

# Lennox Estate

Summary Report of Engagement  
Event 1

Tibbalds Planning  
and Urban Design

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## 1. Introduction and overview

This report has been prepared by Tibbalds Planning and Urban Design to summarise the first of a series of engagement events on the Lennox Estate. The estate is located in the Roehampton Ward of London Borough of Wandsworth and in close proximity to the Borough boundary with Richmond to the north and west.

The Lennox Estate has been identified as a potential location for new housing alongside improved open spaces, play spaces and community facilities as part of the Homes for Wandsworth programme. The project is in the very early stages of development with no fixed location, scale, massing or required number of units established at this stage. Demolition of existing homes is not currently being explored and a set of guiding principles have been established to help inform design development which are that development on the Lennox Estate should contribute to:

- Creating healthy and happy communities
- Connecting the estate and surrounding neighbourhoods
- Promoting a safe and secure environment
- Making the most of amenity space and local facilities
- Improving biodiversity and access to nature

### *Purpose of the engagement process*

A bespoke set of engagement activities have been put together to gather the views of residents and involve them in the development of proposals for the estate. The main intention is to ensure that residents of the estate have an opportunity to feed into design development from the outset and that they remain informed about the plans as the project progresses.

The engagement process is currently envisaged to have three clear sets of activities which can broadly be summarised as:

- 1 Engagement Activity 1 'Hopes and Fears' - The first engagement activity (summarised in this report) focused on information gathering to ensure that the design team have a thorough understanding of the existing place.
- 2 Engagement Activity 2 'masterplan principles' – The second engagement activities will present the outcome of the first exercise and demonstrate how the information the community told us at the first events have informed a first set of masterplan principles. The masterplan principles will set out the approach to the location of new development, access and movement and open space / play space amongst other key factors.
- 3 Engagement Activity 3 'preferred masterplan' – After the second event the feedback will be used to refine the masterplan principles into a preferred masterplan.

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## 2. Engagement Event 1

The first in-person engagement event was held at the Paddock Upper School which is located adjacent to the Lennox Estate at its eastern edge. The event was held on Tuesday 13th June 2023 between 4pm and 8pm. Flyers were distributed to residents on the estate two weeks beforehand and sent via Royal Mail. A second set of invites were issued to include contact details for the housing team for residents that had queries before the event.

The event was well attended with approximately 30 people formally signing in and an estimated 10-20 additional visitors who did not sign in. Of the people who signed in, nearly all of the attendees currently lived on the estate, with a few external visitors.

Exhibition boards were presented (see Appendix 1) which provided the following information:

- A welcome and introduction to the project
- Getting About – which set out information about existing movement through and around the estate
- Your Estate – which set out information about the existing buildings on the estate
- Open Space – which set out information about the existing open spaces on the estate

With each board was a 'feedback' sheet where questions were posed on each of the topics above for residents to give their feedback and observations about how the existing estate works. Over 250 individual comments were made across the boards, with attendees leaving most comments on the board 'Help us understand your area' and 'Getting about', signifying that the operation of the existing estate, as well as movement around it, are key issues for local residents.

In addition to the boards and feedback sheets members of the project and client team were in attendance and to assist with answering any specific questions.

In parallel to the in-person event, an online engagement website was made available. The website hosted the same boards and prompting questions as the in-person exhibition boards and included an interactive map where people could leave comments on spaces/elements that they like/dislike on the estate. The website went live on the same day as the exhibition and the online survey was available for residents to complete for 1 month. There were 13 survey responses received, and approximately 45 place-based comments left on the interactive map.

The comments from the in-person event and online website have been summarised in Appendix 2 and 3 of this document. Demographic information was not recorded of in-person visitors but a summary of this information for online participants is included at Appendix 4.

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### 3. Key findings

The key findings from the in-person and online engagement undertaken in June 2023 are as follows:

#### *The existing estate*

- There was a strong response on the importance of the existing green space on the estate, which is well-liked, and much-used according to residents. Residents raised the importance of having this space for children to play, to reduce air pollution, to relax, and the visual pleasure of looking out onto greenery from the flats. There is a sense that the planting, mature trees, and open space really contribute to the 'feel' and character of the estate, and that this should be retained. *Residents made clear that the existing "green-ness" of the estate was a very positive feature, and any proposals to change or remove this will need to be very carefully considered. More recent additions such as the raised planting beds and daffodils have been mentioned by residents, and clearly are very positive additions.*
- A strong sense of community was expressed, with people knowing their neighbours and generally having very positive memories and associations with the estate. People talked fondly of the value that the community clubroom and youth centre brought, but that these services have declined significantly in recent years. *This provides a fantastic opportunity to bring these existing services back into use, and enhance the provision – ensuring appropriate provision of youth services too.*
- There were some management issues raised including fly-tipping, dog mess, anti-social behaviour, drain blockages, and potholes. *Some of these issues could be addressed through new development, alongside good maintenance and management.*
- For the people who did own cars, the lack of parking spaces and antisocial parking was identified as a significant issue. Other people also raised concern around vehicle speeds and the movement of vehicles across the estate. *Parking provision, and any changes to the parking arrangements are going to be very sensitive, and will need to be carefully considered, whilst acknowledging the site's location.*

