

Cambridge CB1 Development Stakeholder Workshop

31st October 2017



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Executive Summary – Key Themes and Conclusions

Background

The First CB1 Stakeholder Workshop on July 14th, 2017, identified three themes and key actions, as follows:

Communication

Key discussions focused on developing a CB1 Community website to provide information about the area, what's happening and who to contact.

Anti-Social Behaviour

In this area, the emphasis lay on setting out clear lines of communication, clarity of responsibilities, reporting mechanisms and protocols amongst all stakeholders.

It was agreed that there needed to be regular forums for all to meet to review actions to date and planning ahead based on needs.

Finally, there were also suggestions about bringing together a single method of estate management service across the whole area through a joined approach between patrols, surveillance, block management, security etc.

Community Cohesion

The focus was on establishing a CB1 'Residents Association' for all residents and developing events to bring the different communities in CB1 together.

Progress Update

Since the workshop, a Steering Group has been formed - including key partners - to develop the action points from the July workshop into a CB1 Action Plan and start delivering.

The purpose of the second CB1 Stakeholder Workshop on 31st October 2017 Workshop was:

- To review progress with the agreed actions from the 1st Stakeholder Workshop in July.
- To hear updates from stakeholders regarding CB1 work streams
- To agree quick wins for stakeholders to work on
- To agree future actions

Participants heard updates from key partners on progress since the July workshop, which included;

- A demonstration of the new CB1 website
- Feedback from door knocking exercise with local residents.
- Developing a shared understanding of what ASB is
- Understanding what the current ASB response is from partners in CB1

Partners agreed to play an active role with the developing Action Plan and wanted to meet again in February 2018. They discussed details in the action plan and agreed on the following areas of action:

1. Community meeting for all residents
2. Launch of website
3. Community Bulletin – electronic and paper version

4. Website components
 - a. Reporting format (scenario based questions)
 - b. Content
5. ASB Community Forum to be included as part of the community agenda - two per year including businesses, and open to all residents.
6. Vulnerable residents to be linked to the City Safeguard Hub
7. PCSO Walkabout
8. Coordinate an ASB focus group

1. Introduction

The following notes record the discussion, and participants' input as recorded on flipcharts during the session, at the second CB1 Stakeholder Workshop on the 31st October 2017.

Following initial presentations and a Question & Answer session, attendees were split into three mixed tables, each with representatives from groups of people who live and work in CB1. See Appendix 2 for a list of attendees.

The workshop covered the itinerary at Appendix 1, and discussions centred on key actions needed to progress the three priority work streams agreed in the July workshop i.e. Communication, Cohesion and Anti-Social Behaviour.

2. Ground Rules

The same ground rules from the July workshop were agreed:

- Be honest, polite and respectful
- Listen to each other rather than interrupting or talking over.
- Mobile phones on silent or vibrate
- Everyone is equal irrespective of who they are
- Focus on main conversation and avoid side discussions
- Constructive criticism of ideas is encouraged
- Keep to time and the agenda
- It's okay to have fun!



3. Updates Since July Workshop

The workshop was presented with updates on the following:

- CB1 - Mill Park plans and independent poll
- Three priority work streams agreed in the July Workshop
 - Communications – website
 - Cohesion – door knocking of residents
 - Anti-Social Behaviour

See Appendix three for copies of the slides

4. Question & Answer Session Outcomes

A Question and Answer session followed the presentations, the main concerns highlighted were:

- The student voice should be included; anti-social behaviour is a particular issue
- There should be an inclusive approach to engaging residents from all groups, i.e. students, tenants, homeowners and short lets
- Regarding Gilbert House, there has been a turnover of residents, and the new people don't know who can answer queries
- The current issues are noise and recreational drug use – e.g. Stevenson
- The website/ Cb1 communication- as ways to make it interesting for students, and the potential for a WhatsApp group for students. Other areas of discussion regarding the website included:
 - A CB1 website could be part of welcoming people to the area, i.e. parents, residents, students
 - Feel residents get informed over students (note this was not the case)
 - Promoting website to students
 - High Facebook usage indicates a good to link to existing users
 - Interactive maps
- Complaints about noise from the streets and poor acoustics from student blocks
- The community will be different in a few years

- It would be good to communicate to residents the work done to date, set out clearly as achievements in a timeline

5. Priorities and Actions for the Work Streams Underway in CB1

Participants split into three groups around the priority work streams. The notes listed below are taken directly from the workshop flipcharts:

a) Cohesion - Setting up Resident's Association

- i. Taking forward developing a residents group for CB1 – the key questions we need to consider are:
 - What is the process for setting it up?
 - Who are the key partners that need to be involved?
 - How do we align with partners' priorities and constraints?
 - What support can you offer?
 - Do we have a community/residents event/workshop to start the conversations?
 - What would it look like?
 - What are the terms of reference?

