

Coburg Crescent Carers and Service Users engagement event

Venue: Lambeth Walk

Date: 04/05/2017

Attendance:

Fiona Connolly	- Director of Adults Social Care
Rolf Østerbæk Nielsen	- C.F. Møller Architects
Xabi Garcia Zarranz	- C.F. Møller Architects
Ludovica Freeza	- C.F. Møller Architects
Laval Lebon	- Lead Commissioner Disabilities
Juliet Amoa	- Head of Service Integrated Disabilities Team
Robert Dunne	- Commissioning Officer
Jet Hull	- Learning Disabilities Day Services
Beverley Brown	- Centre Manager
Richard Martin	- Project Manager Major Capital Programmes
Alex Kim	- Assistant Project Manager Major Capital Programmes

Attended carers and service users tbc

1. Introduction by Fiona (FC)
2. Introduction by Rolf (RN) from C F Moller Architects
 - a. Intention & brief timeline: submission to planning & approximate 2.5yr away from moving into the new resource centre
 - b. Updated scheme explanation by RN (presentation boards & models)

Rolf Nielsen: Welcome everyone. I want to give an update on the current status of the project. Several engagement events have been carried out with different groups affected by the construction of Coburg Crescent. Input from these events had been very important in planning to date.

We hope to submit the planning application in the next two months. It will then take some time for the planners to make a decision – a process we hope to be smooth.

We are also currently looking at potential contractors for the building work. This will run for Summer and Autumn 2017, before we start to build late 2017. Building will take two years, so we're now two and a half years away from moving in.

The centre will be located on the corner of Palace Road and Coburg Crescent. The site has been cleared and prepared for building. There is a level different on site – it slopes by almost one floor.

Broadly, the ground floor will house the day centre. The first floor is made up of a shop, café (which can be used by service users), a meeting space, short term accommodation, and long term apartments for people with PMLD. The second floor will have long term apartments for service users with more moderate needs.

Service users will enter the Day Centre through a ground floor drop-off area. There will be room for two buses to turn around in this space. The entrance is covered so people can get on and off buses

in the rain without getting wet. Entry will be similar to Lambeth Walk; the front door, then reception, then an entrance hall.

The day and dining rooms can be separated or joined – it’s a very flexible space. There will be an easy connection from this space to the garden too.

The ground floor also holds a kitchen, which is similar to the one in Lambeth Walk. There is plenty of storage, space for bins etc. In addition to this, there is also officers for the social care team, therapy rooms, large changing rooms, well connected to the gym, wheelchair spaces in the gym, and a trampoline set into the floor of the gym.

Moving on to the first floor, we have apartments for short term accommodation. There are the public spaces, which will be kept separate from the rest of the building and which have a separate entrance. The social care team will be able to control the level of interaction between the public and service users. Finally there are the long term PMLD flats, with a room for care workers.

On the second floor there is the long term accommodation for people with moderate needs.

We’ve now developed a full computer model of the facility, which we have used to generate the images on display today. We think that these images will reflect the reality of the centre when it is complete.

All the apartments are designed with room for service users to personalise them. They are not just doors on a corridor. We’ve also designed plenty of open spaces on all floors.

3. Questions and Answers:

Q. 1 A. 1	How many rooms would we have for the accommodation? RN: 4 rooms for respite, 1 for carer. There are also PMLD and LT flats.
Q. 2 A. 2	Would the floors be completed at the same time? RN: Yes. It’s possible that some services may open slightly earlier – it is likely that the second floor flats will be a bit later than the rest.
Q. 3 A. 3	Who is going to run the café? FC: Day centre and community space, including a cafe will be managed by LBL. ST/LT commissioning options are currently being explored. One criteria we’ll use is that we hope to get employment for people with disabilities in the café.
Q. 4 A. 4	Would the café be open to the public? FC: Yes, it would be for everyone including the public
Q. 5 A. 5	Would it be affordable? FC: Yes. The café will not be fully commercialized as the main purpose of it is to support the nutritional needs of individuals with care and support needs. It will try to hit a (fairly low) income target.
Q. 6. A. 6.	Will people from the estate come in for their dinner? FC: Well, not three course meals! We have worked with residents on this all the way through. There will be coffee and cakes, maybe light meals.
Q. 6 A. 6	Will the café be separate from the day centre? FC: Yes, the café will be on a different level so we can enhance security for individual clients. The safety and security of our service users is paramount. But

