

# Camden HS2 Feedback Report

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# Revision history

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# 1.0 Executive summary

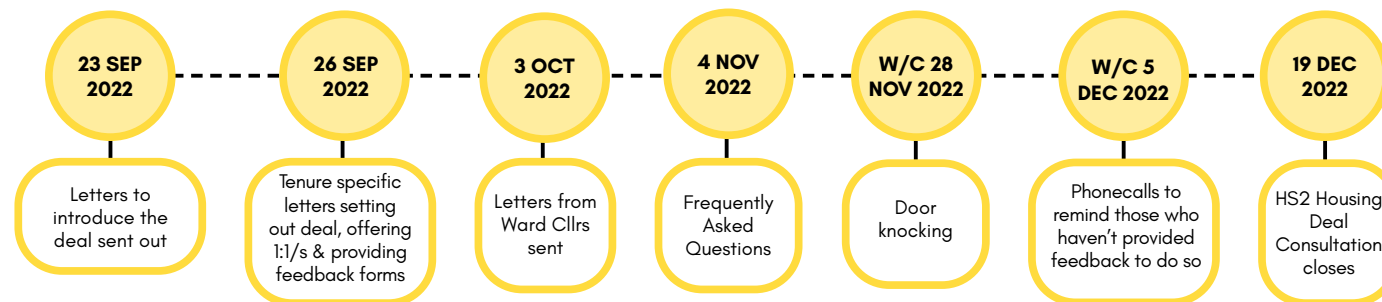
 This report is prepared for Camden Council by independent consultants make:good.

## Context:

Camden Council have been working with HS2 Ltd. and the Department for Transport to find additional funding to vacate all residents including leaseholders from the worst affected properties on the Regents Park Estate; Cartmel, Coniston and Langdale.

In January 2023 the Council's Cabinet will make a decision on whether or not to accept the deal and as part of this process, the Council wanted to seek feedback from affected tenants and council leaseholders.

## Timeline:



## Aims:

The aim of the Camden HS2 Housing Deal feedback gathering process was to understand:

- What % of residents would accept the Housing Deal if it was formally offered
- How residents' experiences of the HS2 works have shaped their response to the deal
- To use this information gathered to support the Council's decision making process

## Approach:

The proposed HS2 Housing Deal is tailored to four different tenures, Council tenants still living in the blocks, tenants who have been moved under the Voluntary Re-housing Scheme (VRS), resident leaseholders and non-resident leaseholders. Tenure specific letters setting out the Camden HS2 Housing Deal were sent to all relevant households in September 2022 containing:

- Information on the Housing Deal and how to talk to Camden about it
- Feedback form
- Equalities monitoring form
- Prepaid envelopes to return feedback
- E-mail address to return feedback

## Reach:

The target audience for the feedback was 141 households. 96 households or 68% of the total households have responded to the Camden HS2 Housing Deal.

# 1.0 Executive summary

## Key findings:

- 70% of households stated that they would accept the Housing Deal.
- 7% of households stated that they would not accept the Housing Deal.
- 23% of households stated that they did not know if they would accept the Housing Deal.

## Equalities impact assessment:

From the target audience of 141 households, 96 provided feedback and of these households 85 completed the Equalities Monitoring Form.

## Conclusion and next steps:

The majority of households would accept the HS2 Housing Deal if it was formally offered. Many residents, particularly tenants who have been rehoused, set out the key impacts of the HS2 works had on their households including:

- negatively impacting physical and mental health of whole families
- financial pressure from costs of moving
- impacts of noise and dust from construction works on quality of life

Leaseholders and non-resident leaseholders were more uncertain about accepting the deal as they wanted to know specific figures around valuations of their properties in order to form a more definite opinion on accepting the deal.

Camden Council's cabinet will include the findings of this report in their decision making process about the HS2 Housing Deal at the January 2023 Cabinet Meeting.

“Endless noise and dust from the numerous machinery outside the windows was what we had to endure for years.”

**Tenant (re-housed)**

“The support offered in the Housing Deal would support us greatly in seeking a new home after a very turbulent couple of years where our family has suffered a lot due to surgeries, chronic illnesses, noise and pollution.”