#### *Connections*

- The two pedestrian routes onto Upper Richmond Road next to Beverley Brook and to the west of Lyle House Care Home are well used (access to the bus stop, and local shops etc), but could be enhanced and 'formalised'. In general, the relationship between the estate and Upper Richmond Road could be improved, including better entrances, bike lanes and lighting. *This presents a clear opportunity to improve the estate's frontage onto Upper Richmond Road, enhancing physical and visual permeability, and the estate's presence onto the main road.*
- Most people feel the estate is well connected to the wider area, with good proximity to the bus stops, and Barnes Railway Station. People most frequently visited the local shops and facilities on Upper Richmond Road, trips to local schools, Richmond Park and Putney. *The existing proximity to services and schools demonstrates the opportunity for the site to accommodate new homes, but also the opportunity to enhance routes and connections to these.*
- Visitors to the estate often get lost, and people feel the signage and legibility of the estate could be improved. Lots of residents walk through the estate to get to/from Upper Richmond Road, but even those who know the routes find them illegible. The change in levels also make it difficult for wheelchair users and those with pushchairs. *This legibility concern could be addressed through improved signage and external lighting, however the issue around existing levels will not be addressed through this infill development. The new development and public realm will meet modern accessibility standards, but the block layout and route layout should contribute as much as possible to improving permeability and movement across the estate for all users.*

#### *Future change*

- There was general support for new homes in the area, with agreement that local families should be housed as a priority. Some people were concerned about the impact on local services and facilities, and what additional services would need to be provided to support the increased population. *Further work will need to be undertaken to understand the pressure on existing services and how this can be best be ameliorated in response to new development in the area.*

- There was strong support for retention of the green open space, and trees on the site. *As above*
- A unified response on the need for improved cycle storage. *This can be addressed through new development as well as enhanced provision for the existing estate residents*
- Some residents supported the idea of implementing a CPZ. *This will need to be discussed further with the Highways Authority*
- There was a strong desire for community growing space and improving biodiversity across the estate. This should be considered during the design development, to see whether/where community growing space could be incorporated. The team will also need to have due regard for Urban Greening Factor and biodiversity net gain requirements.
- There was support for improving the access to Beverley Brook, in order to make this usable for walkers/cyclists (as long as it felt safe and well maintained). *Improving access to the Brook was seen as a positive addition, but would need to be carefully considered to ensure it was a safe and usable route.*

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# Appendix 1: Consultation boards



# Welcome and Introduction

Wandsworth Borough Council is currently considering ideas to develop sites across the Borough as part of its Homes for Wandsworth Programme. The aim of the programme is to deliver much-needed new council rent homes to meet the needs of the Borough's residents now, and for generations to come.

We are currently looking at the Lennox Estate as somewhere that could potentially provide new homes alongside improvements to open spaces, play spaces and community facilities. Demolition of existing homes is not under consideration.



This is our first consultation event and it will run from **4-8pm**. Further events will be held over the next 6-9 months.

## Background to the project

There is an exceptional need for new homes in the Borough with, at present, over 11,000 applicants on the Council's housing waiting list, over 2,400 of whom are classified as homeless. Wandsworth Borough Council approved a development programme in 2017, with the aim to build 1,000 new homes across the Borough on sites within the Council's ownership.

Following the 2022 elections, the Council has been targeting a series of actions to address the housing crisis Wandsworth faces. One of these is the Homes for Wandsworth programme's focus on council rent homes. This will deliver 1,000 homes for council rent – over 500 more than previously planned.

These homes will be delivered for local people and will be normally allocated to existing Council tenants from the estate, or the wider vicinity, who have an existing priority due to their homes either being overcrowded or underoccupied. This will then free up homes for those on the waiting lists.

The Lennox Estate has been identified as somewhere that could provide new homes alongside improvements to open spaces, play spaces and community facilities. Demolition of existing homes is not under consideration.

## Why are we here today?

We are at the very early stages of the design process but think that new homes could be built in the northern part of the estate. There are no fixed plans for how many homes there will be or exactly where they will be located within this part of the estate. We think that development in this area could also help to improve:

- The open space and public realm.
- How vehicles move around the estate and where they can park.
- Make better connections for people with Upper Richmond Road.

## What can I do today?

Today we are here with members of the project team to talk to you about your hopes for what development could mean for your estate. We want to listen to any concerns or worries you may have about what development might mean for you.

