

ESTATE REGENERATION

SEPTEMBER 2009

# ESTATE REGENERATION PROGRAMME

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COMMUNITY CONSULTATION REPORT

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**5 – 92 LAXTON CLOSE, WESTON**



# COMMUNITY CONSULTATION REPORT

ESTATE REGENERATION PROGRAMME 2009 - 2012

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## INTRODUCTION

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Southampton City Council during the summer of 2009 carried out an extensive consultation programme to gather resident's views on the proposals to transform their estates rather than just keep repairing and maintaining what is currently there. The sites which were consulted upon were Exford Shopping Parade, Cumbrian Way Shopping Parade including Cateran Close, 222-252 Meggeson Avenue and 5 – 25 Laxton Close. A report was produced in September 2009 which provides full details of the results of this consultation.

On 21<sup>st</sup> August 2009, in response to the feedback from the initial consultation events and discussions with tenants at Laxton Close, it was agreed to expand the consultation from 5 – 25 Laxton Close to include all five blocks of flats and maisonettes at 5 – 92 Laxton Close, including the garages 1 – 9 and 25 -32. The residents felt in order to deal more comprehensively with the estate problems of lack of parking, amenity space and better homes the whole of Laxton Close needed to be included. This consultation process finished on 24<sup>th</sup> September 2009.

A Site plan is attached marked Appendix 1.

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## CONSULTATION PROGRAMME

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In order to obtain the residents and community's views on whether to transform 5 – 92 Laxton Close completely and create new, better homes to give the community what it needs in the future; an additional consultation event was held to encourage those tenants and residents who had not participated in the initial consultation events for 5 – 25 Laxton Close to participate.

The consultation process started on 24<sup>th</sup> August 2009 and completed on 24<sup>th</sup> September 2009 to enable tenants, leaseholders and the community to express their views and comments on the extended site area.

This report sets out the overall consultation results for Laxton Close. Various different methods of community engagement were undertaken and these have been set out in the table below. An independent facilitator, Solent Centre for Architecture & Design (SCAD) was commissioned to undertake the design festivals and design feedback sessions on each site. SCAD's role was to consult broadly with both residents and the community of and to feed their information, concerns and ambitions into the Information and Development Brief to be considered by Councillors at the Cabinet Meeting in 28<sup>th</sup> September 2009.

Invitations were also sent out to various Tenants and Residents Associations and Voluntary Groups for a member of the Estate Regeneration Team to attend their meetings to discuss the regeneration consultation programme.

CONSULTATION PROGRAMME			
Event	Date (2009)	Audience	Details
Letters	8 June &	Those directly and indirectly affected including SCC tenants, garage tenants and the local community (5 – 25 Laxton Close)	Hand delivered

CONSULTATION PROGRAMME			
	24 August	Those directly and indirectly affected including SCC tenants, garage tenants, leaseholders and the local community (5 – 92 Laxton Close)	Hand delivered
Tenant Liaison Officer Visits	9 – 26 June &  25 August – 4 September	SCC tenants at 5 – 25 Laxton Close  5 – 92 Laxton Close	Some SCC tenants declined the invitation to talk with the TLO
SCC Officers/Capita Visits	1 September	Visit to Leaseholders	
Questionnaires	9 June – 31 July &  24 August – 24 September	SCC tenants, garage tenants, and local community	Completed by TLO's during visits and at consultation events, Design Festival and the Design Feedback/Consultation Event
Consultation Events	11 – 16 July	Those directly and indirectly affected including SCC tenants, garage tenants, and local community who use the facilities or live near by	The events were at different times of the day to allow maximum attendance
Colouring Competition (4 – 7 & 8 – 11 age groups)	27 July	Children who attended the Consultation Events and Design Festival	The prize giving ceremony for all sites provided a positive PR opportunity and allowed the adults to talk to officers whilst the children were entertained.
Idea Leaf Competition (12+)	27 July	Teenagers who live on or near the site and attended the Design Festival.	There were no age 12+ children attending the Design Festival.
Design Festival	27 July	Those directly and indirectly affected including SCC tenants, garage tenants, leaseholders, shop owners and the local community	Lucky Design Flyer competition to win theatre tickets was incorporated into the advertising to encourage more members of the community to attend. This also provided a positive PR opportunity for the lucky prize winner taking part in a 'meet and greet' event with the Lazy Town cast.
Design Festival	3 September	Those directly affected including SCC tenants, garage tenants,	Attendees were able to view previous comments from the