	we do also want to get people in, to break down barriers around disability.
Q. 7 A. 7	Where is it? RN: the site is located at the corner of Palace Rd & Coburg Crescent. Opposite the nature garden, close to the school. Where the community hall used to be.
Q. 8 A. 8	What's H&S fire safety and evacuation strategy? RN: Currently working with a fire engineer. There are couple of options currently being considered i.e. small lift, platform or evacuation sledge (foam cushion) inside the fire stairwell.
Q. 9 A. 9	What happens if the fire starts from the top level? RN: The build will be very fire resistant. We are currently reviewing automatic sprinkler system (mist system) which can detect the smoke & heat. Acoustic performance is also being reviewed. We're trying to address everything that could go wrong whilst also keeping costs down.
Q. 10 A. 10	When was the hall not boarded up? FC: Hall was not used in the best interests of all of the local community. It was used as a day centre many years ago. 90% of the new building is for the service users. We are happy to consider offering some meeting space for the TRA meetings. RN: There is a community space with café and kitchen. People can use this in the daytime – i.e. could be used for pilates classes. The space could be hired in the evenings. It will be very separate from the rest of the facility.
Q. 11 A. 11	Will the existing shop tenant take over? FC: Can't answer that at this moment in time but LBL will make sure shop facilities continue to be provided.
Q. 12 A. 12	Will it be difficult to access as the site is sloped? RN: the mini bus area would be flat so will be accessible. We would also provide ramp to the café so it would be accessible to all.
Q. 13 A. 13	How many buses? RN: The drop off area will provide enough for 2 parking spaces for mini buses.
Q. 14 A. 14	Can the area accommodate parents, carers and visitors? Currently working with the highway engineer to model visitor parking spaces.

4. Timeline provided by Richard (RM) – continue with the design and submit to planning in mid June. Already had a meeting with the case officer and received positive comments. Started procurement process for contractor already. Estimated to start in the new year and complete in 2019/2020.

Coburg Crescent LD Assembly engagement event

Venue: We Are 336

Date: 04/05/2017

Attendance (LBL & C F Moller):

Fiona Connolly	- Director of Adults Social Care
Rolf Østerbæk Nielsen	- C.F. Møller Architects
Xabi Garcia Zarranz	- C.F. Møller Architects
Laval Lebon	- Lead Commissioner Disabilities
Malvina Edwards-Drayton	- Commissioning Development Officer
Robert Dunne	- Commissioning Officer
Jet Hull	- Learning Disabilities Day Services
Richard Martin	- Project Manager Major Capital Programmes
Alex Kim	- Assistant Project Manager Major Capital Programmes

Attended LD assembly tbc

1. Introduction by FC
2. Design update by RN

Rolf Nielsen: Welcome everyone, thank you for coming. I want to update you on how the design has progressed since our last meeting. I'll run through where we are now, and then take questions.

We've developed the look and feel of the building much further than we had at the last meeting. We now have a computer model which we have used to generate images – they should be pretty accurate.

We hope that the models we've brought will make the ideas seem more tangible, and give you a better idea of sizes and spaces.

The building will be on the corner of Coburg Crescent and Palace Road. There is a level difference on site, which slopes down from Palace Road to a very flat drop-off area.

There will be level access to the day centre on the ground floor. In general, the ground floor revolves around the central courtyard.

On the first floor, we have a cornershop, community space (café and mini-hall), short term accommodation, and long term accommodation for people with PMLD.

The second floor is made up of long term apartments for people with more moderate needs.

The ground floor bus entrance is covered. There's then a lift in the lobby which connects to the first and second floors. This allows us to shut off the day centre out of hours.

As you come into the lobby, you can see through to the day centre and courtyard. There's storage, a bin store, kitchen, toilets, day room, office space and meeting room. There's a personal care area connected to the gym, which has a place to park wheelchairs.

The first floor has strict separation of the public and private parts of the building, including a double door between the residential space and the café, controlled by fobs.

The public spaces include a shop, café (including a kitchen, changing room and WC), meeting space/community hall. There is the potential for service users to access these areas from their accommodation.

The short term accommodation has a dining area, terrace, kitchen, living area. It's well integrated into the building with shared living spaces.

Next, on the second floor, there are one and two bed apartments for people with more moderate service needs.

3. Indicative timeline by RM

Richard Martin: Onto time frames; we're now in the design phase and are still looking to take comments on board. The next consultation will be early June – we will present the final plans.

In mid-June we will then be submitting the planning application, and we hope to have a decision by mid-August.