Today you can:

- Speak to a member of the team
- Write your ideas onto a post it note on the relevant board
- Complete and return a questionnaire to share your thoughts and ideas

## Guiding principles for development on the Lennox Estate

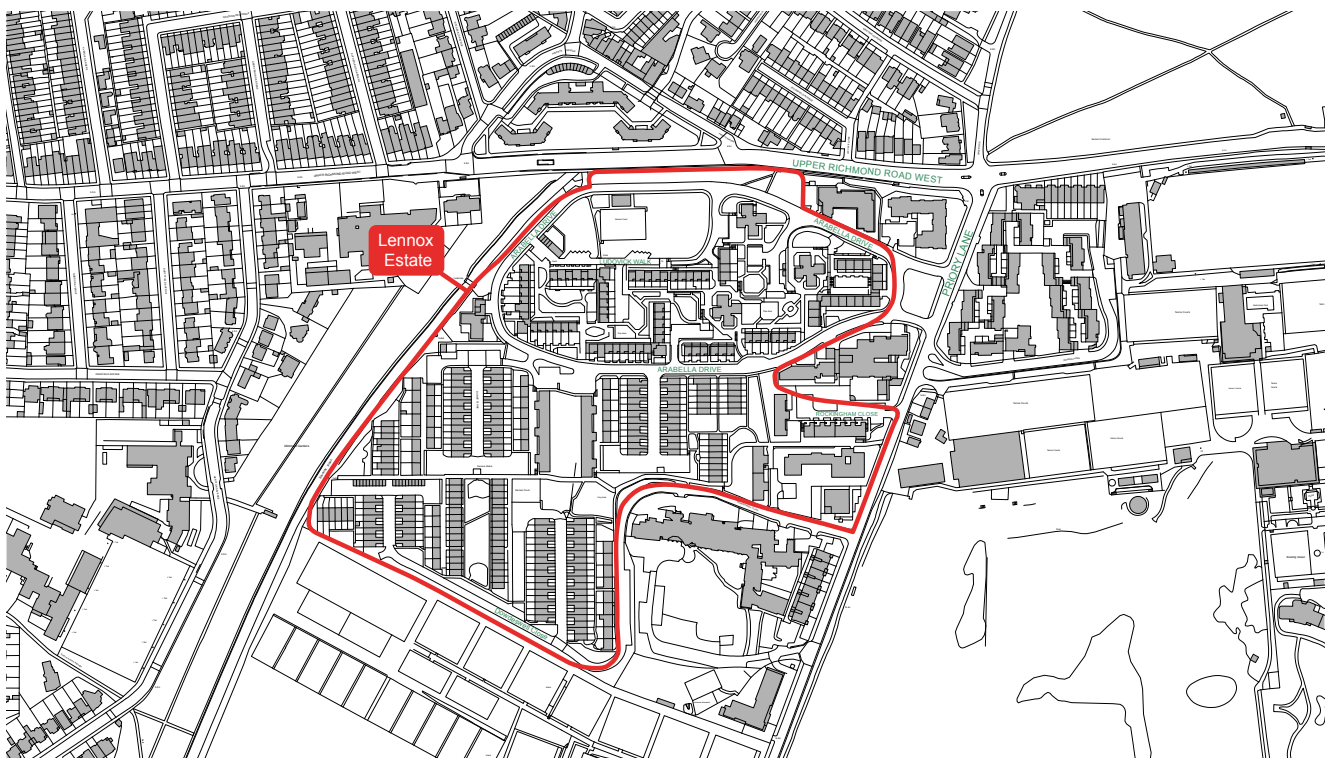
Working closely with the council, the team has developed a set of objectives that will guide proposals for your estate. It would be great to receive your feedback on these principles via the feedback form. Development on the Lennox Estate should contribute to:

- Creating healthy and happy communities
- Connecting the estate and surrounding neighbourhoods
- Promoting a safe and secure environment
- Making the most of amenity space and local facilities
- Improving biodiversity and access to nature

## Respond online

We have an online platform at [www.lennox-homesforwandsworth.co.uk](http://www.lennox-homesforwandsworth.co.uk) where the boards can be viewed. There is an interactive map where you can add your thoughts and ideas about different parts of the estate.

The questionnaire from this event will also be available to complete online (please provide your responses by Friday 30th June).