- ii. Challenges:
 - Some people who own properties may not live in CB1
 - Who are the residents? (More than 1,500 overall)
 - Students
 - Residents (both = 1500)
 - It would be useful to link to Cambridge Association of Residents, to know what other groups are around.
 - Gilbert House has tried setting up a resident's association
 - Having Block Reps is a model that could work
 - There needs to be a community meeting organised, this must be;
 - Managed carefully
 - Promoted through the launch of the website – a means of building a contact list of local residents.
 - Pre-work – ask people to come, what do you care about.
 - Concerned with setting Terms of Reference
 - An evening meeting in late January (including park plans and how residents can be involved)
 - Clear in showing the residents' influence and impact:
 - Who –
 - BPHA
 - Student managers

- Encore + Managing Agents
 - Aldwyck Housing Group
 - Initially open to entire CB1 community
- iii. Action
 - How we make it happen?
 - BPHA – speak to residents
 - Carly – will co-ordinate for the community meeting
 - Rob, Hill – will speak to Aldwyck
 - Rob, Encore – will send information out to 180 residents.
 - Craig – will engage residents in Gilbert House

b) Communications

- i. In taking forward developing communications in CB1 – the key questions we need to consider are:

How can partners communicate more effectively?

 - Logistics of communications
 - Which key organisations need to be part of coordinating communications?
 - Roles of key person to coordinate partner activity?
 - How do we work?
 - How do we improve our communications?
 - How do we use the right methods to communicate with different segments of the CB1 community?
- ii. Current Communications
 - Email and face-to-face with managing agents
 - There is a need to merge commercial and residential communications;
 - Reach out to retailers
 - Develop and organise events
 - If the Business Improvement District (BID) is successful – there is an opportunity for this group to work closely with it.
 - Still feeling not communicating about the group's activities to wider stakeholders.
 - It is up to organisations to act on this.
 - The website is not set up to advertise external activity that is not on CB1 estate.
 - Signage with guidance
 - Hyline signs with phone numbers
 - Demonstrate actions amongst whole estate
 - Involve the press in the website launch
 - Potential to display the website link on ARU and BPHA Parents hub, on the pre-arrival section in information.

- Control the interactive nature of the site by limiting social media activity and free advertising).
 - Could send out information via student emails.
 - Online sign up for community bulletin – how to get people to sign up?
 - How to communicate to people in buy to let properties?
 - Offers section
 - Able to make recommendation locally – forum
 - Need to ensure simplicity for longevity
- iii. Website
- Suggested Changes include:
- Contact details rather than forms
 - Report an issue page with map
 - Test website with residents to test scenarios of use
 - Ensure that complaints, crime and noise abatement go to right channels
 - Coordinating group also as communications
 - Website has block manager rather than owners
 - Noticeboards in Encore blocks – pin board, stickers in lifts

Additional feedback on the website from post it note comments

What do you like about the Website?

- Interactive map

What's missing from the Website?

- Put statistics on website to show improvement (reduced ASB), to make it easy to buy in
- People need reasons to visit the website – ‘offers’ section will therefore work well, and perhaps a section for community recommendations? e.g. for plumbers, tradesmen, where to buy fixings for flats etc. Instagram competitions could also work well, encouragement to celebrate CB1 as an appeal to getting people, more images on the website
- Escalation process – contact your accommodation manager in first instance
- Having a launch event for the website that involves all stakeholders – putting on events
- Instagram
- Snapchat stories
- Good info on website map really easy to access
- Incident reporting function (part populated form)

What could be improved about the Website

- Website introduction – for people who live and work in the area – don't separate residents, students and retailers

