



SHUTTLEWORTH HOUSE

ACTION PLAN 2012



CITY OF
Lincoln
COUNCIL

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SHRG Shuttleworth
House
Residents
Group

FOREWORD

Councillor Ric Metcalfe,
City of Lincoln Council

Ian moved to Shuttleworth House in April 2000 after living for many years on the Gloucester Grove Estate in London. Whilst living in London Ian witnessed first hand how a Community worked together harmoniously with Statutory Agencies to improve the lives of those living there.

When the opportunity arose during 2011 to be part of something similar in Shuttleworth House Ian stepped up to the challenge and because of his passion for the place that he lived soon became Chairperson of the Shuttleworth House Resident Group.

Ian Mills,
Shuttleworth House Resident's Group

THE HISTORY OF SHUTTLEWORTH HOUSE



Clayton & Shuttleworth of Stamp End, Lincoln were manufacturers of Traction Engines, agricultural machinery and locomotives.

In 1842 Clayton, Shuttleworth & Co was established by Joseph Shuttleworth and Nathaniel Clayton at Stamp End Works, Lincoln. Iron-founding soon became their main interest, with the railway boom at first providing a rapidly expanding market. This was followed by the start of their rise to prominence as agricultural engineers. The company continued to prosper until the First World War and by 1914 it was operating from three factories: the Stamp End Works, the nearby Titanic Works and the Abbey Works.

During the First World War the company produced huge quantities of military equipment, including howitzers and aircraft. The Abbey Works was used to produce Handley Page and Vickers bombers and the area to the east of the factory was laid out as an airfield for testing.

After the war the Abbey Works was used to produce railway rolling stock and in 1920 an new company called Clayton Wagons Ltd was formed to handle this side of the business.

Unfortunately, various financial difficulties soon beset the company and the Titanic Works was sold to Clayton Dewandre Ltd. In 1929 Clayton Wagons also ceased trading and the Abbey Works was eventually acquired by Smith’s Stamping Works of Coventry and renamed the Smith-Clayton Forge.

Information taken from Grace’s Guide - Clayton and Shuttleworth
The Best of British Engineering 1750-1960s

TIMELINE OF EVENTS DECEMBER 2010 - PRESENT

- December 2010 Stabbing at Shuttleworth House - New Years Eve
- January 2011 The Aegis Trust were commissioned by the Police to write an independent report on the residents who lived in Shuttleworth House.
- March 2011 Report Completed
- May 2011 Very first meeting with Steve Robinson and residents at Shuttleworth House. These were residents who had shown an interest in forming a resident group during the report writing process.
- June 2011 First official group meeting at developmentplus - 8 residents in attendance
- August 2011 Initial meeting with Ian North, John Morris & Paula Cade in respect of SH & Action Plan
- September 2011 The group were officially constituted. Ian Mill (Chairperson), Ian Laverick (Vice-Chair) & for the interim period Lynsey Collinson (Secretary)
- The Group met with Ward Councillors and shared with them a number of photographs taken within Shuttleworth House. The group explained how they hoped to use them within an Action Plan.
- The Group meet with Housing for the first time and ask a series of pre-discussed questions the answers of which they plan to include within the Action Plan.
- October 2011 The Group meet with Inspector Coates and ask a series of pre-discussed questions. Again these responses will be included within the Action Plan.
- Meeting with Ric Metcalfe, Kevin Scott, Fay Smith and the Portfolio Holder for Housing. Discussed current situation in SH and future plans
- November 2011 Ric Metcalfe is taken around Shuttleworth House
- The Group meet Joanne Crookes, LCC Customer Services Manager. Joanne explains her role within the Council and how some of the services may benefit residents in Shuttleworth House.
- The Group meet Nicky-Dewhirst Vickers, Acting Service Manager of Addaction. Some of the suggestions that came out of the meeting will be used within the Action Plan.
- Lights in garage parking area replaced.
- Key fob safe put up for Police use as well as a Police Suggestion Box on the ground floor.
- December 2011 First Joint Agency meeting at Shuttleworth House. Attended by Housing Officers, Police, Benefits Advice, Ward Councillor and Community Caretaker.
- Brand New Noticeboard put up outside the Caretakers Office.
- Final meeting before Christmas. Looked over what we had achieved so far. Set goals for the next 3 months.
- January 2012 Second Joint Agency Meeting at Shuttleworth House.
- Councillor walk through of Shuttleworth House.

