

# A new home for Grenfell Early Years

Analysis of stakeholder consultation

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# Introduction

## Background

Grenfell Early Years Service is the provider of nursery and drop-in services formerly located at the base of Grenfell Tower and the Ilys Booker Centre (Lower Clarendon Walk) respectively. The nursery provides childcare for local families who rely on this service so they can continue to work and/or study.

During the summer 2019 consultation took place with the estate community about the possibility of the nursery relocating permanently to the North Kensington Resource Centre site. The consultation was productive and there was strong agreement that there were benefits to the local community if a nursery resource remained on the estate. It was also agreed that there were sensitivities around redeveloping the North Kensington Resource Centre.

These concerns were addressed by looking at alternative locations for the nursery. Following a number of feasibility studies to explore the potential for different sites to accommodate a new nursery building, the nursery preferred to stay permanently at the Ilys Booker Centre.

## Initial engagement – Summer 2019

The initial engagement in connection with the North Kensington Resource Centre included a drop-in event and a face to face survey conducted with residents of Hurstway Walk, Testerton Walk and Barandon Walk.

## Consultation on the Ilys Booker Centre – Summer 2020

This stage of consultation has been in response to the concerns received about the relocation of the nursery to the Resource Centre site. It was acknowledged that there were sensitivities around redeveloping the Resource Centre. After a number of robust processes to find another location it was assessed that the Ilys Booker Centre is the best option.



# Consultation methodology

## Consultation methodology

Covid-19 has been an unprecedented and challenging situation that we have taken seriously when developing the process for consulting with residents on the estate. Covid-19 continues to be a cause for concern and has impacted on the resident consultation plan for the estate.

A flexible approach to consultation has been adopted to ensure the health and safety of all residents at all times. The approach has meant having to use a range of digital tools for consultation, raising awareness and communications. There has been no on the ground or face to face consultation during this period. However, digital consultation tools have been balanced with other means, where appropriate, such as a hard copy newsletter distributed to all residents.

The consultation took the following form:

- Newsletter posted to residents of Lancaster West estate
- Use of email and digital social platforms to circulate information
- Posters around the estate
- Consultation website to review plans and leave feedback online
- Briefing sessions and meetings via secure video conferencing software
- Hard copy consultation material at Baseline Studios, including ability to leave feedback
- Briefings with Lancaster West Residents' Association, Lancaster West Children's Community Network and briefings with ward members and Councillors

## Report

By the closing date of 7 August 2020 a total of six surveys were received. This report contains an analysis of these responses. Where graphs are shown, actual figures are used as percentage figures can be misleading where there is a small number of responses.

The report also contains feedback from meetings/briefings with Lancaster West Residents' Association, Lancaster West Children's Community Network and ward members and Councillors. In addition a summary of feedback received via email correspondence.

## Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.



# Summary of results

A range of concerns and suggestions have been raised through the consultation. A number of these items will be addressed through the design and refurbishment of the Ilys Booker Centre. They include:

- Improving safety in the immediate area (CCTV and lighting)
- Favourable rates for families on the estate
- Addressing parking issues by providing gated access to Verity Close
- Window replacement for homes in Clarendon Walk and Verity Close affected by any increase in noise levels from the nursery
- Improving the public realm and playgrounds in the immediate area
- Use of sustainable technology
- Lift access to Clarendon Walk for residents.

Other concerns such as improvements to Clarendon Walk, playgrounds and public realm in the surrounding area will be addressed through the Lancaster West estate refurbishment programme. The team will be working closely with members of the Lancaster West Estate Neighbourhood Team to ensure the works will be coordinated with refurbishment programmes across the wider estate to reduce disruption to residents.