CONSULTATION PROGRAMME			
Feedback		leaseholders and the local community	Design Festival for 5 – 25 Laxton Close and provide additional comments regarding their aspirations for 5 – 92 Laxton close

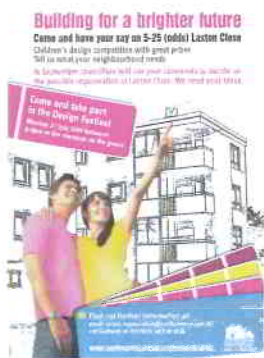
The Design Festival is to encourage people to focus on what the current issues in the area are and the Feedback session is where SCAD report back to the community what consultations they had drawn from the Design Festival and to check whether these conclusions were shared by residents. There is always a danger when engaging in community consultation that professionals can interpret people's comments differently and the feedback session gives people an opportunity to clarify what is being reported on their behalf.

#### CONSULTATION ATTENDANCE

Details of the response from the various forms of consultation have been set out below. The figures are quite low but compared to the number of properties being considered, that is 11 flats at 5 – 25 Laxton Close and 55 flats at 5 – 92 Laxton Close, the response rate is very encouraging.

Event	5 – 25 Laxton Close	5 – 92 Laxton Close
TLO visits	11 out of 11	35 out of 55
No of Leaseholders visited	None (5 – 25)	1 out of 2. One is an absentee landlord
No. of attendees at Consultation Events	32	13
No of Questionnaires completed	23	45
No of Colouring Competition entries	4	4
No of Idea Leaf entries	0	0
No of attendees at Design Festival	16	16
No of attendees at Design Feedback	13	13

The face to face visits visits to SCC tenants, and leaseholders were very well received and enabled tenants and leaseholders to discuss in a more personal environment their circumstances and any concerns they may have. Some tenants and leaseholders declined the offer of a visit and were content with the information they had.



Many residents attended the consultation and design events together with a few people living in neighbouring properties who wished to be informed and participate in the possible renewal of their neighbourhood. Two consultation events were held one on a Saturday and one in the evening to ensure maximum accessibility for residents and the community.

Each consultation event and the design festival were extensively advertised and personal invitations were sent to SCC tenants, leaseholders, garage tenants and the immediate local community. Posters were placed in the local housing office, community centres, and in the communal hallways of the housing blocks. For the Design Festivals, a flyer was delivered within the local free paper covering the postcode area for the site ensuring over a 1,000 households were informed of these events.

A colouring competition for 4 – 11 year olds and A ‘Wishing Tree’ was provided at the Design Festival for teenagers (12+) to attach their ‘idea leaf’ and drawing as to what they would like to see on any new development.

For the Design Festivals, SCAD arranged the event around a large Ordnance Survey plan of the area. On ‘walls’ surrounding this were placed large sheets of paper with the following titles:

- Homes and Housing
- Amenities
- Environment/Green Space
- Access/Transport
- Crime and Anti-Social Behaviour

Each subject had a colour code which related to coloured ‘post-it’ notes. Participants were encouraged to fill in the post-it notes with their thoughts on the particular subjects and then to place their comments on the map where they felt it was geographically located. People were not restricted in terms of the number of comments they had or the subject matter of their comments. Throughout the evening, when the map became congested, the comments were re-pasted onto the sheets on the surrounding walls.



SCAD, Southampton City Council and Captia staff engaged participants in discussions using the photographs and map as a means to encourage both specificity and clarity from participants.

## CONSULTATION RESULTS

This report sets out the general findings of the consultation process for 5 – 92 Laxton close and the statistical data from the questionnaires is attached marked Appendix 2 for information.