SHUTTLEWORTH HOUSE SUPPORT PROJECT

March 2011



Steve Robinson

Aegis Communities

www.aegiscommunities.org

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EXECUTIVE SUMMARY

The neighbourhood of Shuttleworth House resides in Abbey Ward, Lincoln and appears to be isolated from the rest of the neighbourhood with little interaction with its surrounding community. Following an incident involving a stabbing on New Year’s Day, Aegis Communities was approached by Abbey Ward’s Neighbourhood Manager and asked to meet with the Local Police to explore breaking the isolation and help engage with the residents.

A social network exercise would reveal the structure/absence of relationships, formal or informal and expose gaps in communication and inform future planning.

This work focussed on people who live in Shuttleworth House (SH), and not about the service providers.

BACKGROUND: SHUTTLEWORTH HOUSE

Originally part of a dispersal programme for asylum seekers and refugees, SH was the recipient of a large number of Afghan and Iraqi individuals. In January this year (2011) when this project and subsequent report was commissioned, Aegis Communities was given the following perception of SH:

- 1. Population of SH mainly Afghan and Iraqi individuals and families, perhaps one third of each, with the remaining third made up of East European and English individuals.
- 2. Tension between various groups.
- 3. Multiple occupancy.

Following the work completed over the last 8/9 weeks, a wider understanding of the perceptions has been gathered, perceptions which all tend to be negative. These perceptions are held by both those who live outside SH and those who are tenants:

- 1. SH is full of ‘foreigners’. It has been known to be called ‘Taliban Towers’
- 2. SH is full of ‘drug addicts/alcoholics’.
- 3. SH is a place where criminality/Antisocial Behaviour is rife.
- 4. SH is a depressing, discouraging place to live.
- 5. SH is an insecure and unsafe place to live
- 6. SH has no community cohesion

Media reports have served to propagate and sustain the negative perceptions of SH.

SOCIAL NETWORK EXERCISE

A Social Network exercise was developed to capture and record formal and informal relationships. This would reveal interaction, where it exists, for the occupants of SH and the local neighbourhood, and inform future planning.

PROCESS

An information poster about a potential service provider was already present in the lobby area but the provider had received no response. We began a communication exercise to contact and engage with those living in SH.

SURGERIES: We held ‘surgeries’ 2/3 days each week, in the Estate Office next to the Caretaker’s Office, using a number of methods to raise awareness of our presence and our intention to discuss the quality of life in SH. We varied the days and included some evenings and one weekend.

LEAFLETS: We placed leaflets through every door, informing everyone who we were, where we were and why we were here. We invited everyone for a cup of tea and a biscuit and a chat. Very few came.

MEETING: We walked throughout the building, making contact with tenants where we could, talking about the quality of life in SH and encouraging conversation. Warm contacts from the caretakers enabled us to make a little progress, and with the input of some residents we were able to create a very basic survey about SH to ‘break the ice’ and begin conversation.

SURVEY: We took the survey throughout the building, first delivering it to every flat, but this met with little success.

DOOR to DOOR: With the survey as a conversation starter, we knocked on every door, but very few answered or even came to the door.

LOBBY DESK: We set up and manned a desk in the lobby, placing large posters near the lift, inviting people to complete the survey. Those who wanted to make additional comments were invited into the Estate Office for a more detailed conversation. Of the 127 flats we completed 50 surveys and held a further 12 detailed conversations with residents.

VISITORS: We spoke with some visitors to SH about perception of SH and conditions/quality of life, as they observed it. These included a postal worker, a baby sitter and health care worker, each providing actual services within SH.