# Help us understand your area

## 1a. Your neighbourhood:

Things that I like



Things that could be better

## 1b. Outside your building

Things that I like

Things that could be better

## 1c. Inside your building

Things that I like

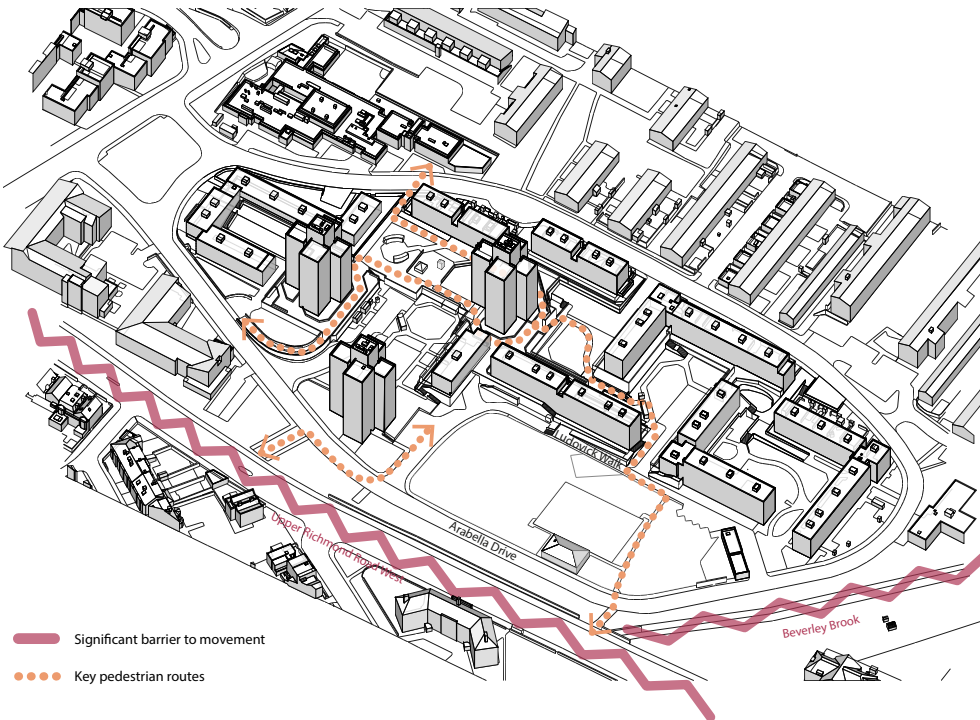
Things that could be better

## 1d. Inside your home?

Things that I like

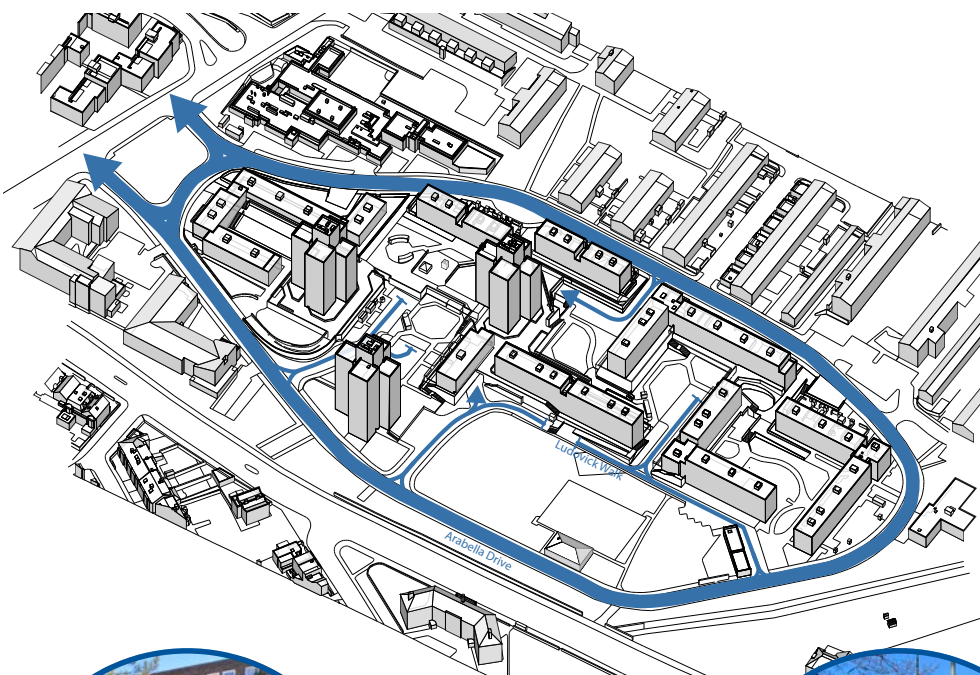
Things that could be better

# Getting About



## Walking:

- We think the main destinations on foot are Barnes station and the shops off Rockingham Close - are there any other main places you go?
- We think mostly people on foot leave the estate onto Upper Richmond Road - is that right?
- There are significant barriers to movement along Beverley Brook, Upper Richmond Road (a busy traffic road) and south of Dowdeswell Close
- There are lots of routes through the estate for pedestrians - are these easy to navigate and use for people living here?
- There are lots of stairs and level changes between some areas of the estate and the podiums that might make it difficult for some people to access parts of the estate - is it hard to move around if you use a wheelchair or a pushchair?



## Parking and servicing:

- Do deliveries and bin collection work well on the estate?
- We've noticed that there's a lot of space dedicated to vehicles on the estate - do you think all the road space is necessary for the number of cars using it?
- There seems to be a lot of informal parking on the estate (outside of garages and car parking spaces) - what do you think about that?



Do the routes through the estate feel safe all the time?



Do you have a car and park it on the estate?



Do you mostly use these accesses on Upper Richmond Road when you're travelling on foot? Are they convenient?

➔ Vehicle movement

# Getting About

2a. Have we got these key points right? For example the main walking routes, exits etc.

Grab a post-it and  
have your say!

2b. Which are the main routes you use to walk around the estate and why do you use them? For example, are they safer or quieter?

2c. Where are you going to (on a weekly basis)?

2d. Do you have a car?

2e. Which routes do you use to access / leave the estate?