**Tenant**

“Without a valuation in place other properties cannot be considered as affordability is not known.”

**Leaseholder**

“Since the beginning of the works, my flats were rented below market value due to the disruption, causing considerable loss to the business income.”

**Non-resident leaseholder**

## 2.0 Introduction

### Context for gathering feedback

Back in October 2020, Camden Council identified three residential blocks, Cartmel, Coniston and Langdale as being 'virtually uninhabitable' because of the impact of noise and dust and vibration from the HS2 construction work.

They brought forward a Voluntary Re-housing Scheme (VRS) and a Regent's Park Estate Local Lettings Plan (RPE LLP) which has helped a large number of families move away from the impact of construction.

Camden Council have been working with HS2 Ltd. and the Department for Transport to find additional funding to vacate all residents including leaseholders from the worst affected properties on the Regents Park Estate and have secured a funding deal in principle to relocate residents from the Cartmel, Coniston and Langdale blocks. These three blocks have 153 homes within them, 141 of them have council tenants and leaseholders who would be offered a deal as part of the HS2 funding.

While the work to obtain funding was being undertaken the Council made a decision to create a voluntary rehousing scheme to enable residents to move if they wanted to and 78 households have already made the decision to move from the estate.

Camden Council's Cabinet are meeting in January 2023 to make a final decision on accepting this deal and in order to support this decision making process wanted to seek input from residents on their thoughts and to make sure that residents understood what the offer would mean for them.

#### Preparing this report

This report has been prepared by make:good, Camden Council's independent consultants who have reviewed all the feedback and prepared anonymised summaries for the Council. It will be made available to residents so that they can see what was discovered through the consultation process.

#### Summary of the proposed HS2 Housing deal:

- Tenants who have already relocated  
They would receive a one-off compensation payment of £7100 and disturbance costs that change depending on size of property.
- Tenants in the blocks  
They would receive a one-off compensation payment of £7100 and disturbance costs that change depending on size of their property.
- Resident leaseholders  
The Council would buy back their properties at market value + 10% up to £78k of market value and reasonable conveyancing costs. Eligible to request a Shared Equity property
- Non resident leaseholders  
The Council would buy back their properties at market value + 7.5% up to £78k of market value and reasonable conveyancing costs.

## 3.0 Aims of gathering feedback

To support the Council's decision making process about the HS2 Housing deal a feedback gathering process was put in place to gather answers on the following questions:

- Would residents accept Camden Council's HS2 Housing deal if it was officially offered?
- Why have they reached their opinion on the deal?
- Do residents have any questions about the HS2 Housing deal?
- Are there any other things residents would like Camden Council to consider as part of their decision making process?

The feedback was intended to provide Camden Council with a clear sense of the sentiment of residents towards the proposed deal with numerical data to show whether residents would or would not accept the deal and qualitative feedback to set out why residents had responded the way they did.

# 4.0 Gathering feedback approach

## Mechanisms for gathering feedback:

Feedback was gathered through a paper feedback form sent to each household. These forms could be returned either by:



**Post in a prepaid + addressed envelope to make:good**

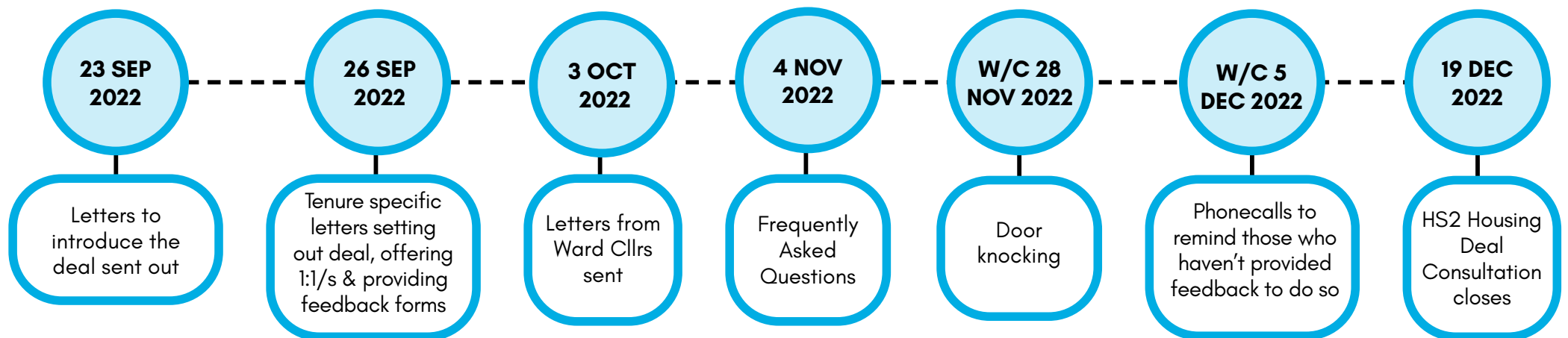


**E-mail to dedicated inbox managed by make:good**

If residents needed alternative formats or translations residents were asked to contact make:good directly.

One-to-one conversations with a Camden Council officer were available to all residents to discuss the HS2 housing deal and what it would mean for them in order to support them to provide meaningful feedback to the process.

## Timeline:





# 4.0 Gathering feedback approach

## Feedback processing

All feedback was entered into a spreadsheet by make:good for analysis.

The quantitative question was analysed into yes/ no/ don't know responses and a % weighting could be applied; this allowed us to provide statistics on what % of residents would accept the deal if formally offered.

The qualitative feedback was coded for key words identified when reading through the submissions. Key words were tallied so that the qualitative data was used to generate quantitative data whereby the number of times a key word was mentioned was calculated and then key principles, ideas and themes that were mentioned could be drawn out to provide a summary of the sentiment within the feedback.



## 5.0 Reach and tenure breakdown

### Household breakdown

There is a target audience of 141 households across the following four tenures:

- Rehoused tenants 55%
- Tenants 18.5%
- Leaseholders 13%
- Non resident leaseholders 13.5%

### Response statistics:

As of 19th December we have received 96 pieces of feedback in total.

- 66% of this feedback was provided by rehoused tenants
- 7% of this feedback was provided by tenants
- 15% of this feedback was provided by leaseholders
- 13% of this feedback was provided by non resident leaseholders

68% of the total audience have submitted feedback.

### Response breakdown

Tenure	No. of households	Number and % of tenure who responded
Rehoused tenants	78	63 (81%)
Tenants	26	7 (27%)
Leaseholders	18	14 (78%)
Non resident leaseholders	19	12 (63%)
<b>TOTAL</b>	<b>141</b>	<b>96 (68%)</b>

# 6.0 Findings from feedback

## 6.1 Overall summary

It is clear from the responses that the impact of the HS2 building works has been very stressful for both residents that have been rehoused and those that have stayed in their homes.

**70% of respondents said yes, they would accept the deal:**



because they felt it went some way in compensating them for:

- the emotional distress and impact of stress on their mental health
- the costs incurred in moving if they have moved or the costs they will incur should they move. On this point it should be noted that fear about the financial burden has stopped some people from moving
- the noise and pollution that they have been subjected to
- the impact on their physical health that the experience has had

Residents who have moved away from their homes reported that they had to use savings or loans to pay for the move and any new furniture or decorating their new homes and this was very stressful for them.