ETHNICITY OF CURRENT RESIDENTS

% Occupancy:	White/British	62	Afghan/Iraqi- Kurd	28
	Eastern European	7	Other	3

EMERGING PICTURE

From the survey, meetings and subsequent conversations with residents, a number of issues emerged:

1. The social interaction between residents is minimal due to the fabric structure of the building, which encourages isolation. The majority of tenants greet and are civil to each other when coming into contact, irrespective of race or creed or orientation.
2. A large percentage of residents can be considered as vulnerable – socially isolated for a number of reasons, and the lack of support for the vulnerable is evident.
3. Drug and alcohol issues are prevalent in the block.
4. Antisocial behaviour – noise, aggression, potentially violent behaviour - impacts on the quality of life.
5. There is no evidence of any social networks within the block, but the Caretaker plays a key role in providing information, support, and in some cases, a measure of stability, but there is no evidence to suggest that they are supported in this role.
6. Every media article researched about SH was negative. Once again, it is evident that the caretaker plays an important role in dispelling myths/untruth associated with these negative reports and attempts to mitigate any adverse effect with tenants.
7. There is a lack of feedback from Housing and Police when issues are reported. As a result, issues on the whole have stopped being reported.
8. There were a number of comments about repairs not being carried out. Although repairs may be carried out in a timely fashion and accordance with strict guidelines, a lack of communication and feedback appears to create a perception that the residents of SH are not a priority to Housing.
9. Access to building. Entrance is by an Access Fob. Non-residents wanting to gain access wait by the door for someone else to use their access fob. They then follow them in. Alternatively, they ring one of the flats and ask if the occupant will allow access. There is no video link to see the visitor.
10. Access to car park. The car park may be being used by local businesses and others, not just residents of SH.
11. There is no evidence of a long term vision for the area which integrates SH.

CONCLUSION/RECOMMENDATIONS

1. Vulnerability

In the building there appears to be a large number of vulnerable adults who do not appear to have support, making it extremely difficult to develop a proper functioning ‘community’. These individuals have multiple difficulties, and can be socially isolated with no support. Some are currently incapable of functioning in society without help. In these extreme cases, the burden of support will rest with the nearest ‘stable’ person, whether that person is equipped or not.

These cases need investigation to ascertain how these situations have arisen, how they can be prevented in the future, and what mechanisms can be put in place to provide the necessary support in the current circumstance.

Existing community cohesion in SH will be dissipated further if more vulnerable people are allocated tenancies.

The revision of how accommodation is allocated in SH should be one of the highest priorities.

Elderly:

There are a number of isolated elderly within the building. It is suggested that an officer from The Pension Service, Welfare Rights Lincolnshire or Age UK complete a Welfare Benefits check for those above State Pension age, to ensure they are receiving their current entitlements. A Housing Review is also suggested to ensure they are in the most suitable housing for their age/ health, and that there are appropriate facilities/activities in the area that would ease their social isolation. These individuals can be identified from Local Authority records.

The care and support of the vulnerable provided by the current caretakers, mainly in their role as highly responsible residents of SH, has reduced the impact of the inevitable anti-social behaviour on the quality of life of other residents.

2. Communication

Housing Support:

Shuttleworth House and the Cannon street area have a new, long term, dedicated Estate Officer. This Officer has already made positive effective actions in SH. A simple way to enable her to provide enhanced support would be to provide her with access to the empty room next to the Caretakers’. Here she could hold well-publicised surgeries/drop-in days, where she could conduct interviews and meetings etc. with tenants in a confidential, familiar and safe setting.

Police Presence:

Is the relationship between Caretakers, Housing and Police as strong as it could be? Public sector providers offer support for living in the community, but as yet there is no forum, no voice to highlight concerns. Police Neighbourhood Meetings are held in the area, but there is no representation for SH, as has been previously discussed.

Community Development:

During the course of this project, discussions were held to appoint a new Community Development Officer (CDO), within the Neighbourhood Area and this appointment has now been made. It is strongly recommended that the CDO should be based at SH and develop a proactive approach to building the neighbourhood/community with SH. This role should take into account the findings of this report, taking the lead, with a remit to facilitate better communication channels, and to support and develop Community Champions within SH.

3. Shuttleworth House Association

Dealing with the tenants’ challenges and problems is currently taking place on an individual basis. Although this allows a single voice to be heard, currently there is no forum to amplify the collective voice of residents.

As a next step, the following is recommended:

- 3.1 Encourage the development of relationships with all individuals living in SH, giving regular feedback, ie newsletter for SH, CDO surgery.
- 3.2 CDO to identify and offer support to potential Neighbourhood/Community Champions. Some residents have expressed an interest in becoming more involved.
- 3.3 Having identified the Neighbourhood/Community Champions, form a Shuttleworth House ‘Association’. With this Association, develop a strategy/vision for the future of SH to include:
 - Where they are now;
 - Where they hope to get to; and
 - How they plan to get there.