- Is it a one-way communication? Stakeholders to residents. Communities are two-sided, and residents need influence and to see it.
- Should be clear and attractive to students
- Reporting timings – keep it simple. If you need a list of areas and numbers, it's too complicated. Perhaps report and location and it automatically goes to the right place.

iv. **Newsletter**

- Options online/physical
- Quarterly/monthly
- At entrances rather than through door?
 - Reception
- Starting monthly probably going to quarterly
- Factored in monthly website updates- use this for newsletter
- See uptake on email – do newsletter
- Instagram competition?
- Happy for other Facebook groups etc.

c) Anti-Social behaviour

i. **Community Links**

- ASB Forum should be a subset of the CB1 'Community' Association (residents association name does not include everyone so 'community' would be better name).
- The updates and business from the ASB stakeholder group, which can be shared, should feature here
- Representatives from all agencies related to ASB actions/support need to attend – twice yearly sessions, or as required if urgent needs.
- This ensures all community aware, listened to and supported through one forum.
- Students have their own residents meeting and key reps can be on the Community Association to communicate across both aspects.

ii. **Vulnerability**

- Residents reporting in
- Council team's partnerships
- Police District Team acts locally

Need to ensure Police send back info to partner agencies

Welfare with health & wellbeing links is priority need:

- Multiagency safeguarding hub
- PCSO walkabouts
- Safeguarding contact details for all and central
- Website – support contacts for vulnerable people
- Supported housing – supportive structures in place and need to ensure not being exploited

iii. Maximising existing ASB Stakeholders

- Existing ASB Stakeholder Group needs to be maximised:
- Meet quarterly
- Maureen coordinates
- Dean provides venue
- Notes taken are rotating responsibilities

The Stakeholder meeting to meet in mid-November and take on this action plan as part of their work.

iv. Actions Agreed:

- PCSO walkabout to start again – this has an immediate effect on reducing low level crime, and word of mouth spreads that these walkabouts are happening.
- PCSO to visit builders as they smoke on site in groups, and are part of the nuisance.
- Community Safety Partnership – ensure all signed up to data sharing protocol.
- Host (Dean) have a good ‘students in distress’ protocol which can be shared.
- One of the groups need to look at bringing mobile drop-in health surgery on site – currently no health services in area; with high student and residents this needs to be addressed. It can support a range of support from substance misuse through to anxiety. Can be hosted at Students Room.
- Website needs to promote current phone services ‘Call this number if you feel at risk/emergency/need support’ – have list of contacts e.g. Samaritans – clearly support health & wellbeing needs
- Daniel to provide all building contacts list.
- Maureen – can provide all emergency contacts list (including noise, police non-emergency 101, online chat reporting, mental health crisis 111 option 2, etc.)

v. Short term goals identified:

- a) Clarity, clear communications for all ASB linked support services.
- b) Improvements in directing people
 - To the right forum

- To the right contacts
- To the right service
- c) Capturing new community members/businesses – relevant communications “About living at CB1” in all landlord packs – Snapchat posts etc. – **Ryan**
- d) Get CSR from private businesses e.g. Amazon, Carter Jones, Apple, Arm, Cityspace, Aviva etc – **Simon & Daniel to contact them to help decorate fence for Christmas if feasible**
- e) Next ASB Stakeholder Forum on Thursday 23rd November

Dean (Host) – provide venue at CB1 Students

Send out meeting confirmation

Luke (Encore) - Capture missing stakeholders and invite them

Agenda includes: Sign off communications & update action plan

6. Other Issues

Other issues that were not covered in the workshop that participants wanted to raise included the following:

- Stakeholder meeting great – but how can you feed this better to all residents? It’s not easy! Residents need support
- Students need to be engaged in Residents Forum
- New park doesn’t look like football pitch, but can it not be used like one! You can run over a path.
- Reduction for ASB is not just improvements but Gilbert House residents changing, and others are tired of reporting.
- Park is not just hub for ASB, dark secluded spots between buildings – lower than street level – prime for weed smoking and noise.
- Co-op lorries speeding across speed bumps on Mill Park
- Update on the ‘Great Northern Road’ traffic V Cycle V Pedestrian conflict.
- Co-op causing a lot of noise outside back of Bragg House