# Getting About

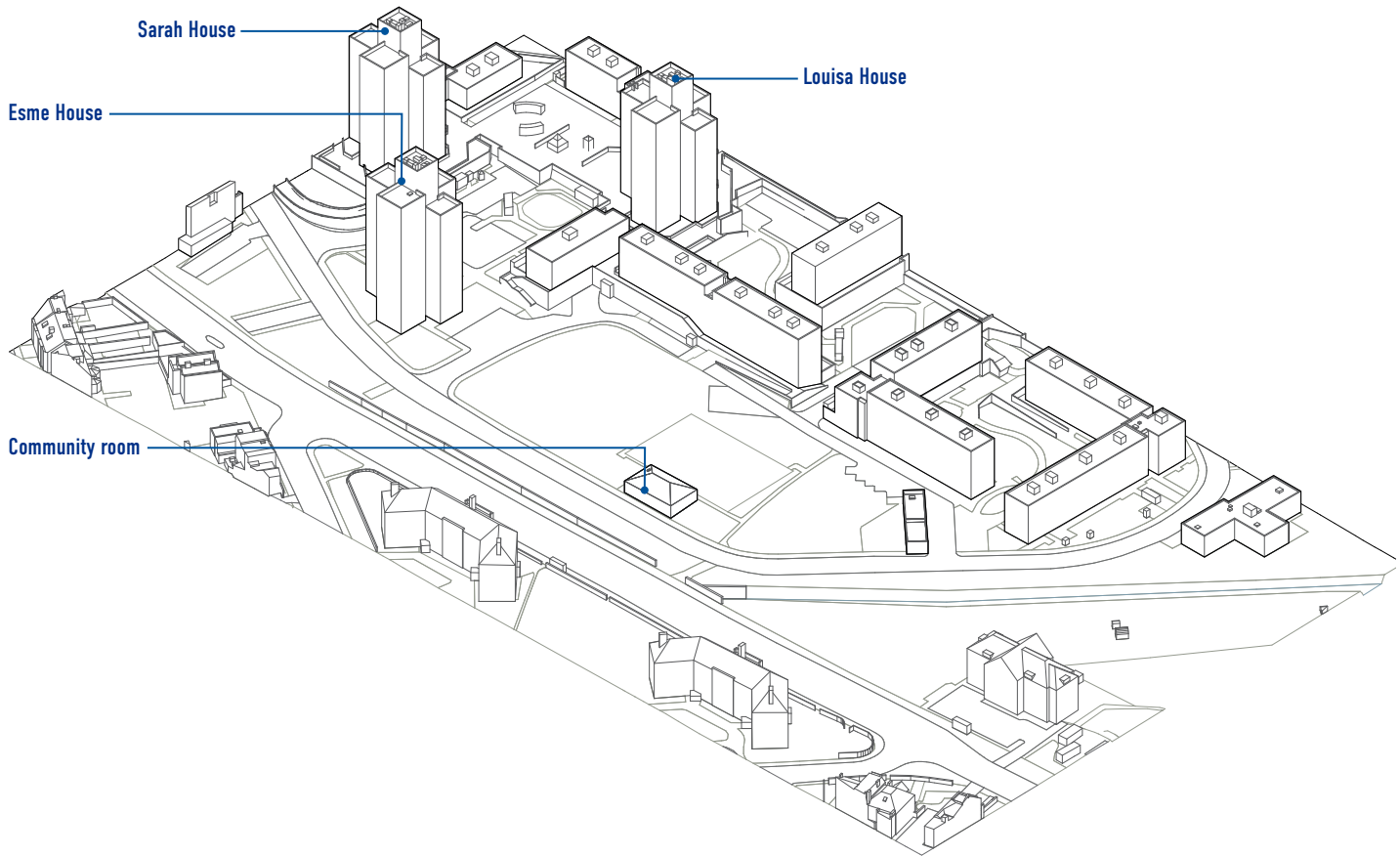
2f. Do you feel safe when walking through the estate at night?

Grab a post-it and  
have your say!

2g. Do you cycle? Can you keep your bike here safely?

2h. Do you get deliveries (groceries / amazon drop-off / deliveroo etc)? Can they park up? Can they find you?

2i. Is the estate easy to move around if you have mobility needs or use pushchairs?



Some of the homes on the estate are accessed from raised walkways - is this a positive feature?



Tall buildings are a feature on the estate



Do you like the way some homes on the estate are built around courtyards?

3a. What's your favourite building on the estate?

Grab a post-it and  
have your say!