We've started procurement for the building contractor. So far we've had fifteen companies interested. We will identify the best 5, and take the procurement process forward with them.

Everything is on schedule so far. We're due to start on-site early February 2018.

4. Questions and Answers

Q. 1	Difficult to provide comments on the design because of uncertainty on who will be the service users. Would there be registered manager for supported living?
A. 1	FC: Services will be provided for adults with learning disabilities. The options around who will be the care provider are still being looked at
Q. 2	Will the design of the building satisfy the CQC?
A. 2	FC: That's not the CQC's remit alone, there is much legislation regarding building design that must be adhered to, CQC will be involved along the way and in particular regarding registering the care and support provider
Q. 3	Who is going to be providing the care?
A. 3	FC: These options are being looked at
Q. 4	Would having multiple managers be a problem?
A. 4	FC: Some of our current models of care have matrix working and this has good outcomes for staff and clients. CQC will be involved in looking at the building plans as part of the planning process. Jet (JH): Current day services have 2 registered managers at least. Gianluca Zuchelli (Certitude) (GZ): In our service with work together across providers in day care and respite, Staff work under both managers and it works well.
Q. 5	Are the CQC happy with this?
A. 5	GZ: Yes it works well. We've had good and outstanding assessments.

	<p>FC: The CQC are interested in outcomes. We're moving towards partnership working. It's too early at this stage to go to the CQC with our plans.</p>
<p>Q. 6 A. 6</p>	<p>Are there rules on where support workers are located etc?</p> <p>FC: The rules aren't hard and fast.</p> <p>JH: We already have two registered managers on staff, and they can work across services.</p> <p>RN: We have dedicated staff rooms on the first floor and elsewhere in the building.</p>
<p>Q. 7 A. 7</p>	<p>Who is going to be providing the care?</p> <p>FC: These options are being looked at</p>
<p>Q. 8 A. 8</p>	<p>Would having multiple managers be a problem?</p> <p>FC: Some of our current models of care have matrix working and this has good outcomes for staff and clients. CQC will be involved in looking at the building plans as part of the planning process.</p>
<p>Q. 9 A. 9</p>	<p>Do all flats have their own kitchens?</p> <p>RN: People staying in respite rooms will eat in a shared space. PMLD and 2nd floor apartments have their own kitchen space. They have rooms with their own large kitchens and living/dining spaces. There's a direct connection from bedrooms to WCs. Some apartments have additional bedrooms and bathrooms for carers, guests, staff.</p> <p>The second floor rooms are on the same principle. They all have enough space for wheelchairs, but will be specially fitted out to the people who will live there. They are intended for people moving towards live more independently. They all have generous kitchen areas, and can be refitted for subsequent residents.</p>
<p>Q. 10 A. 10</p>	<p>What cooking facilities are there for people in the respite flats?</p> <p>RN: There is a kitchenette next to the dining area. A lot of cooking can be done in the café kitchen, which will support the respite facilities. This will be up to the staff.</p>

Coburg Crescent Residents engagement event

Venue: Cheshire Hall

Date: 04/05/2017

Attendance (LBL & C F Moller):

Fiona Connolly	- Director of Adults Social Care
Rolf Østerbæk Nielsen	- C.F. Møller Architects
Xabi Garcia Zarranz	- C.F. Møller Architects
Laval Lebon	- Lead Commissioner Disabilities
Malvina Edwards-Drayton	- Commissioning Development Officer
Robert Dunne	- Commissioning Officer
Alex Kim	- Assistant Project Manager Major Capital Programmes
Gerry Evans	- Communications Officer

Attended residents tbc

1. Introduction by FC
2. Design update & timeline by RN

Rolf Nielsen: Thanks everyone for attending.

We'll start with an update since the last meeting and timeline for where things will go next. There will be one more event, an exhibition of the final plans. In six to eight weeks, we will submit the project to planning. We've been meeting planning officers and keeping them up to date as we go. It will then take time for a planning decision to be made.

At the same time, we're looking for a building contractor. We hope that they will start on site in the fourth quarter. We're aware of concerns regarding how the contractors will operate. We're looking at the considerate constructors' programme, which will be an important part of the procurement process. We expect the building process to take two years in total – to be finished late 2019 to early 2020.

In design, the building will be comprised of five main parts. A day centre, for adults with learning disabilities, on the ground floor. This will be accessed from where the shop is now.