Having generated momentum, a monthly forum for SH Association with CDO would assist the progress of a collective voice.

I would also suggest the creation of an open and accessible structure for resident involvement with Elected Member(s), service providers, including Housing and the Police - each partner to identify what ‘success’ looks like for them.

It is recommended that this evolving process is facilitated by the CDO.

Some ideas already suggested by residents include:

- 3.3.1 Painting & decorating inside and out;
- 3.3.2 List and address outstanding repairs and progress;
- 3.3.3 Consideration of fob-controlled barrier to the car park;
- 3.3.4 Improved security e.g. safety chains fitted on doors (local community safety initiatives may be able to help);
- 3.3.5 Video links to access point;
- 3.3.6 Developing a residents’ Code of Conduct;

Tenants Association Funding – Lincoln City Council. Advertised on Lincoln CC Website. Is this still available and what criteria? It may be a source of financial support for the SH Association.

ACKNOWLEDGEMENTS

- Tenants of Shuttleworth House
- Caretakers of Shuttleworth House
- Neighbourhood Manager, Abbey Ward
- Janet Mills, Aegis Communities
- Aneesa Riffat

WHAT WE HAVE ACHIEVED SO FAR

This page highlights some of the achievements of the Shuttleworth House Resident's Group in it's first six months.

Monthly Joint Agency Meetings attended by representatives of Housing, Benefits Advice, Police and Neighbourhood Management Team.



Since the group were constituted in September 2011 so much has already been achieved. This merely scratches the surface of many of the issues that exist in Shuttleworth House, but the group are confident that, with the help of a designated Development Worker & Statutory Agencies many more problems will be tackled.



Extra Lighting in the Garage Area



A Key box to hold fobs primarily for the Police to gain speedy access to the building.

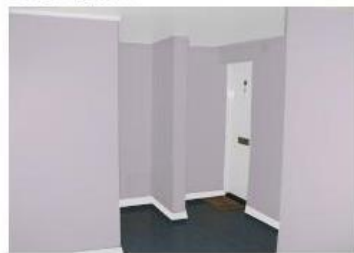


REDECORATING—DUE TO TAKE PLACE 2012



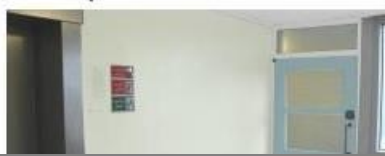
Tenant Choice For Corridors

Colour Option 1



Tenant Choice For Lift Area

Colour Option 1



Colour Option 2



Colour Option 3



Tenant Choice For Stairway Area

Colour Option 1



Colour Option 2



Colour Option 4



Colour Option 3



Colour Option 4



Tenants have been offered a choice of colours for the repainting of internal walls.

The glass panelling on resident balconies will be replaced with wrought iron rails, similar to those used for Jarvis House, pictured.



GROUND FLOOR



“Ground floor external doors are difficult to open when windy.”

Shuttleworth House resident

What influenced Statutory Agencies to make the changes required



“Demoralising colour scheme, doors, feels like a prison.”

Shuttleworth House resident

FLOOR 1



“We are happy with Shuttleworth House but it could be better!”