# Consultation findings: Concerns about the proposals

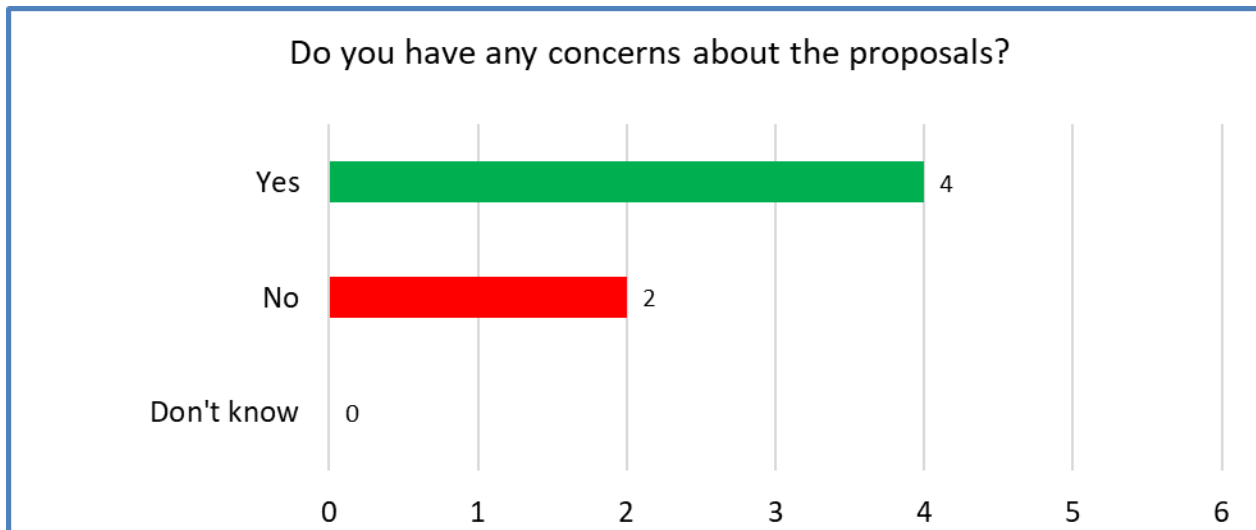
Respondents were asked if they had any concerns about the proposals.

- Two respondents did not have any concerns.
- Whilst four indicated that they did have concerns.
- The concerns raised focused on:

**'Noise and disruption'** - both in relation to the construction phase and after construction from parents and children using the nursery (this was raised by three respondents).

**'Removal of a tree'** – one respondent was concerned about this

All comments made can be seen overleaf.



*Base: All six responses*



# Survey Results: Concerns about the proposals

*“The noise of the construction, from the nursery and the parents disrupting our peace with their noise and vehicles in our car park, as they do already (Verity Close).”*

*Noise and disruption*



*“The disruption and impact of this while it goes under destruction and construction also after it is built. Why should residents be the ones who suffer we have suffered enough.”*

*Noise and disruption*

*“High levels of disturbance during and after the proposed refurbishments.”*

*Noise and disruption*

*“My only concern is that the plans show the removal of a tree; is that really necessary?”*

*Tree removal*



# Survey Results: Suggestions about the proposals

Respondents were given the opportunity to make further suggestions about the proposals.

One respondent commented in support of the plans. However, two voiced opposition, focusing on the location or lack of benefit to local residents. One respondent used it as an opportunity to highlight housing repairs/improvements needed and requesting free places for local residents. All comments made can be seen below.

*“I have reviewed the plans and am delighted by the way the current Ilys Booker site is being proposed to be adapted - I think this is an excellent use of the location and am fully supportive.”*

*Supportive of plans*



*“I don’t agree with the plans at all. I would have liked to see the nursery moved away, it is not conducive to being sited in a residential close. I would at least like the entrance moved to the opposite side, St Marks Road side. We have enough inconsiderate parking and noise from contractors, vans and their private cars.”*

*Against the proposal,  
Concerns about location*

*“1. Double glazed windows for Clarendon Walk and Verity Close 2. Lift that serves Clarendon Walk residents 3. Free rates for children from the estate.”*

*Request for housing  
repairs/improvements  
Rates for children*

*“There needs to be enough benefits for the immediate residents to make this viable for us to agree with this otherwise it's NO NO.”*