**7% of respondents said no, they would reject the deal:**

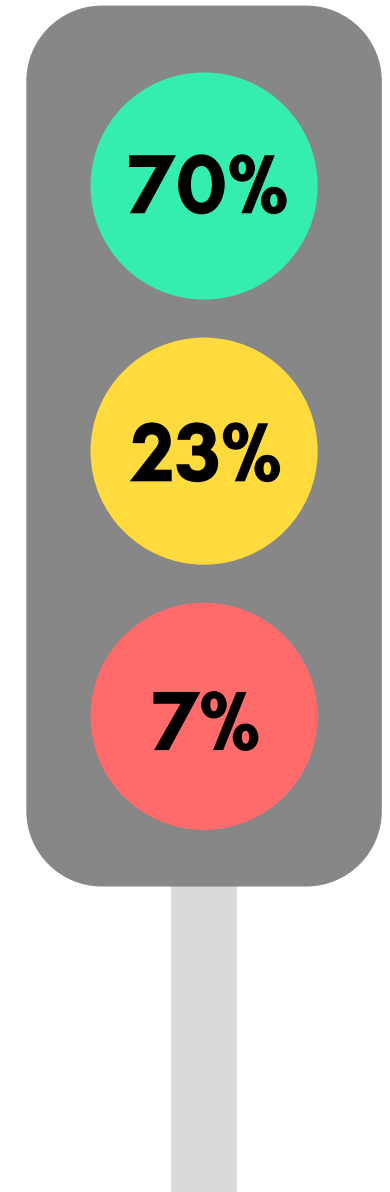


giving reasons that the offer was not high enough or that they wanted to remain in their current homes and be supported to do so comfortably. Some tenants or tenants that have been rehoused said they would reject the deal as comparatively to leaseholders and non-resident leaseholders they thought their offer was not high enough.

**23% of respondents said they don't know if they would accept the deal:**



stating that they wanted more detail or thought the offer was not high enough and would like to receive an alternative offer. Leaseholders and non-resident leaseholders have asked for more information on the valuations and what the numerical value of the offer would be before confirming whether they would or would not accept the deal. The detail of the valuation impacts on whether a replacement home would be affordable or not and therefore these two tenures have leant towards a don't know response. Leaseholders also expressed concerns about the current housing market with interest rates rising and securing a mortgage becoming increasingly challenging.



# 6.0 Findings from feedback

## 6.2 Summary per tenure

### Tenants (rehoused)

The level of detail in the feedback that tenants who had been rehoused provided shows that the disruption caused by the HS2 works has caused a lot of emotional and physical stress on the affected households. The stress has impacted on people's ability to do their jobs, impacted on children and young people's capacity to get the most out of their schooling and the financial impact of choosing to move has put additional pressure on households at a time when people are already struggling under multiple external pressures.

**Based on 63 pieces of feedback, 84% of tenants that have been rehoused who responded said they would accept the deal, 3% said they would reject the deal and 13% said they did not know.**

Accepting the deal was seen to go some way in alleviating the impact of:

- the financial burden of moving, replacing furniture that would not fit, repairing new homes and bringing things up to a standard they were happy to. Residents reported using their own savings or loans to cover these costs upfront which have left them in a more vulnerable financial position
- the mental and physical health impacts on everybody in the household from both the stress and uncertainty and the noise and dust from the construction works themselves

Reservations around the deal were whether the amount could be higher due to some residents having spent more than this amount moving and settling into their new properties. In comparison to the sums leaseholders would be getting through the deal, some residents felt that their offer was not high enough.

### Quotes from tenants (rehoused):

*“I don't think it's enough. It's not just removal costs, redecorating, curtains and flooring it's the upset to all our lives and the loss of the community.”*

*“The amount offered seems nothing compared to the stress, anxiety and disturbance it has caused.”*

*“I had a lot more stress and health problems with my children. My daughter has asthma which was made worse with the dust and pollution. My son has anxiety and angry behaviours so loud noises made him feel worse.”*

# 6.0 Findings from feedback

## 6.2 Summary per tenure

### Tenants

**Based on 7 pieces of feedback, 86% of tenants who responded said they would accept the deal and 14% said they would reject the deal.**

The majority of responses stated that the financial support offered by the deal would help them cover the costs of moving and make this choice more acceptable. They reported some of the same impacts of the HS2 works, with noise, dust and disruption in accessing their homes negatively impacting them.

Accepting the deal was seen to go some way in alleviating the impact of:

- the financial burden of moving
- the physical and emotional stress that the construction works have brought upon households.

Only one tenant provided feedback that they would reject the deal and this was because they did not want to move from their home or the area.