Shuttleworth House resident



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FLOOR 2



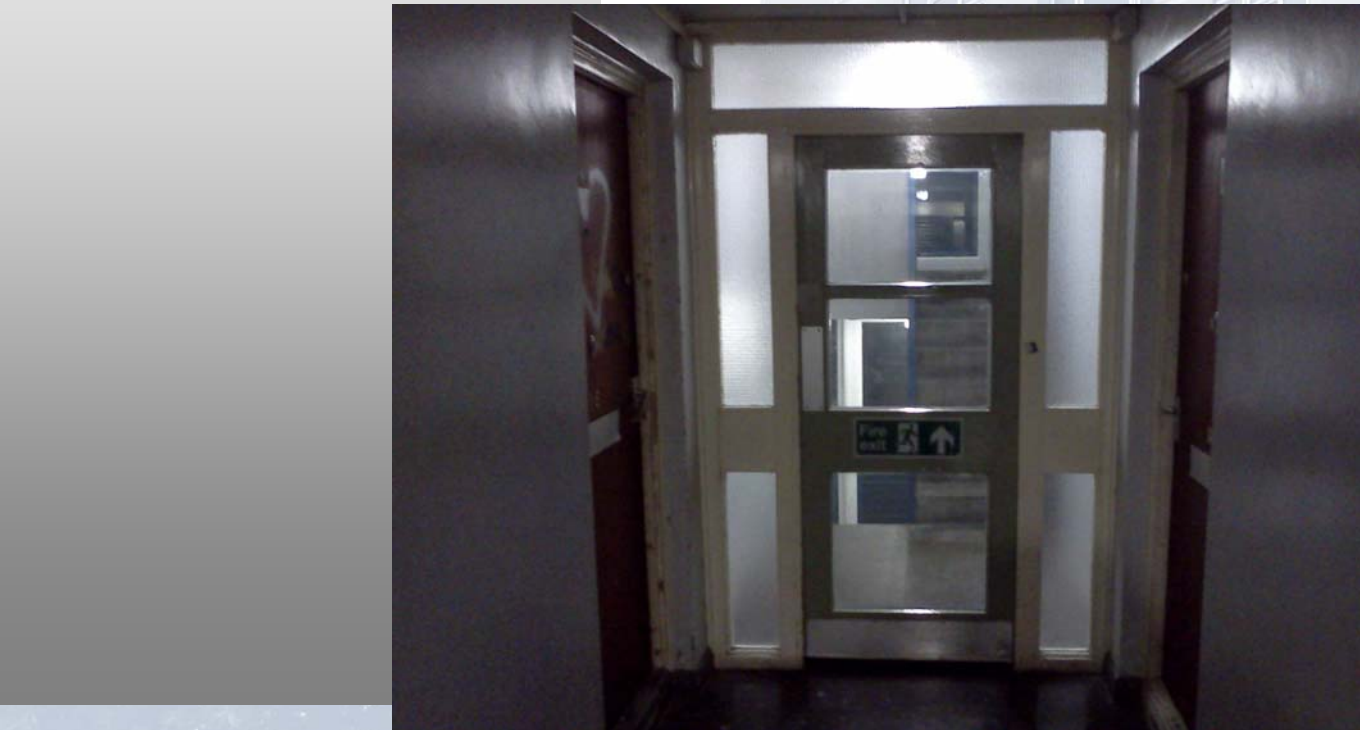
“We should have better access to the fire escape.”

Shuttleworth House resident



“I feel intimidated by the residents who have criminal offences that live in Shuttleworth House.”

Shuttleworth House resident



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FLOOR 3



“Corridor doors are difficult to open.”

Shuttleworth House resident



“It would be nice, the big area where everyone used to put their washing, couldn’t they put a play area there?”

Child resident of Shuttleworth House



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FLOOR 4



“I’ve met a few people, nice people... we could do with somewhere to meet up so we can get to know each other”

Shuttleworth House resident



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FLOOR 5



“I’ve had a few problems but everything has been sorted out, through the caretakers and the council directly..”

Shuttleworth House resident

“We shut this door at night and lock it, if someone knocks on the door we look through the spyhole and if we don’t know them we don’t let them in.”

Shuttleworth House resident

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FLOOR 6



“It’s alright here,
it’s safe.”
Shuttleworth House resident

“The outside
decoration could
be better.”
Shuttleworth House resident



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FLOOR 7

“Happy with the condition of Shuttleworth House, it’s nice, secure, the Council looks after problems... the building could be improved, though.”

Shuttleworth House resident



“Difficult when we have a community which is vertical as to a street where you can get to know your neighbours.”