7. Next Steps

- a) Write up today and circulate to all participants
- b) Meet again in February 2018 (provisional date 27th February)
- c) All partners agreed to play an active role with the developing Action Plan.
- d) Cohesion
 - i. Community meeting for all residents
- e) Communications
 - i. Launch of website
 - ii. Newsletter – electronic and paper version
 - iii. Website
 - 1. Reporting format (scenario based questions)
 - 2. Texting
- f) ASB
 - i. ASB Community Forum to be included as part of the community meeting - two per year include businesses and open to all residents.
 - ii. Vulnerable residents
 - iii. To be linked to the City Safeguard Hub
- g) Drugs
 - i. PCSO Walkabout
 - ii. Coordinate safeguarding ASB Stakeholder group
- h) Other Issues
 - i. There is no health provision in CB1 - NHS access for vulnerable residents
 - ii. Neighbourhood watch
 - iii. Decorating of the fencing as part of a local art project

Appendix 1: Programme

Cambridge CB1 Development 2nd Stakeholder Workshop

Tuesday 31st October 2017

10am to 1pm

Programme

The purpose of the Workshop is -

- To review progress with the agreed actions from the 1st Stakeholder Workshop in July.
- To hear updates from stakeholders regarding CB1 and workstreams
- To agree quick wins for stakeholders to work on
- To agree future actions

Itinerary -

9.45am	Arrive, Refreshments, Registration
10.00am	Welcome and Introductions
10.15am	Updates since the July Workshop <ul style="list-style-type: none">• CB1 Update• Workstreams<ul style="list-style-type: none">○ Communications - website○ Cohesion – door knocking of residents○ Anti-Social Behaviour
11.30am	Q & A
11.45am	Tea/Coffee
12.00pm	Priorities/Quick wins & Actions Going Forward
12.35pm	Summary & Next Steps
1pm	End, Lunch & Networking

Appendix 2: Attendees & Photographs

Organisation	Name	Position
Anglia Ruskin University	Paul Harris	Residential Accommodation Manager
Anglia Ruskin University	Amanda Human	Tenancy Support Assistant
Bidwells	Daniel Fordham	Facilities Manager
Bidwells	Melanie Parkin	Secretary to Fund Management Team
BPHA	Carly Meagher	Community Development Manager
Cambridge City Council	Maureen Tsentides	Anti-Social Behaviour Officer
Cambridge City Council	Sarah Dyer	City Development Manager
Cambridgeshire Constabulary	Jim Stevenson	Police Sergeant
Downing	Melissa Browne	Southern Region Halls Manager
Downing	John Bryce	The Railyard Manager
Encore	Luke Ford	Property Manager
Encore	Rob Bingham	Estate Manager
Hill Residential	Rob Hall	Managing Director
Hyline	Tony Harold	Managing Director
Ing Media	Roxane McMeeken	Account Director
Mott MacDonald	James Smith	Office Manager
New River Marketing	Richard Fullerton	CB1 Website Facilitator
Victoria Halls (Host Cb1)	Dean Moss	Hall Manager
Victoria Halls (Host Cb1)	Angela Dunkley	Regional Manager
Resident	Craig Smith	Gilbert House
Brookgate	Simon Wallis	Development Director
Student	Kate Latimer	Downing
Student & Student Warden	Ryan Price	Host CB1
Paul Bragman Community & Economic Regen Consultants Ltd.	Bina Omare	Facilitator

Paul Bragman Community & Economic Regen Consultants Ltd.	Paul Bragman	Facilitator
Paul Bragman Community & Economic Regen Consultants Ltd.	Vicky Tedder	Facilitator
Apologies:		
Resident	Carole Concha Bell	Huxley House
Resident	Suzy Biesty	Gilbert House
Resident	Fred Harrison	Gilbert House
Resident	Alex Napier	Gilbert House
Victoria Halls (Host Cb1)	John Ripley	National Operations Director
Greater Anglia	Paul Stannard	Area Customer Service Manager
Downing	Lisa Hayward	Manager
Cambridge City Council	Lynda Killkelly	Safer Communities Manager
BPHA	George Parkinson	Head of Housing Services
Brookgate	Jon Wodes	Ground Finance Director