On the first floor, there will be a café, community space, and shop. This will be accessed from Palace Road, on the Coburg Crescent estate side. There will also be short term accommodation for people with varying needs, and 2 long term apartments for people with PMLD.

The second floor will have 6 apartments for people with milder needs.

Overall, the landscaped central space is the building's focal point. We're working with our landscape architect to create a 'walled garden' which will lead into the existing nature garden. We hope it can be an asset for the whole area.

We want the café area to create a connection to the rest of the facility. We hope that bringing people in will help demystify disability whilst maintaining security for service users and residents.

You can see the height and roofline of the development here. We've used similar eaves and shapes to the facility for older people behind. We think that it should make Coburg Crescent feel more like a 'street'. The building will have three stories, but these will be higher than typical stories in a residential building.

Around the entrance, we will keep to the current feel of the estate and maintain existing paths. There will be a clear distinction between the footpath and the bus turning area. Buses will drive down Coburg Crescent. They will drop people off in the morning, wait on site all day, and then return people in the afternoons. It will not create any through traffic.

We are looking at visitor parking spaces, but we would keep these within the footprint of the area.

On waste and refuse pickup – we will use existing waste collections for the day centre. The café and shop can have their waste collected from Palace Road.

3. Q&A

Q. 1 A. 1	How many people would be catered for? FC: We think about 20-25 people will use the day centre on an average day. They will come by specialist transport or be dropped by family members.
Q. 2 A. 2	Road access from Christ Church Rd? RN: No, we cannot use Christchurch Road due to the bollards. Separate mini bus dropping area will be provided within the site. Access would be from either Brixton Hill and/or Streatham Hill.
Q. 3 A. 3	Temporary shop? FC: We need to submit temporary shop application to planning after full planning is granted on the full scheme. Alex (AK): Various options have been considered and have been submitted to planning as pre-application. We are waiting for the response.
Q. 4 A. 4	Can the pictures be uploaded? RN: Can take photos of the boards & models but the design requires more work. Final design will be available after the planning submission as it will be available on LBL planning portal.
Q. 5 A. 5	How many buses? RN: 2-3 A DAY FC: Will be different times in the am and pm. Staffs will be encouraged to use public transport.
Q. 6 A. 6	Are you aware that Roupell Road and Palace Road are used for parking? Traffic often gets caught up there, it could delay the buses. RN: Good point. We will ask our highways team to take this into account. It's the only way to get in due to the bollards on Christchurch Road. I hope that the turning space we have for the buses will prevent issues. The day centre will be open roughly 10:00 – 16:00, so most travel won't be at rush hour. FC: We've had good feedback on this before, especially regarding issues during constructions.

	RN: The contractors will be very good at working in confined sites.
Q. 7 A. 7	<p>How will you stop people parking in the bus space?</p> <p>FC: Access to the site will be secure.</p> <p>RN: Let me think about that. We could have a foldable bollard. I hadn't thought about this before. I will talk to our bus drivers. We know that staff will have a very good view of is area – hopefully that will deter people.</p> <p>The drop off area is covered, We've designed the building with clear lines of sight to deter loitering etc. I will have a think about this.</p>
Q. 6 A. 6	<p>What's the size of the existing facility in Vauxhall compared to the new building?</p> <p>RN: It is around 700sqm in the current facility compared to the 1200sqm day centre space of the new centre. A footprint of the new building is almost as same as the existing hoarding perimeter.</p>
Q. 7 A. 7	<p>Access from Ducavel?</p> <p>RN: All current pathways will be retained. The space between buildings is quite generous, quite wide. The intention is to retain existing flowerbeds. We want to knit the facility in to existing paths.</p>
Q. 8 A. 8	<p>When are you going to submit to planning?</p> <p>AK: In mid June</p>
Q. 9 A. 9	<p>Can we comment/support the scheme?</p> <p>RN: Yes, after the planning submission anyone will be able to access the planning portal to comment (democratic rights) There will be another exhibition next month so we will be able to provide more information on the planning submission date. But after the submission, there will be a notice on the hoarding which will provide more details.</p> <p>FC: We will be back on 01/06 and more information could be available on the TRA blog. We want to spread the word. We could look into inviting the service users and staffs to the next meeting with the residents to get to understand each other better.</p> <p>GE: The service users have put the invite letters through the doors to the residents. Residents could be involved in the delivery run.</p> <p>RJ: There will be a committee meeting on 20/05 from 1-3pm so can inform about the 01/06 event.</p> <p>LBL & TRA to liaise.</p>