### 5 – 92 LAXTON CLOSE

From those various events and questionnaire responses, there is positive support for the block 5-25 Laxton Close to be re-developed. The consultation was extended to 5 – 92 Laxton Close as a number of residents from the remaining blocks in Laxton Close stressed the need for the whole area to be considered, not just 5-25. They felt that not only would this reduce a ‘them and us’ situation in future but there would be more possibility to deal with the parking issues. It was believed that the lack of parking and better use of any green space and play area could be resolved more efficiently and



effectively by estate renewal of 5 – 92 Laxton Close rather than just 5 – 25 Laxton Close.

However, upon extended the consultation area, not all tenants are in favour of the extended area. These views are a minority and relate to one elderly resident who does not wish to leave Laxton Close and a couple of families with one child who have concerns as they would not be eligible for a house and have moved from flats to a maisonette and do not want to move back to a flat. These concerns can be overcome by allowing the resident to be rehoused in the new development and Laxton Close and residents being able to bid for other maisonette accommodation in the area.

### Questionnaires

There is an overriding sense of community at Laxton Close which is stimulated by the play area and size of this development. Laxton Close is a quiet location but the play area can be magnet for youths congregating in the evening and the perception of anti-social behaviour and fear of crime/safety is increased due to this.

The negative points for this site is the amount of parking available meeting today's needs and the outdated concrete bin storage and washing line areas which impacts upon the look of the site and neighbourhood. For any new development, residents would like to see parking meeting today's needs and spaces wide enough for mothers to get out prams and buggies, improvements and enhancement to the play area to cater for a wider age range and if flats are incorporated, private useable balconies to entice residents to sit outside.

### Design Festival

Homes and Housing:

From those who attended the design festival, which included a number of residents from the other blocks, there was general support for the block 5-25 being re-developed. Discussions with the wider population of Laxton Close at the feedback session on 3<sup>rd</sup> September 2009, elicited a similar support for the re-development of the whole estate. They felt that not only would this reduce a 'them and us' situation in future but there would be more possibility to deal with parking issues if this was done. People agreed with the principle that the re-development should include a mix of houses and apartments. Some residents were concerned about the mix not containing maisonettes as they had had a poor experience of noise transmission when they lived in flats previously. People understood that there would be a mix of tenure – buy and rent. If there are to be flats then these need to be built with good sized space standards and balconies. People felt the new housing should fit more with the surrounding area.

Environment and Green Space

The drying areas are wasted space (now that most people had washer-dryers in their flats), and these could be better used as play spaces or communal gardens. People felt it would be good to have better seating provision in the existing play area and green space. The green space behind 5-25 Laxton Close was used as a play space for children – if it is to be built upon where will their children play in future?



Access and Transport

By far and away the most cited issue about access concerned parking. People felt that this was already an issue for the area and that a new development with more housing units would inevitably lead to greater parking congestion in future. People, especially garage tenants, were concerned that a new development would reduce the already small number of parking places available to existing residents. Increased frequency of buses into and from the centre of Southampton would benefit this site.

Crime and Anti-social Behaviour

It was felt the area was good at present without too much anti-social behaviour – Laxton Close is a quiet place to live. When there is a problem it is often with

young people riding motor-scooters around the estate and on the footpaths. People felt the play area needed to be protected from vandalism as it is sometimes a place where older children congregate and cause mischief. Although not a major problem the garages were felt to be a place where vandalism has occurred in the past.

### Key Findings

It was clear from the consultations that there is support in principle for the redevelopment of 5-92 Laxton Close.

- People understood that a mixture of houses with some flats would be the best solution
- By redeveloping 5 – 92 Laxton Close and not just 5 – 25 Laxton Close, this will prevent a division on the existing community.
- Residents from other blocks in Laxton Close said that any redevelopment should include them and not just the block at 5-25
- New flats should have good space standards with good balconies
- The re-developed area should reflect the rest of Sholing.
- Parking is currently the biggest issue – redevelopment of the site should ensure there is adequate parking provision for all residents in the Close.
- The green space is valued and people would like some of it retained in any future redevelopment
- By developing the whole site the ‘wasted’ drying spaces could be put to better use.
- Laxton Close is quiet and a nice place to live – the redevelopment should make sure this remains the case and keep the sense of community which currently exists.