Appendix 3: Presentations

Update from CB1

CB1 UPDATE

- TIMELINE
- 1ST STAKEHOLDER WORKSHOP
- MILL PARK ENHANCEMENT
- INDEPENDENT POLL
- SUMMARY



TIMELINE

- GUARDIAN ARTICLE (13 JUNE)
- STAKEHOLDER INTERVIEWS (3 JULY – 12 JULY)
- 1ST STAKEHOLDER WORKSHOP (14 JULY)
- WORKSHOP REPORT ISSUED (4 AUGUST)
- INDEPENDENT POLL (14 – 20 AUGUST)
- PROGRESS REVIEW (28 SEPTEMBER)



1ST STAKEHOLDER WORKSHOP (14 JULY)

- STRONG SUPPORT/ATTENDANCE
- OPEN/TRANSPARENT/INFORMATIVE
- MEDIA COVERAGE – UNBALANCED/OUTDATED
- PRIORITIES IDENTIFIED:
 - COMMUNICATION/COMMUNITY COHESION/ASB
- COMMITMENT TO FUTURE ACTIONS/WORKSHOPS



CB1 Mill Park: 2017 Proposal

- Improved footpaths across central lawn
- Greenway high-level raised planters
- New steps to connect footpaths to existing 'to foot' steps to the 'to foot' area
- Central lawn
- New raised planters
- Openness/shrub in raised planters
- Seating elements
- Seating steps



CB1 New City Quarter Cambridge



CB1 New City Quarter Cambridge



CB1 New City Quarter Cambridge



CB1 New City Quarter Cambridge





0416 View looking South across Mill Park



MILL PARK ENHANCEMENT

- PRINCIPLES OF 2017 PROPOSAL:
 - INTRODUCTION OF PLANTERS/PATHS
 - ENCOURAGES PEDESTRIAN ACCESS ACROSS PARK
 - DISCOURAGES ORGANISED BALL GAMES
- DESIGN/TENDERS/COSTINGS (AUTUMN 2017)
- POTENTIAL ENHANCEMENT WORKS (SUMMER 2018)
- RESIDENTS AGAINST RE-OPENING IN CURRENT FORM

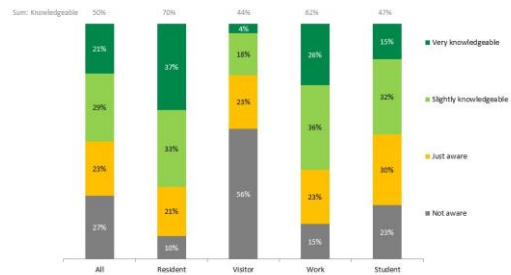


INDEPENDENT POLL

- SURVEY OF PUBLIC OPINION (700 + PEOPLE)
- STREET INTERVIEWS WITHIN CB1 AREA
- STATISTICALLY ROBUST/IMPARTIAL
- DETAILED ANALYSIS/INTERROGATION
- SNAPSHOT OF RESULTS

Awareness of CB1 development

Q11. How aware and knowledgeable are you overall of the CB1 development? (Please select one response)

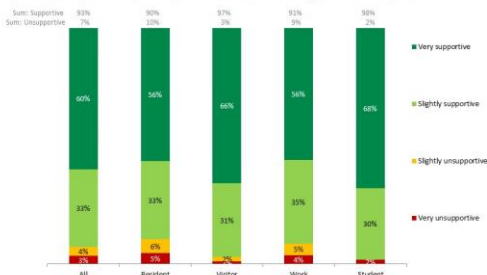


Base: All (n=700), Resident (n=230), Visitor (n=195), Work (n=210), Student (n=60)

Support for CB1 development

The CB1 development is a mixed-use scheme creating a new city centre for Cambridge. Open spaces, public spaces, offices, residential, retail, food and beverage and access to student residence accommodation.