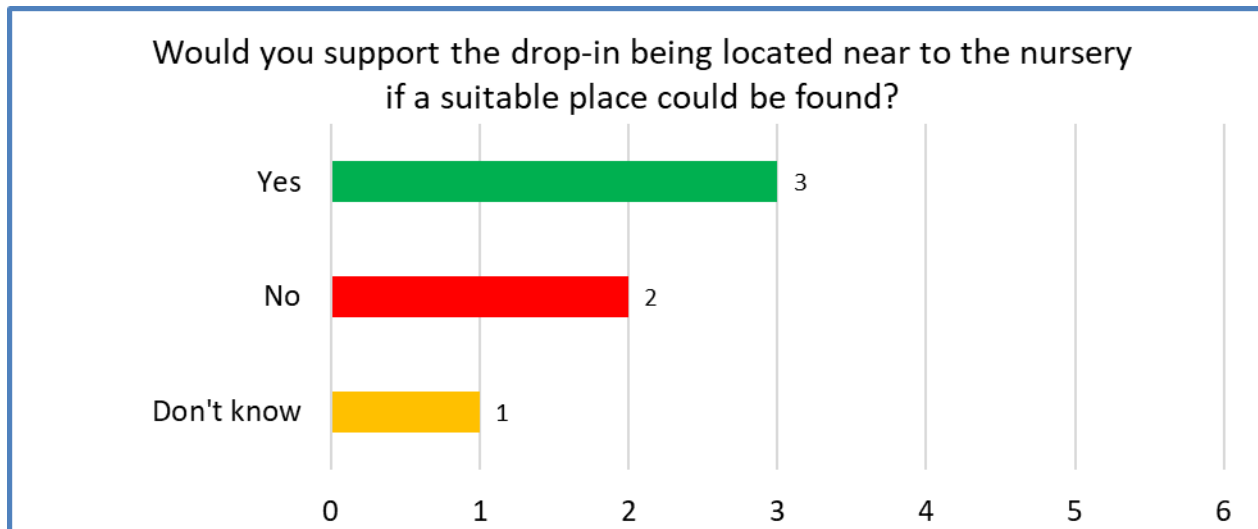
*Benefits to residents*



# Consultation findings: Drop-in service

Respondents were asked if they would support the drop-in service being located near to the nursery if a suitable location could be found.

- Three respondents were in favour.
- However, two respondents were not in favour and one was undecided.



*Base: All six responses*





# Survey Results: Other comments

Respondents were given the opportunity to add any further comments.

One respondent commented in support of the plans. However, others voiced opposition, again focusing on the location, benefit to local residents and noise and parking concerns. One respondent felt that Clarendon Walk should be prioritised for repairs instead. All comments made can be seen below.

*“I am supportive of the facilities continuing to be located on the Lancaster West Estate and believe that the chosen location is the most suitable one.”*

*Supportive of plans*



*“Residents need to know what is on the table for them, your newsletter consultation only talks about how good your proposal is for yourselves not for us who even don't have children or people who won't use your service and please stop misusing the Grenfell name, you are a private company which unfortunately was located in the tower. RBKC must be held accountable no more land grabbing.”*

*Benefits to residents*

*“We are told that the parents live on the estate, but everyone turns up in a car, parking in spaces, on double yellow lines, with music blaring often and engines idling. They see the close as an extension to nursery and it is very wrong. If they live in the area then they should have residents permits and park on the road. All you hear from that nursery is screaming and/or crying children. They don't even do music activities anymore. The outside area should be covered over in plastic or something to minimise noise, if no alternative is found.”*

*Location of the nursery,  
noise and parking issues*

*“This nursery is in fact unaffordable for residents. Thus I do not understand why it would be prioritised. Clarendon Walk is a building that need repairs.”*