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## CONCLUSION

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The residents and local communities of Laxton Close are in favour of estate renewal and the regeneration of their areas. The residents believe a more holistic approach to renewal would be more beneficial to include all five blocks of flats and not just the one block, 5 – 25 Laxton Close. There is an acceptance that there will need to be a mix of houses and flats but the flats should incorporate private amenity space and if this is in the form a balcony, it should be of a size where the residents can sit outside and socialise.

The dwellings should also reflect today’s lifestyle in respect of parking, space standards and design, especially for the kitchen. Many residents, especially in flats, have washing machines and tumble dryers, larder style fridge/freezers and have to locate these in the lounge, bedrooms or bathroom.

The community has emphasised that any new development should encourage and maintain the sense of community already in existence incorporating youth facilities and play areas as it is thought this would discourage mischief and vandalism. It is understood that the dwelling density on these sites will increase, but with good design and layout, it does not have to appear or feel like a high density development

# ESTATE REGENERATION PROGRAMME

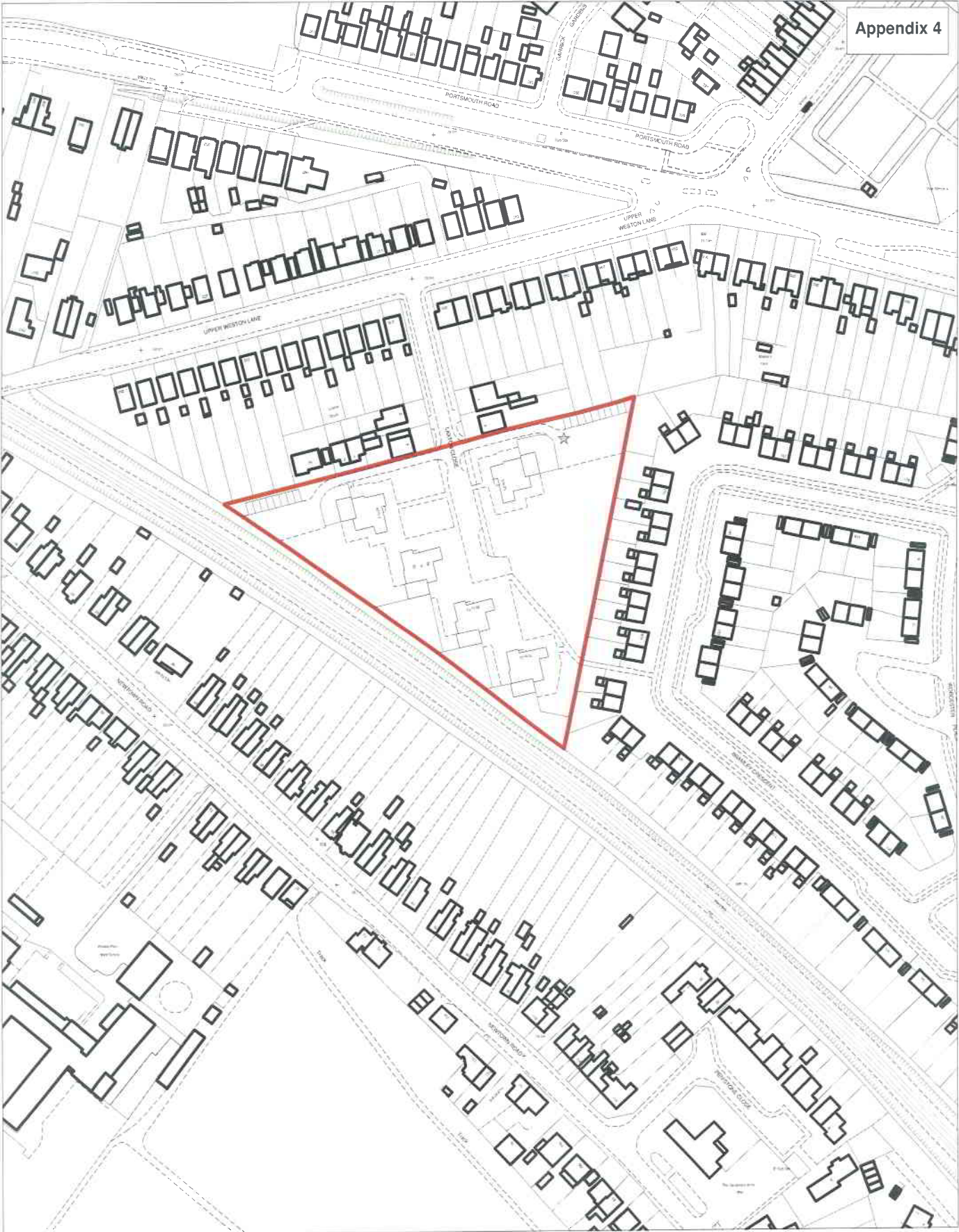
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## APPENDIX 1