#### Quotes from tenants:

*“HS2 has caused so much disruption to our lives so with this deal we can finally have a fresh start.”*

*“The support offered in the Housing Deal would support us greatly in seeking a new home after a very turbulent couple of years where our family has suffered a lot due to surgeries, chronic illnesses, noise, pollution, the pandemic and difficult economic conditions.”*

*“I will accept the deal as moving houses is not easy. Buying necessary things for the house is expensive as well as removal cost, this will help.”*

# 6.0 Findings from feedback

## 6.2 Summary per tenure

### Resident leaseholders

Resident leaseholders were more uncertain about accepting the deal because the amount of funds they receive is dependent on the valuation of their property and without clarity on this they found it hard to offer a definitive response to the deal. These residents reported the same impacts of the HS2 works with noise and dust causing an impact on the quality of life and this has had physical and mental health impacts.

**Based on 14 pieces of feedback, 29% of leaseholders who responded said they would accept the deal, 7% said they would reject the deal and 64% said they didn't know.**

Reservations around the deal were:

- uncertainty of the valuations of their existing homes and therefore what the monetary value of the deal would be.
- concerns about affordability within the same area and whether they would now need to leave the borough/ London.
- concerns about securing a new mortgage in the current climate, this is particularly true for those whose employment status has changed.
- more information on how any equity share opportunities would work.

#### Quotes from resident leaseholders:

*“Without a valuation in place other properties’ affordability is not known.”*

*“The HS2 works have caused huge disruption and distress to my children’s education and mental health.”*

*“At the moment there are too many unanswered questions as to time frame, valuations, when monies would be paid and what shared ownership/ council properties would be on offer and their location.”*

# 6.0 Findings from feedback

## 6.2 Summary per tenure

### Non resident-leaseholders

Responses from this tenure are more mixed with nearly half stating they would reject the deal as these homes are part of their income and they are asking for compensation for loss of rental income due to the works and want to retain their properties as rental income. Nearly half have stated they would accept the deal as the 7.5% of market value offered on top of their property valuation was seen as a good deal.

**Based on 12 pieces of feedback, 33% of non-resident leaseholders who responded said they would accept the deal, 25% said they would reject the deal and 42% said they did not know.**

Reservations around the deal were:

- uncertainty of the valuations of their existing homes and therefore what the monetary value of the deal would be
- a request for compensation for loss of earnings as rents have suffered due to the construction disruption
- wanting the same deal as offered to resident leaseholders

#### Quotes from non-resident leaseholders:

*“ I need more clarification in the consultation process before I can make a clearer response.”*

*“ Due to health risks and health condition of family members we had no choice but move away. We had to leave London family and friends because it was too expensive.”*

*“ What the company is instead requesting, is compensation for the financial loss of the company during these works. ”*

*“ I would accept this deal because the Council have secured the same package as you have done for occupier/ leaseholders.”*

*“ I need more detail on this process before I can confirm my opinion ”*

# 7.0 Equalities impact assessment

## 7.1 What is an equalities impact assessment

An Equality Impact Assessment (EQIA) is an improvement process which helps to determine whether policies, practices, or new proposals will disproportionately and significantly impact on, or affect different groups or communities.

Under the equalities Act 2010, the Council are required to understand how their policies might impact its diverse communities differently therefore as part of the feedback gathering process on Camden's HS2 Housing Deal information was gathered about respondents in relation to the protected characteristics set out in the act. The intention of gathering this information was to help the Council identify any inequalities in how residents would be impacted by the HS2 Housing Deal.

The protected characteristics identified within the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