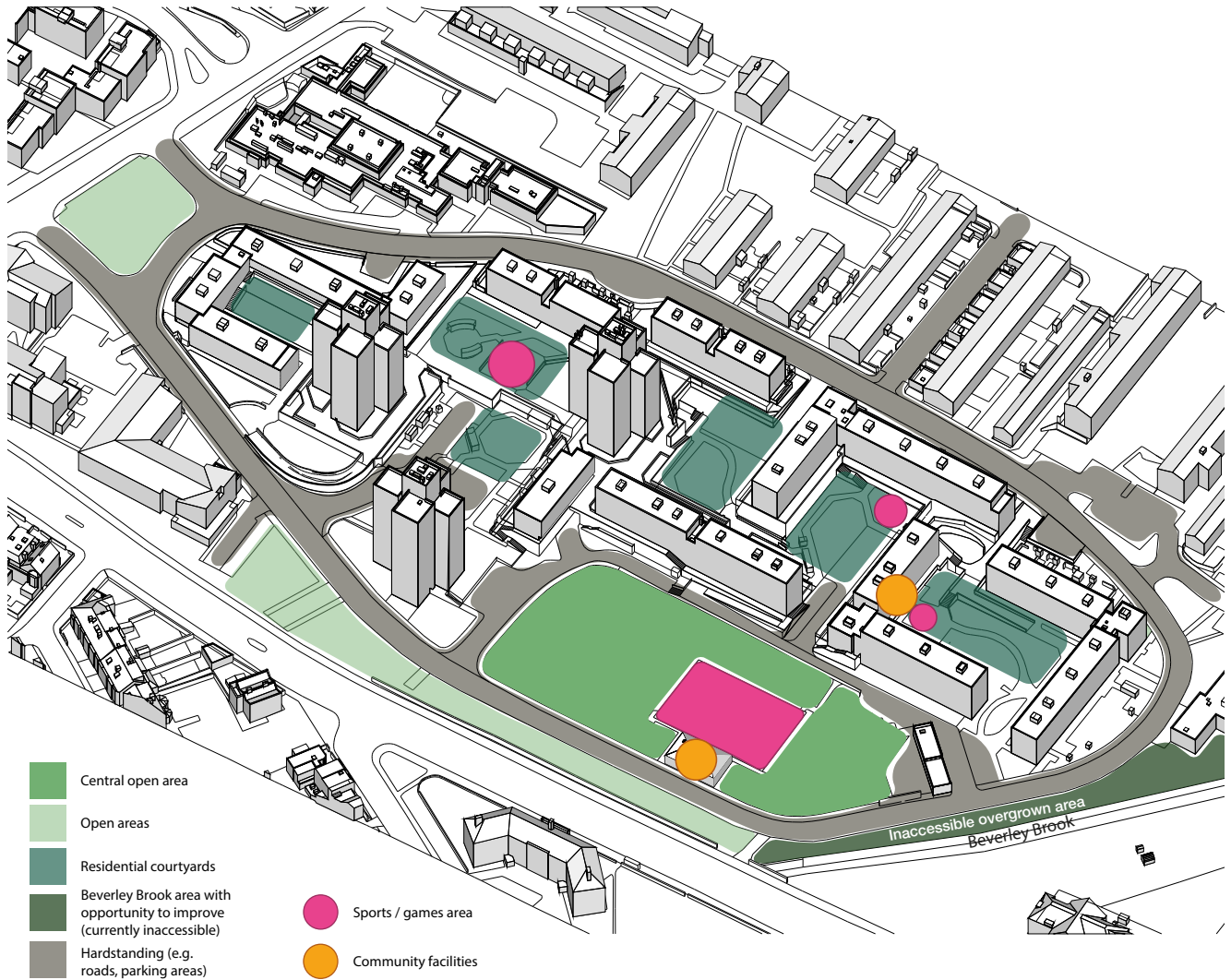
3b. What do you like about it?

3c. Do you use the community spaces onsite - Lennox Community Clubroom, Youth Centre? Is there anything that could make these spaces work better?

3d. Do you have access to garages under the podiums? Do you use them for storage or parking?

# Lennox Estate early consultation

# Open Space



Lennox Estate Green is the central green space on the estate. How do you use this space?



The central courtyard spaces provide places to sit in the sun. Do you use these?



Raised planters are currently use to help soften the edges of the buildings. Do you like the buffer this provides?



How do you think the central green space could be improved?



# Open Space

4a. Do you use any of the outside spaces on the estate at the moment? Which ones and why?

Grab a post-it and  
have your say!

4b. Is there any type of open space that you would like to use here in future?

For example: places to sit quietly, informal or formal play spaces, places to exercise, access to nature, places to gather together in groups

4c. Do you agree with the principles outlined on the first board? Are there others we should consider?

4d. Is there anything else you would like us to consider?

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## Appendix 2: Summary of comments from in-person event and online questionnaire

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### Summary of comments from in-person event

#### *Help us understand your area*

##### 1 General quotes

- “The council planted daffodils and I can see them from my kitchen window. I love them!”
- “Save green space, we need it for our kids!”
- “Bulky waste drop offs are great and are collected regularly.”

##### 2 Your neighbourhood

- A consistent theme was the amount of green space on the estate. Residents feel it reduces the air pollution and provides space to relax and their children to play.
- The bus/ transport links were also a positive. The estates' proximity to central London.
- The sense of community and the diversity in age groups that live in the community was seen as a positive.
- There were concerns around general infrastructure and how the neighbourhood deals with overcrowding. The strain on parking and doctor's surgeries were expressed.
- The desire for more police presence, CCTV and safety were expressed.

##### 3 Outside your building

- The green spaces were talked about as a great asset to the estate that the community did not want to lose.