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### SITE PLANS





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	<b>PROPERTY SERVICES</b> SOUTHAMPTON CITY COUNCIL OVERLINE HOUSE, BLECHYNDEN TERRACE, SOUTHAMPTON, SO15 1GW.		SCALE(1): 2000	DATE 20/08/09
	PLAN NO V2518	5 - 92 (odds) Laxton Close, Weston		

# ESTATE REGENERATION PROGRAMME

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## APPENDIX 2

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### QUESTIONNAIRE DATA

# 5 – 92 Laxton Questionnaire Responses

## 45 Respondents

**Table 1**

**How do you feel about the site?**

Question: The Site...	Strongly Agree	Agree	Tend to Agree	Tend to Disagree	Disagree	Strongly Disagree	TOTAL
has all the facilities I need	22	16	2	1	2	0	
is clean	9	15	14	3	2	1	43
Makes me feel good	16	12	5	7	3	0	43
is easy to access	22	16	2	1	2	0	45
improves the look of the area	6	8	9	6	10	2	41
is well designed	4	8	6	8	13	4	43
makes me feel safe	26	13	3	0	1	1	44

**Table 2**

**What do you use the site for?**

Use the site for	No:
I live there	39
Playing	0
Passing by/Visiting	1
Parking	6

**Table 3**

**Priorities for the Site?**

Priorities	No:
Family Homes	36
Green Space	24
Car Parking	39
Less Crime/Vandalism	20
Play Areas	31

**Table 4**

**Tenure**

Tenure Status	No:
SCC Council Tenants	39
Private Tenant	0
Leaseholder	1
Community	5

**Table 5**  
**What I like about the Site**

Like	
Nice place to live	Green space
Quiet	No one behind our garden, don't want anyone over looking our private garden
Good community	Open spaces
Quiet	Community spirit
Residents	Quiet
This estate is a community where we always look out for each other.	Park for kids
Secure	Neighbours are good
There is a lot of space	Close to family
Play area	Close to college in Weston
Green open spaces	Quiet. Not so built up compared to other areas
Sense of community	Open space
Play area	Quiet
Quiet	No through traffic
Quiet - not so built up compared to other areas	Green space
Open space	Safe
Play area	Well lit
Friendly community feel	Neighbours
Nice neighbours	Community feel
Open spaces	Grown up here
Community spirit	Small estate, good play park
Quiet	Nice neighbours
Other residents	Am happy in my home
Its nice because it is a small area.	Residents, lived here 17 years - love it here
Its quiet - its got the right amount of people living here.	Quiet, nice place to live
The grass area and the park	Quiet
Green space	Within reasonable distance of amenities
No one behind our garden - don't want anyone looking in	Nice community area
Not too much traffic so quite quiet	Quiet
Not a huge estate like in main Weston	Play Park
Close to shops, schools and M27	Not on estate
Residents, lived here 17 years - love it	Quiet
Quiet nice place to live	Quiet
Quiet	Safe
No through traffic	Nice walk to shops
Play area	Quiet
Small close	Lots of families
Close knit community	Not over crowded
Quiet	Quiet
Lots of families	Quiet
Not overcrowded	Other residents
Community spirit	It's nice because it's a small area
Quiet/Peaceful	Quiet; the right amount of people living here
Park	The grass area and the park
Open/Green Space	Community spirit
Secure feeling living in the area	Quiet/peaceful
Nice neighbours	Park
Am happy in my home	Small, cosy feel to the area
Park	Close to relatives and school
Open/green space	In catchment area for Health Visitor etc
Secure feeling living in the area	On lower floor
Play area	Nice new kitchen and bathroom
Friendly - community feel	Quiet
Not too much traffic so quite quiet	Residents
Not a huge estate like in main Weston	This estate is a community where we always look out for each other
close to shops, school M27	Secure
Play area	There is a lot of space
Small close - close knit community	Play park
Quiet and tranquil	Nice place to live, quiet
Easy access	Good community
Parking	Nice neighbours
Quiet	Small 'close' feel - not large estate
Not a lot of kids here	People & community
Friendly - close knit	Open space
Area - non estate - quiet	Community
Close to Chamberlayne School	Space standards
Close to skatepark	Green space and play area
Play area	Only five blocks, not a sprawling estate
Green open spaces	Green areas/play park
	Upkeep/cleaning
	Quiet