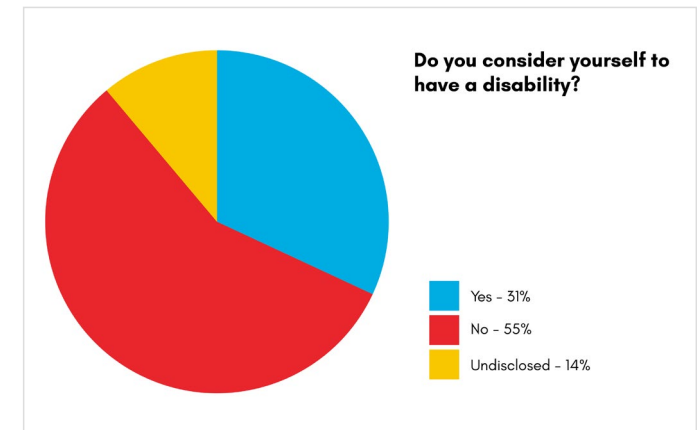
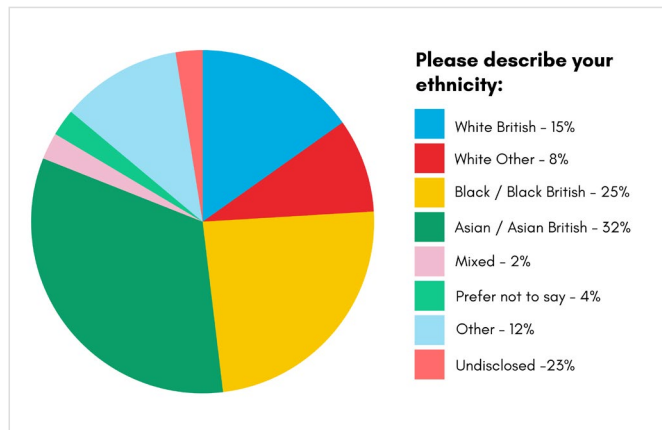
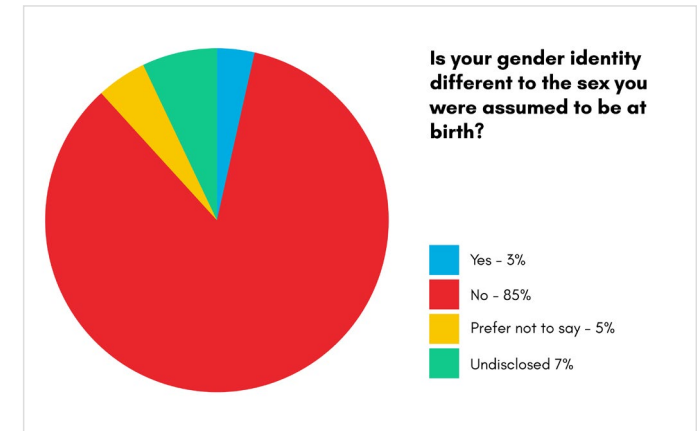
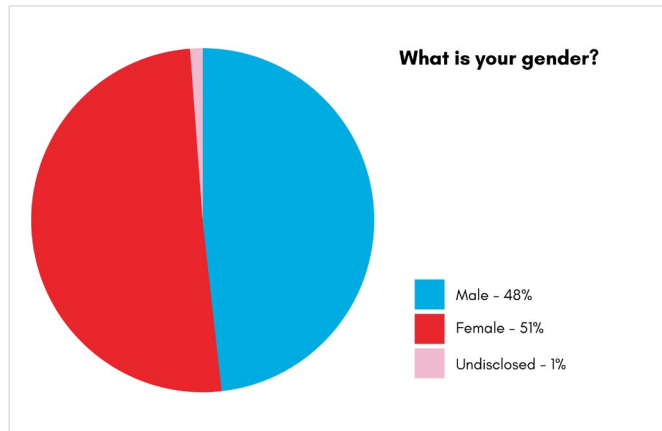