##### 4 Inside your building

- Concerns about general building management issues such as the maintenance and cleanliness of communal spaces like lifts and corridors.

##### 5 Inside your home

- Multiple residents expressed how much they liked the windows in their homes, and the amount of natural light, and the views afforded to them
- There were some concerns about general building management issues in the home such as drain blockages and mould inside the homes.

#### *Getting about*

##### 1 Have you got these key points, right? For example, the main routes, exits etc.

- Yes - generally agreed principles are correct
- There is another route from Arabella Drive houses 55-70s through to Upper Richmond Road through an underpass which houses bins (currently not pleasant)
- Connection across to Priory Lane is also important
- “I think you under-represent the flow of people from the right hand side of your pedestrian map, and the flow of people “under” flats and directly toward the pedestrian access to Upper Richmond Road. Most residents of the

houses take this route. Undoubtedly the routes toward Priory Lane are also key - as people use these to access Barnes Station. I also think the flow of cars between garages of the houses on the top/South of your vehicle flow is significantly greater than that into the heart of the estate (indicated down and left arrow)”

- People parking on the estate and walking to Barnes station
- People use the bridge to access the allotments unofficially

2 Which are the main routes you use to walk around the estate and why do you use them? For example, are they safer or quieter?

- Make Arabella Road one way for safety and congestion.
- It feels safe and easy to walk around but CCTV would help.
- Using the green as it has good visibility and feels safer.
- The pedestrian route onto Upper Richmond Road are well used, and the fastest way to the bus stop.
- At night people tend to walk along Priory Lane and Arabella Drive rather than cutting across the green as it feels safer
- People on Burke Close and Dowdeswell Close tend to take shortcuts through the estate to get to Upper Richmond Road

3 Where are you going to (on a weekly basis)?

- Barnes Station; Richmond Park; Putney; East Sheen; Wandsworth school; Putney High School; local primary schools; local shops and facilities on Upper Richmond Road

4 Do you have a car?

- A mix between yes and no. More yes than no.
- Yes – Parking is a struggle, there are limited garages to rent and there is strong desire to have more electrical charging points for cars.
- No – Feel the area is well connected with walking routes and public transport. Good connection to the station.

5 Which routes do you use to access / leave the estate?

- Passing Beverley Brook entrance to Upper Richmond Rd
- Eastern pedestrian access onto Upper Richmond Road (this entrance is less clear and desirable)
- Via the green as it feels safer
- Walk from Arabella drive to Priory Lane

6 Do you feel safe when walking through the estate at night?

- A mix between yes and no. Majority of responses positive, but there are some areas in the main estate with poor visibility and areas “under” the flats. Other comments: Yes – but not including Barnes Common; yes – even late at night; yes – there is lots of lighting (possibly too much); and yes – when you know it well.
- No – anti social behaviour and dogs. No – Delivery scooters and mopeds using the footpaths. No – Lack of police presence and the estate feels separate to the rest of Wandsworth.

7 Do you cycle? Can you keep your bike here safely?

- Mixed response. Yes – uses garden shed for storage. No – lack of safe bike parking. People on upper floors would like to cycle but no lifts or external space to safely store bikes.

8 Do you get deliveries (groceries/amazon/Deliveroo etc)? Can they park up? Can they find you?

- Delivery drivers get confused and need better wayfinding on the estate. A general consensus that drivers often get lost on the estate.

9 Is the estate easy to move around if you have mobility needs or use a pushchair?

There are lots of stairs that are difficult to access with a pushchair. People in wheelchairs/with pushchairs often must take a longer route

The drop kerbs are not flush and hard to use for wheelchair users.

There has however been an improvement in the number of potholes and obstructions.

## *Your Estate*

1 General Quotes

- “Love the creepers and plant beds around the tower blocks!”
- “The tall buildings are not very pretty.”
- “Care home struggles for social space. The community hall is valuable.”
- “My step kids grew up in the youth community room but now it is hardly used.”

2 What’s your favourite building on the estate?

- Rockingham Close– the lower rise buildings
- Maisonettes looking at the garden.
- Community Centre

3 What do you like about it?

- The views; Neighbours and friendly community atmosphere; The green space; Raised walkways; Low upkeep cost

4 Do you use community spaces onsite – Lennox community clubroom, Youth Centre? Is there anything that could make these spaces work better?

- General reduction in the services offered and their use, but people would like to see an increase in offerings, a café, community classes etc.
- The basketball court is well used by children
- The youth club has become underused
- Activities are required for teenagers and a need for spaces aimed at 11 – 18 yr. olds. There is a need for sports facilities
- Spaces that are green and ‘for everyone’. Spaces that are multigenerational.

5 Do you have access to garages under the podiums? Do you use them for storage or parking?

- Most respondents did not have access to garages, but stated that all the garages are in use and there is a lack of parking.
- The lack of parking spaces and overcrowding of cars was expressed as a major concern by residents.

## *Open Space*

### 6 General quotes

- “People like to look after and care for local community gardens. There is a sense of pride for the local space.”
- “It would be good to make Beverley Brook more of an asset and accessible.”
- “The trees are the best thing about the estate.”