Lower rent - Council
Quiet
Play park used well
'Reasonably' quiet place to live
The view across
No feelings of being closed in
Sense of community
Play area
Private
Community
Secure
Peaceful - apart from trains
No teenage gangs
No through traffic
Central to family and friends
Area - fairly orientated
Close to shops

**Table 6**  
**What I don't like about the Site**

<b>Dont Like</b>
Late night ASB (drinkers)
Parking issues
Maintainence of buildings
Pavements
Window cleans
Walkthrough
Storage
Car damage if parked in close - thats why we have a garage
Paving stones are uneven and dangerous
Image of the site - a tower block
"Tower blocks" over looking my home and garden
No parking
Bin area
Car parking
Kids climbing on the roof
Amount of concrete
No locks on bin area
Parking
Bin areas
Anti-social behaviour - young people
Appearance of buildings
Street lighting is poor
No where to park - fire hazard
Dogs in flats - fouling
Bin bags in stairwells
People forcing door open
No smoking signs needed in blocks
Unhappy that plans from last year are not going ahead
Parking
Bin areas - kids pull everything out and throw it around
Its ok doing this to one block but why not all the others?
Anti-social behaviour in the park
Restricted parking
Wasted use of bin area. Lots of mess if Council don't collect each week
General look of blocks - not big enough balconies
Homes made of concrete so not able to hang pictures. Need updating badly.
The stairs in the blocks
Sometimes car parking is a problem
Walking up three flights of stairs
Parking
Dangerous paving
No houses
Parking
Park
Pavements and flagstones
Bin/drying areas not used
Old play area
No local youth groups
Parking
Anti-social behaviour

No local youth groups
Parking
Kids climbing on the roof
Amount of concrete
Bin areas - no locks
Wasted use of bin area. Lots of mess if council don't collect every week
General look of blocks
Balconies aren't big enough
Homes made of concrete so not able to hang pictures.
Badly need updating - electrical sockets etc
Parking
Paving - dangerous
No houses
Balconies are small
Insulation is very poor - heavy fuel bills
Not enough parking
Blocks are outdated
Parking - insecure, cars get damaged
Image of the site - tower blocks
Tower blocks overlooking my home/garden
Appearance of buildings
Street lighting is poor
Fire hazard - no where to park
Dogs in the flats - fouling
Bin bags in stair wells
People forcing the doors open
No smoking signs needed in blocks
Unhappy the plans from last year are not going ahead
Parking
Bin area, not secure. Other blocks use them, so they get full and attract rats etc
Condition of buildings
Parking
Bin areas
Some of the neighbours
Car parking
Walking up 3 flights of stairs
Kids get on the top of garages
Vandalism and broken glass
Parking
Not enough parking
Bin areas not secure
Washing lines no good as clothes get stolen
Anti social behaviour
The stairs in the blocks
Sometimes, car parking is a problem
None
Lack of parking
Parking
Bins
Passway through to Bramley Close - motorbikes go through. The bollards don't stop them.
Parking
Park - look at re-doing it
Bin area
Parking
Bin areas - kids pull everything out and throw it around
Some blocks get improvements etc - and others don't...
Anti social behaviour in park
Restricted parking
Sure Start come and use open spaces during the holidays etc. Run by Western Sure Start
Pavements/flagstones
Bin/dryer areas - not used
Old play area
Road into Laxton Close - kids running into the road
Flat is run down
Looks rundown (insie flat)
Parking spaces
Intercom doesn't work
Maintenance of buildings
Pavements
Window cleaners/windows need cleaning
Walk through
Storage