# 7.0 Equalities impact assessment

## 7.2 Equalities data gathered

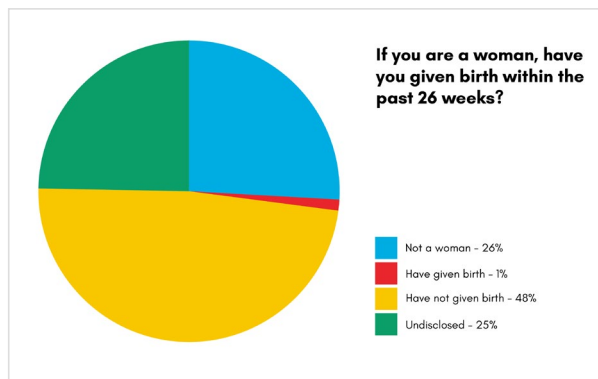
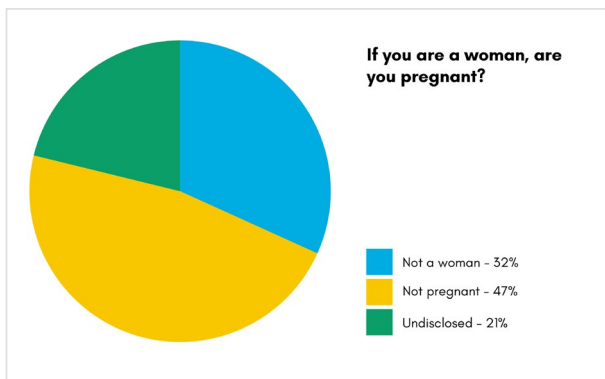
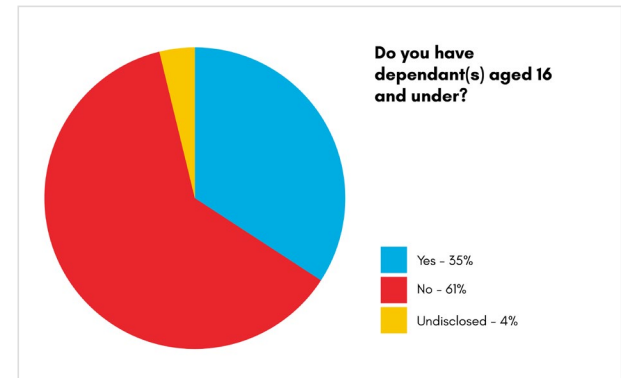
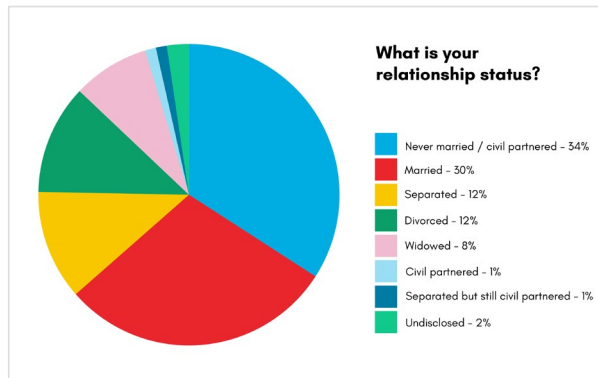
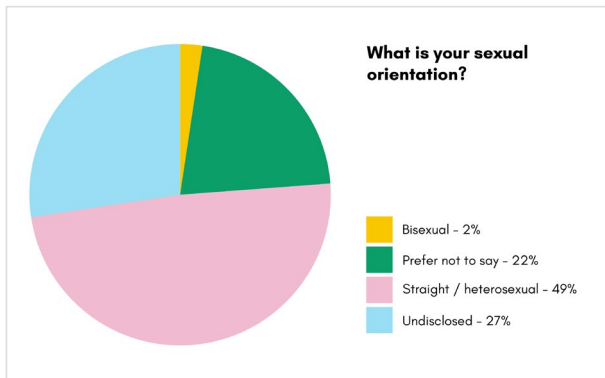
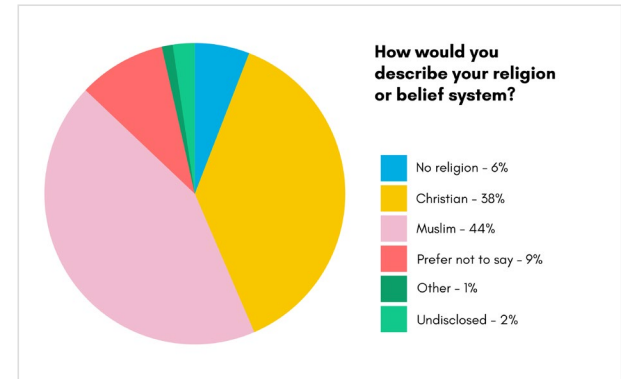
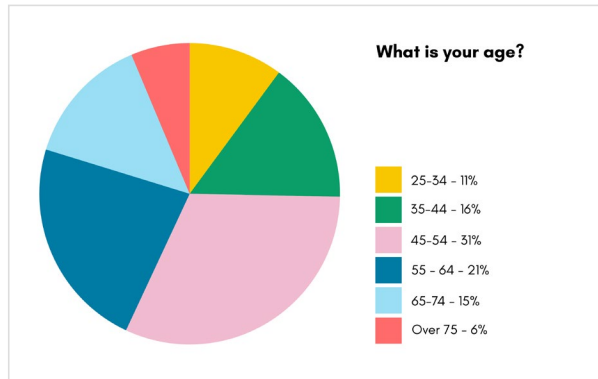
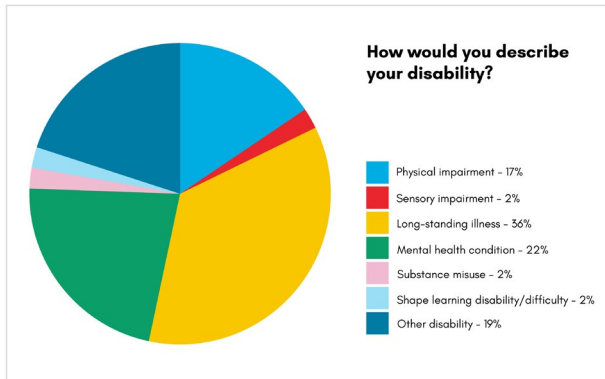
From the target audience of 141 households 96 provided feedback and of these households 85 completed the Equalities Monitoring Form.