### 7 Do you use any of the outside spaces on the estate at the moment? Which ones and why?

- The spaces between blocks are used by children
- The Big green
- The courtyard playground but it requires some maintenance and cleaning
- All the open spaces are used by residents for picnics, socialising, exercising and recreation
- Also Richmond Park because it is close by

### 8 Is there any type of open space that you would like to use here in the future?

- A need for more benches and seating area in green spaces
- A strong desire for a community garden or allotments
- More play areas and activities for young kids
- Access and walking route along Beverley Brook to improve access to nature

### 9 Do you agree with the principles outlines on the first board? Are there others we should consider?

- Agree with “No loss of green space.”
- “In principle more housing is good.”
- There are concerns about overcrowding and loss of green spaces
- Consider building on top of the maisonettes? As the towers already feel too tall
- Agree that local families should be housed as a priority

### 10 Is there anything else you would like us to consider?

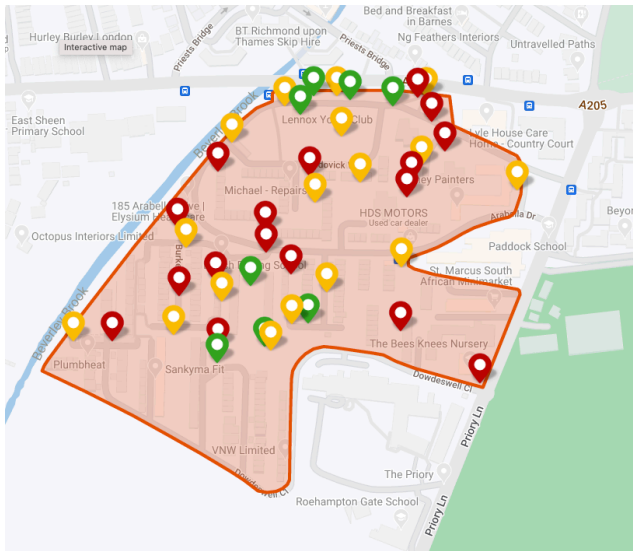
- More raised beds for community planting / planting spaces that do not rely on council intervention
- A desire for more biodiversity in the greenspaces. Some private green/patio areas
- Making Beverley Brook more accessible, feel safer and useful to cyclists, pedestrians and wildlife
- Sustainability – energy generation, reducing flood risk, more tree planting to reduce effects of air pollution
- Cumulative effect of nearby development also going on means increased pressure on services and local facilities. This must be taken into account
- More space dedicated to recycling

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## Appendix 3: Summary of comments from online interactive map

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### Online Interactive map (location-specific comments)



#### *Positive comments:*

- Planting to the north of the estate
- Green space and games area next to the Youth Club
- Several mature trees
- Two small playgrounds to the south of the estate – safe, fun and a valuable part of the community

#### *General idea or observation:*

- Better signage and organisation of recycling bins
- Bike lanes into the estate
- Allotments and growing space
- A proper pedestrian entrance is needed onto URR from Arabella Drive (eastern entrance) – needs to be resurfaced for pushchair/wheelchair users
- The estate should have a TMO to encourage proper parking
- Signage across the estate is unclear and illegible
- Bike hangars would be a fantastic addition
- Waste management and fly tipping an issue
- More electric charging points
- A desire for community communication to be in more languages to make it more inclusive to all residents.

#### *Things that are disliked*

- Underpass that goes between Ludovick walk houses past the bins is unpleasant and unsafe
- Open space to the east of the southernmost tower is unpleasant – dog mess, unclean, insects, overgrown
- Antisocial parking
- Litter and road potholes
- Vehicle speeds on the estate

## Appendix 4: Demographic information of online participants

### Demographic Information of online participants

#### Age

All Interactions

0-17	0% (0 interactions)
18-24	0% (0 interactions)
25-34	18% (2 interactions)
35-44	27% (3 interactions)
45-54	27% (3 interactions)
55-64	18% (2 interactions)
65 or over	9% (1 interactions)
Prefer not to say	0% (0 interactions)

#### Gender

All Interactions

Female	85% (11 interactions)
Male	15% (2 interactions)
Non-binary	0% (0 interactions)
Other	0% (0 interactions)
Prefer not to say	0% (0 interactions)

#### Ethnicity

All Interactions

White English, Welsh, Scottish, Northern Irish or British	83% (10 interactions)
Irish	0% (0 interactions)
Gypsy or Irish Traveller	0% (0 interactions)
Mixed or Multiple ethnic groups	0% (0 interactions)
White and Black Caribbean	0% (0 interactions)
White and Black African	0% (0 interactions)
White and Asian	0% (0 interactions)
Bangladeshi	0% (0 interactions)
Chinese	0% (0 interactions)
Black, African, Caribbean or Black British	0% (0 interactions)
Arab	0% (0 interactions)
Asian or Asian British	0% (0 interactions)
Indian	0% (0 interactions)
Pakistani	0% (0 interactions)
Other	0% (0 interactions)
Prefer not to say	17% (2 interactions)