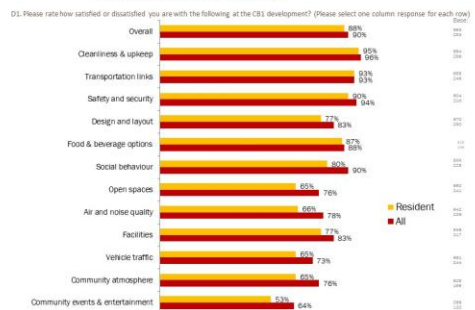
Q12. Overall, how supportive or unsupportive are you of the CB1 development in Cambridge? (Please select one response)



Base: All (n=700), Resident (n=230), Visitor (n=195), Work (n=210), Student (n=60)

Rating the CB1 development

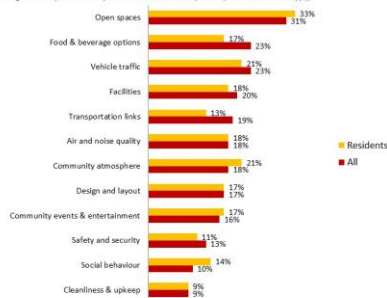
- Sum: 'Satisfied' (Very & Slightly Satisfied)
- 'Don't know' removed and re-percentage



Priorities for improvement at the CB1

Priority (19% 'Nothing' removed & re-percentage)

Q2. Which of the following should be priorities for improvement at the CB1 development? (Please select all that apply)



SUMMARY

- CB1 – WORK IN PROGRESS.....
- MILL PARK – PHYSICAL WORKS REQUIRED
- 90% SURVEYED ARE SUPPORTIVE OF CB1 DEVELOPMENT
- NEED TO FOCUS ON OPEN SPACES AND COMMUNITY EVENTS
- ALL PARTIES WORKING TOGETHER TO MAKE A BETTER PLACE



Communications



Communication...

Actions...

1. Provide an Online Website for Cb1
2. Improve ways for local residents to access services in Cb1



1. To Provide an online website for Cb1...

What have we done so far?.....

- Research behind other online mixed community schemes Big Local, with particular interest in the White City, London format.
- Engaged a local web development consultant. Richard Fullerton, New River Marketing
- Scope to provide an online word press platform as a informative hub of property information, contacts and local updates to the Cb1 estate.
- Further online infrastructure to allow the site to organically grow with useful, informative content

<http://185.123.97.172/~austen/cb1community.org.uk/home-3/>



2. Improve ways for local residents to access services in Cb1...

What have we done so far?.....

- Installed security notices across the estate with the 24hour Estate response number 07748630775
- Collating individual property contact details centrally and use these to populate the interactive map tool on the proposed website for all to access from December 2017
- Implementing an electronic news letter to be circulate to those who sign up to receive through the website provision



What next?

How partners can communicate more effectively?

- Logistics of communication
- Roles of key person to coordinate partner activity
- Which of the key organisations need to be part of coordinating communication
- How do we work?

How do we improve our communication?

- How do we use the right tools to communicate with the different segments of the CB1 community?

Anti-Social Behaviour

Cambridge City Council's Anti-Social Behaviour Team

Who are we and what do we do?

- We are part of the Safer Communities Team
- We investigate complaints about incidents of anti social behaviour (ASB) across the City.

Who do we work with?

- Internal departments within the Council
- External Partners including statutory and non- statutory agencies.



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A Shared Understanding Of Anti- Social Behaviour

What is Anti Social behaviour?

ASB is defined as :

"conduct that has caused, or is likely to cause, harassment, alarm or distress to any person"



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The Role of the ASB Team at CB1

The Primary role of the ASB Team at CB1 is

- Co-ordinating a joint response to tackle ASB

Why is CB1 different?

- The diverse nature of the community



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Key Partners Addressing ASB at CB1

The CB1 Community
 BPHA (Huxley House, Gilbert House)
 HOST (Crick House, Aston House, Bragg House)
 RAILYARD (Stephenson House, Telford House , Brunei)
 Anglia Ruskin University (ARU)
 Hyline Security
 Bidwells Facilities Team
 Encore Estates
 Cambridgeshire Constabulary
 British Transport Police
 CamBAC



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What ASB service is on offer from partners at CB1

Bedfordshire Pilgrim Housing Association: BPHA: provide social housing at CB1. They are the landlords to residents in Gilbert and Huxley Houses;
 The housing stock is split between general needs and supported housing;
 As a landlord they have responsibility for: tackling anti social behaviour in all it's forms across their housing stock; The legal obligation to enforce tenancy agreements lies with BPHA.
 In serious cases they will work with partner agencies including the City's ASB Team;
 A leaflet containing how they will deal with ASDB is on the website