Car damage, if car is parked in the close - (why we have a garage)
Paving stones are uneven and dangerous
Other residents
Smelly bins
Play park in wrong place (your personal view)
Parking
Late night drinkers
Parking issues - too many cars parked - H&S issues
Anti social behaviour (young people)
Lack of parking
Parking
Car parking
Only 1 exit out of the block
Area untidy - external outlook of buildings are poor
Not enough parking
Security of sheds
No parking
Lack of parking
Sound from train tracks
Lack of parking
Trains - noise

**Table 7**  
**Other Comments/Ideas**

Important ideas list
Traffic calming measures if increasing cars and traffic
Concerns with works traffic during developments
Issues with noise
Children do play on open space
More parking and garages
Parking will be a huge issue if you increase the number of homes
Why can't you replace the garages
Garages at the rear - boundary
Improvements to park - more equipment
Benches
Lock for bin area
Flats not to be built higher than current blocks
Improve the play area for all age groups
Balconies on all flats
Better bin areas
I think all 5 blocks should be considered for this project
Bin area are wasted
Washing areas are wasted
Locks on bin areas
Better equipped park
Parking wide enough to get kids and buggies out
Benches in the park
Individual recycling bin - bottles - cans - paper
Play area still needed
Better facilities for older kids - a multi sport facility
Improve surrounding areas to other blocks
Up to 25 homes on the redeveloped site would be too many
I don't want to look at roofs from my window
Safer and more comprehensive play area.
Balconies need to be bigger - can't do much with them as they are
Seating area
Houses
Better areas for kids
Shelter/Seating
Benches in or near play area
Latch on gate
Gardens
Balcony space
Seating
Private open spaces for ground floor flats
One bedroom bungalows (loft rooms) - older people to move into them
Play area still needed
Private, open space for ground floor flats

Locks on bin area
Park better equipped
Houses - waiting for a 3 bed
Balconies need to be bigger - can't do much with them as they are
Seating area
Benches, in or near play area
Latch on gate
Large balconies - table and chair
Keep balconies and make bigger, if possible
Something for young children to do
Bigger balconies
Park
Lift
Garages at the rear boundary
Flats not to be built higher than current blocks
Improve the play area for all the age groups
Safer and more comprehensive
Play area
Better communal areas
More bins in secure bin bays
Parking wide enough to get kids and buggies out
Benches in the park
Individual recycling bin - bottles/cans/paper etc
Bin areas and washing areas are wasted
I think all 5 blocks should be considered for the project
Concerns over overlooking for Upper Weston Lane
Loss of garages for residents
Locked bin areas
Do away with communal washing lines
One bedroom bungalows (loft rooms) so older people can move into them
Play area still need
Better areas for kids
Shelter/seating
Blocks again
Secure enclosed bin areas
Larger balconies, including ground floor
No communal drying areas
Play area
Sufficient parking
Car parking
Play areas
Bigger balconies
Gardens
Balcony space
Really want to come back to this site/area
Balconies on all flats
Better bin areas
Better facilities for older kids - a multi sport facility
Improve surrounding areas to other blocks
Up to 25 homes on the redeveloped site would be too many.
I don't want to look at roofs from my window
Seating areas
Better park
Larger green area
More of a 'cul de sac'
More parking and garages
Parking will be a huge issue if you increase the number of homes
Why can't you replace the garages?
Allocated parking
Better bin area
Better park
Traffic calming measures if increasing cars and traffic
Concerns with works traffic during redevelopments
Issues with noise
Children do play on open space
Play area still needed
Parking
Keep open space
Bigger balcony



Children's play area
Better bin storage
Lots of greenery - trees
Balconies of a decent size
If blocks of a certain height - lifts are needed
Improvements to the park - more equipment
Benches
Lock for bin area
Secure parking for vehicles
CCTV
Phased basis
Maisonettes not flats
Bigger balconies/sliding doors
Good quality play area
Better parking
Shops within Laxton Close
Would like to return
Sound barrier from train noise
Air conditioning