*Cost,  
Prioritise repairs*

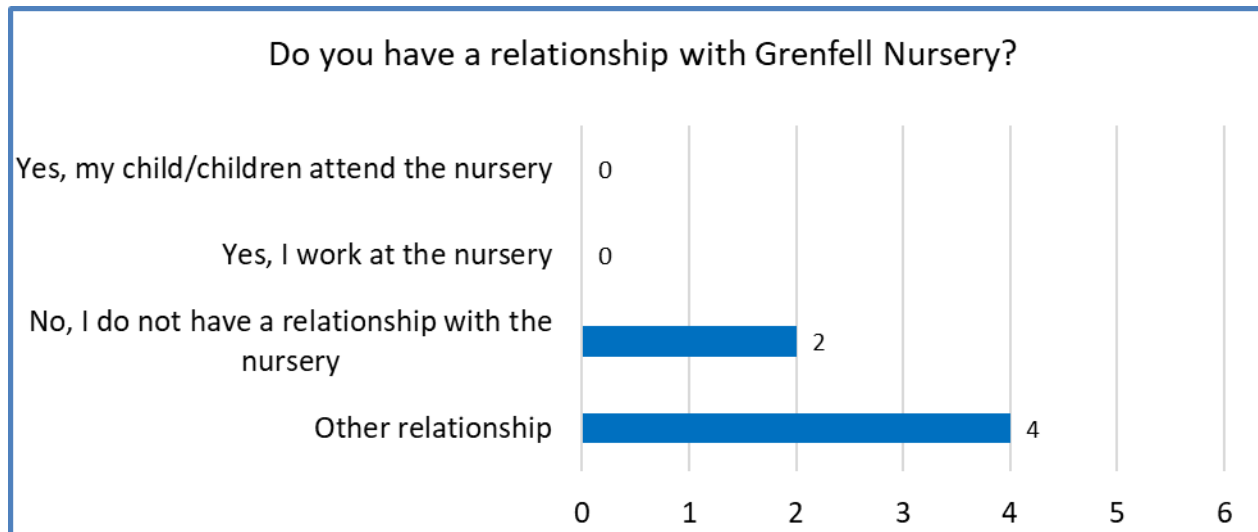


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# Consultation findings: Relationship with the nursery

Respondents were asked about their relationship with the nursery.

- Two indicated that they do not have a direct relationship with the nursery, whilst four indicated that they have an 'other' relationship with the nursery.
- All indicating an 'other relationship' were in relation to living close to the nursery, comments can be seen below:
  - "I am a resident of Verity Close and therefore a close neighbour of the nursery."*
  - "Live in Verity Close and suffer the disruption, noise and smoking staff."*
  - "I am a near neighbour to the nursery, I live in Verity Close."*
  - "A Clarendon walk resident."*
  - "Live next to the nursery."*



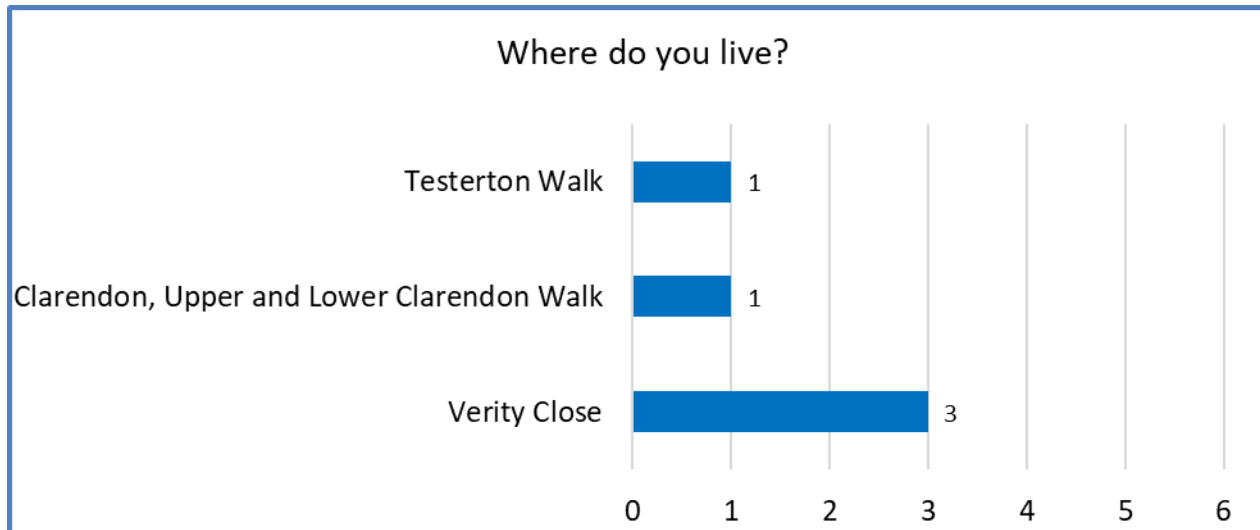
Base: All six responses



# Consultation findings: Where you live

Respondents were asked where they live on the estate.