What ASB service is on offer from partners at CB1

HOST:
 Concierge services: Security
 Regular patrols: Mill Park, Station Place, the Courtyards within Aston, Bragg Crick Houses
 64 Internal and External Cameras
 24/7 Cleaning maintenance and Security
 2 contact numbers: 01223 612010 – 07970234989 (students, parents and neighbouring residents)
 Incident diary logs info shared with relevant agencies, Hyline and Bidwell, ASB Team for joint action/resolutions

What ASB service is on offer from partners at CB1

ARU: Have a nomination agreement with CB1 and the Railyard; Accommodation managers are HOST and DOWNING
 Host and Railyard encouraged to report students causing them persistent problems to ARU:
 ARU will follow a two-stage process: Informal 2nd Stage meeting
 Stage 3: formal university disciplinary procedure instigated in cases of persistent breaches, gross misconduct i.e. behaviour which interferes with how ARU works or actions that damage reputation;
 In extreme case this can lead to disciplinary action and/or suspension from studies (not their tenancy agreements)

What ASB service is on offer from partners at CB1

RAILYARD;
 On site security: Monday – Friday 6 pm-8pm
 Saturday from 6pm until Monday 8am
 Residents can report any ASB issues directly to security, either in person or by calling them on 01223 363 333 / 07557 369 100. Security will log and attend; these logs are reviewed and followed up by management; including highlighting any emerging issues;
 Issues of ASB are investigated internally where appropriate
 External issues are escalated with keep partner agencies;

What ASB service is on offer from partners at CB1

Encore Estates:
 Are the management agents for Huxley, Gilbert, Mead, Watson Houses.
 In instances of ASB they will report the issues direct to the appropriate landlord
 Encore have a caretaker on site: Monday until Friday 7am-3.30pm
 They have plans to implement CCTV to each of their blocks; Huxley House currently has internal CCTV
 Residents are encouraged to report ASB to the police.
 They have displayed the City's ASB team leaflet in all their buildings.

How we address ASB at CB1

- Joint working
- Consistent approach
- Regular stakeholder meetings;
- Regular meetings for residents at CB1

ASB Partnership working at CB1

- Each key partner has an important role to play in addressing ASB
- The new CB1 website
- The Community have an expectation

Key Achievements at CB1

- A drop in the number of reports of ASB
- Residents have made positive contribution to the recent planning application for the park
- Serious cases of tenant related ASB have been addressed
- CCTV has been installed in the underground car park
- Speed Humps were installed on Mill Park

What Next?

Workshop session

- How partners can work more effectively together around ASB
- How to identify vulnerable residents
- ASB Forum for residents
- Partners – what do they need to do?


Community Cohesion

bpha 

CB1 Stakeholder Workshop


Carly Meagher



bpha 


Introduction

Do the residents at CB1 want a Residents Forum, Group or Association?



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building places, housing aspiration

bpha 

What we did:

We door knocked at **178** homes


73 households answered the survey



41% of those contacted participated in the survey

[This Photo by Unknown Author is licensed under CC BY-SA](#)


building places, housing aspiration

bpha 


Question 1

Do you receive sufficient information about the area you live?

- **47%** - Yes
- **40%** - No
- **8%** - Didn't want to answer
- **5%** - Not really sure



building places, housing aspiration

bpha 

Question 2


Would you like further information about the area and what information would you like?

- **54%** - Yes
- **38%** - No
- **8%** - Didn't want to answer

Top answers:

- Who's who and how do we contact them?
- What's going on with the park?
- What's happening with the development?
- What cultural events or activities are taking place?


building places, housing aspiration

bpha 

Question 3

Would the area benefit from a Residents Forum?

- **56%** - Yes
- **25%** - Not really sure
- **11%** - No
- **8%** - Didn't want to answer



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Question 4



Would you attend or participate in resident's forum?

- 51% - Yes
- 27% - No
- 14% - Not really sure
- 8% - Didn't want to answer



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Question 5



If you participated in a forum which method would you most likely use?

- 38% - Web based forum
- 31% - Wouldn't Participate
- 23% - Web and Meeting
- 8% - Meeting



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Overview



Residents Group, Forum or Association?



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What next?



Workshop session:

- What's the process for setting a residents forum up?
- Which key partners need to be involved?
- How can we align what's needed with partner's priorities/constraints
- What support can partners offer?
- Is there a need for a community/resident event/workshop to start the conversations?



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