p>	<p>Council Officers would invite residents to view the Echoes in October.</p>
<p><b>10)</b> Concern that people have spent money on flat e.g. new carpets and it is expensive and they would lose</p>	<p>The Council is obligated to provide a statutory compensation payment to all residents who are awarded decant status. In</p>

<p>this</p>	<p>most cases the compensation awarded would meet the cost of items such as carpets. During the decant process the Council would discuss with residents on a one-to-one basis the appropriateness of claims for additional compensation to meet legitimate costs incurred as a result of a move.</p>
<p><b>11)</b> Residents were happy with the river views and the size of their flats</p>	<p>The Council has noted these comments throughout the consultation process. It is acknowledged for those who do not support the proposals; the river views and the size of the flats are contributory factors when residents have expressed satisfaction with the high rise blocks.</p>
<p><b>12)</b> Several residents used the word 'disgusted' with the proposals and the way the Council has gone about this process.</p>	<p>The Council has introduced a number of ways in which residents can engage during the consultation process. To date, over 200 residents have completed interviews with Council Officers, and over 70 residents have attended the consultation workshops. The Council would continue to engage with residents, and as part of the on- going correspondent sent to homes, residents would be reminded of the weekly housing surgeries held on the estate, and the contact details for the Council's housing team and the Independent Resident Advisor.</p>

## **6. Consultation Analysis: Shaping Regeneration Proposals**

The consultation process undertaken by the Council is viewed as critical to developing regeneration proposals which are grounded in the views and aspirations of the residents living on Seabrooke Rise and in the high rise blocks. Developing proposals grounded in resident views is key to the success of regeneration – both in terms of the success of the outcomes of regeneration, as well as the engagement of residents in implementation.

The consultation set out in this report has been implemented to ensure the process of engagement is clear in methodology and transparency in supporting this wider regeneration goal. Taking a structured and inductive approach to consultation implementation, the Council has ensured that resident opinion drives the process of engagement.

Results demonstrate:

- Regeneration: a strong interest in options & opportunities for new build housing and associated ownership/tenure options;
- Demolition: contrasting views on demolition, characterised by a split along age/retirement lines, meaning the Council needs to explore options to provide for both groups;
- Regeneration process: a number of questions & concerns raised regarding the process for decant, right to return and prioritisation of properties, indicating the Council needs to set out further detail on these aspects of regeneration;
- New build & new home options: a number of questions regarding the likely opportunities for new houses, as well as options of moving home, indicating the Council needs to set out further detail on these aspects of regeneration.

In shaping any more detailed Housing regeneration proposals informed by the detailed feedback in the workshops plus the earlier survey responses the following key issues set out will need to be explored, in more detail as part of any future proposals

### **6.1. Regeneration process – right to return**

In order for any process of regeneration with demolition to take place, an offer of right to return is necessary for those tenants affected. The 2015 survey set out this as a question to resident in order to understand the likely take up of the option. There has been a strong interest in this – with 70% (2015 consultation survey) showing an interest in right to return – and therefore the recommendation for demolition is accompanied by the need for provision for a right to return process.

### **6.2. Regeneration process – leaseholder options**

Through the course of workshops & independent consultation sessions, it is apparent that some leaseholders have concerns about the options to be made available to them. It is apparent there is interest in a range of options – including moving to other council properties, renting a council property, downsizing amongst others. The Council will undertake further consultation and engagement to understand demand and set out options for leaseholders.

### **6.3. Regeneration process – prioritisation of rehousing options**

Workshops & independent consultation sessions also revealed concern from residents regarding the prioritisation of affected residents in the process of moving to new build housing, existing council housing, or in options for buying. The Council has set out how affected residents will be given highest priority in the choice based letting service, however through further consultation and engagement will set out the process for prioritisation across the range of options.

### **6.4. Regeneration process – timeframes**

Survey, workshops and independent consultation sessions reveal concern on the part of residents regarding the timeframes for regeneration. Some residents are keen to see regeneration start immediately, while others express concern regarding how quickly they would be expected to move, or make a decision on the options available.

## **6.5. Regeneration process – decant statutory compensation**

Residents have, through workshops and independent consultation sessions, raised concerns about the process for compensation for moving house, as well as for money they have spent on their current home. As set out here, the Council has provided reassurance that residents will be appropriately compensated for costs of moving home, for downsizing, for elements of spend on existing homes, where appropriate. Through further consultation & engagement, the Council will provide further detail on the process for decant compensation.

## 7. **Summary: Informed Regeneration, Prioritisation & Options**

In order to develop regeneration proposals for the Seabrooke Rise estate, the Council recognises that successful regeneration is founded on the engagement and involvement of existing local residents. This report has set out a process of consultation, survey results and analysis, which has been directed and informed throughout by resident views, perceptions and aspirations.

Ensuring residents are consulted has been key to development of regeneration proposals, and the Council is committed to continuation of this process through further engagement and consultation, particularly with the newly formed Resident Steering Group for Seabrooke Rise.

The overview provided here of the consultation & engagement process clearly sets out the measures taken by the Council to ensure residents are involved in the regeneration process – and the numbers of residents responding to surveys and attending workshops demonstrates that this opportunity has been welcomed and taken up by residents. These levels of engagement are important in moving forward with an evidence based approach to establishing decisions on the future of Seabrooke Rise, and the Council will seek to further build on this engagement in putting forward clear recommendations in the future.

### 7.1. **Summary results & recommendations**

The results of the various stages of consultation process substantiate a number of recommendations for further progressing Seabrooke Rise regeneration options:

- **Desire for regeneration:** there is a clear demand and interest from a substantial number of residents for regeneration and new build housing, and options for different tenure and ownership. The Council will take forward this demonstrable interest in progressing regeneration options.
- **Housing options available for tenants & leaseholders:** there is demonstrable interest in the options to be made available in the process of regeneration, and the Council will use further engagement to ensure residents are updated with this information.
- **Options for demolition of high rise blocks:** there is a clear desire on the part of a substantial proportion of high rise block residents for demolition and for options for new build housing or moving to other housing. However this must be balanced with the wishes of the substantial minority of the population – typically older, longer term or retired residents – to retain the blocks. The Council will undertake further consultation & engagement to determine what range of options are available to satisfy the need and desire for regeneration, while considering the wishes of those who are happy with existing homes.
- **Process for regeneration:** consultation, and particularly workshops and independent consultation sessions, reveals a need for the Council to appropriately articulate the offer to residents – in terms of what housing options will be made available, but also in terms of the process for regeneration. The Council will further engage with residents to ensure the various aspects of the process for regeneration – decant, compensation, prioritisation of housing options – is clearly set out.