The following diagrams set out the equalities data collected. It should be noted that not all respondents answered all the questions and where the number of households represented is less than the total number who started the form this has been noted.



# 7.0 Equalities impact assessment

## 7.2 Equalities data gathered



# 7.0 Equalities impact assessment

## 7.3 Impacts of EQIA

There would be positive potential impacts for all residents relating to the protected characteristics as the offer as almost all respondents report the negative impact of the HS2 construction works and therefore the HS2 Housing Deal offers financial benefits to all tenures. The HS2 Housing Deal is tailored to each tenure but all residents within that tenure are offered the same deal without discrimination.

### **An analysis of the equalities data shows that of those impacted by the HS2 Housing Deal:**

- 50.6% identify as female
- 35.3% have dependants aged 16 and under
- 1.2% of females responding have given birth within the last 26 weeks
- 21.2% are post retirement age
- 30.9% identify as having a disability
- 56.5% identify as being from a BAME community

People with these protected characteristics are more likely to have lower incomes\* than those without these characteristics meaning that the financial impact of moving is likely to disproportionately affect these groups. The HS2 Housing Deal therefore has the capacity to positively impact moving for tenant and tenants who have been re-housed within these groups, although it should be noted that some residents have stated that the funds will not cover full costs of the move.

Leaseholders within these groups are more likely to find getting a new mortgage more challenging, particularly with the cost of homes and access to finance fluctuating in the current economic climate. This is will likely impact older leaseholders more than others.

### **References:**

#### Poverty

Londoners from BAME communities are more likely to live in poverty than White communities  
<https://www.trustforlondon.org.uk/data/populations/ethnicity/>

#### Gender pay gap means that women are more likely to earn less than men

<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/bulletins/genderpaygapintheuk/2022>

#### There is a disability pay gap between those living with or without a disability

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/disabilitypaygapintheuk/2021>

#### Caring responsibilities disproportionately impact womens careers

<https://workplaceinsight.net/caring-responsibilities-disproportionately-impact-womens-lives-and-careers/>

## 8.0 Conclusions and next steps

**Analysing the feedback received shows that the majority of households would accept the HS2 Housing Deal if it was formally offered.**

Many residents, particularly tenants who have been rehoused, set out the impact that the HS2 works had had on the physical and mental health of whole families. The financial impact of moving has left those that have moved in a difficult position and concerns about bearing the costs of moving has been a barrier to those who have not moved.

Where residents have stated that they want the deal to be increased it should be reiterated that the figures are based on statutory calculations of compensation.

Support for Leaseholders to find suitable properties within a similar area would help them to feel more confident in their decision as well as clarity on some example valuations.

Camden Council's cabinet will include this report as part of the body evidence upon which they make their decision about the HS2 Housing Deal at the early 2023 Cabinet Meeting.

A summary of this report will be made available to residents so that they can see what the findings of this piece of research are.

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