- Three indicated that they live in Verity Close.
- One indicated that they live in Testerton Walk and another in Upper or Lower Clarendon Walk.
- One respondent did not answer the question



*Base: All those responding (5)*

*Graph only shows answer options that attracted a response*



# Feedback from meetings and briefing sessions



# Briefings with Lancaster West Residents' Association

There have been two briefing sessions with the Lancaster West Residents' Association (LWRA) committee members in June and early July 2020. The briefing sessions were to notify, inform and provide opportunity for initial feedback on the proposed plans for the Ilys Booker Centre and the consultation process.

The first briefing provided an update on Grenfell nursery's desire to be permanently located at the Ilys Booker Centre. The second briefing, to which block representatives had been invited, was attended by Penoyre & Prasad (the design team) who presented the proposal to refurbish the Ilys Booker Centre in detail. Very helpful feedback and comments were received from the LWRA who were overall supportive of the proposed plans. A range of wider benefits for both residents and the estate were requested by the LWRA at the briefing and subsequently confirmed by correspondence. They include:

- Improving security and safety in the area for the nursery and residents
- Public realm improvements in the surrounding areas
- Providing favourable nursery rates for residents
- Use of sustainable technology
- Lift access to Clarendon Walk
- New windows for Clarendon Walk and Verity Close to address any increase in noise levels

LWRA assisted in raising awareness by circulating digital copies of the newsletter and booklet of the proposed plans to all members of the residents' association, block representatives and key residents through email and social media.



# Meetings with the Lancaster West Children's Community Network

Grenfell Early Years Service is part of the umbrella organisation Lancaster West Children's Community Network (LWCCN) who have operated on the estate for over 30 years. LWCCN have been kept fully involved and up to date with progress during the consultation period.

This has included two steering group meetings in June and July 2020 attended by LWCCN, the Council, Neighbourhood Team, Penoyre & Prasad and Fluid. The two meetings provided LWCCN with the opportunity to review and discuss the designs for the nursery and refurbishment of the Ilys Booker Centre. The proposals and design development were unanimously supported by LWCCN.

LWCCN also had the opportunity to review the consultation plan. LWCCN agreed the consultation process should consult as widely as possible and use the most effective processes available given the constraints relating to Covid-19.

At the second meeting dates for the start and end of the consultation period were discussed and agreed. LWCCN provided final comments on the draft consultation material including the website and the hard copies to be made available for residents at Baseline Studios. LWCCN were updated on the briefing sessions with the LWRA and ward members



# Briefing with Ward Members and Councillors

In June 2020 a briefing was held to update local ward members and councillors on Grenfell nursery and the drop-in accommodation. The proposed plans for the refurbishment of the Ilys Booker Centre were presented by the design team. Key areas of discussion focussed on ensuring how the design would address noise issues, introducing a green roof and enhancing visual amenity for neighbours. Members welcomed the environmentally friendly focus of the design.

It was discussed and agreed that the consultation would involve a broad range of media and channels, engaging with all interested parties and be led by Fluid in conjunction with the Neighbourhood Team. Members welcomed the proposals for resident engagement.



# Summary of feedback received via email

In addition to survey responses, one resident provided feedback on the proposals via email correspondence. A summary of comments and concerns can be seen below.

## **Consultation process**

- Residents have not had an input or opportunity to vote on whether the nursery is permanently located at the Ilys Booker Centre.

## **Health and Safety**

- A nursery should not be located below flats due to Health and Safety reasons. Children could potentially get hurt by falling objects or cigarettes from above.
- The pathway outside is used by motorbikes and is dangerous and unsafe for children.
- There has been a stabbing in Verity Close and the area is dangerous and unsafe for children.
- It is not an appropriate location for the nursery as there is drug dealing taking place regularly in the pathway outside.

## **Resident benefits**

- The nursery is not used by children previously from Grenfell Tower.

## **Security**

- The nursery currently is a hinderance to improving security and gating this part of the estate.

## **Prioritise repairs**

- Why are the homes in Verity Close being provided again with new double-glazed windows? This is the third time – we still have single-glazed windows. Is this the most effective use of the refurbishment budget?