Shuttleworth House resident



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FLOOR 8



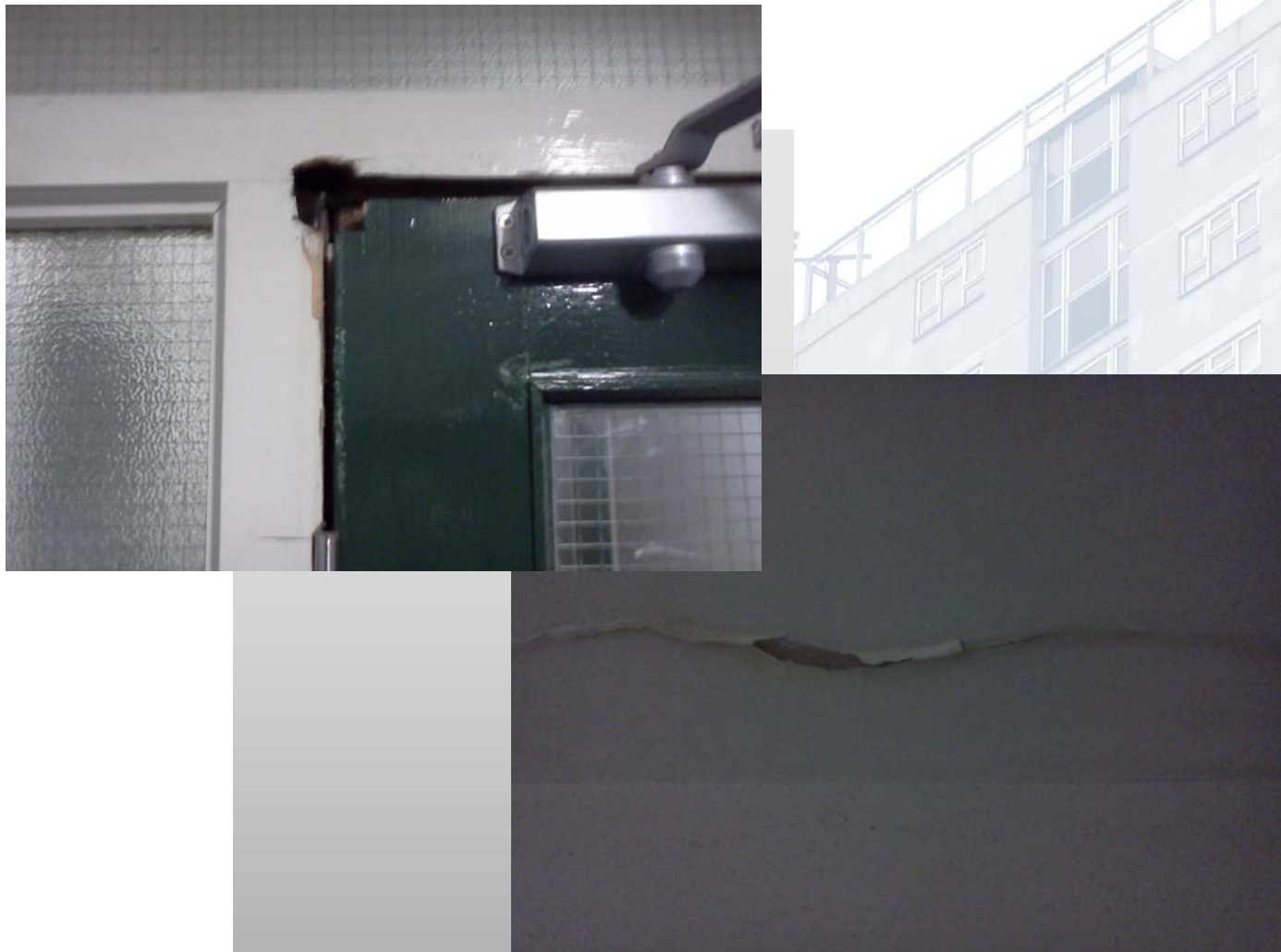
“If both lifts are out, the stairs don’t go down to the ground floor, how will people be able to get out?”

Child resident of Shuttleworth House



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FLOOR 9



“Main problem is when the doors are left open downstairs anyone can walk in. Feel awkward letting people in when they follow you in, don’t want someone strange walking around your home.”

Shuttleworth House resident



“Standards aren’t too bad at all, have got better over the last few years.”

Shuttleworth House resident

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FLOOR 10



“It’s a bit rough on the outside.”

Shuttleworth House resident

“Caretakers are pretty good and do a good job of keeping on top of things.”

Shuttleworth House resident



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FLOOR 11



“Better security!”
Shuttleworth House resident



“I hear balconies are being replaced, fine with me that they are being done.”
Shuttleworth House resident



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FLOOR 12



“The whole building echoes.”
Shuttleworth House resident

“Looks like a prison cell with the way that it’s set out and the colour scheme.”
Shuttleworth House resident



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FLOOR 13



“A community area / summer fete would help bring different the community and different cultures together.”

Shuttleworth House resident

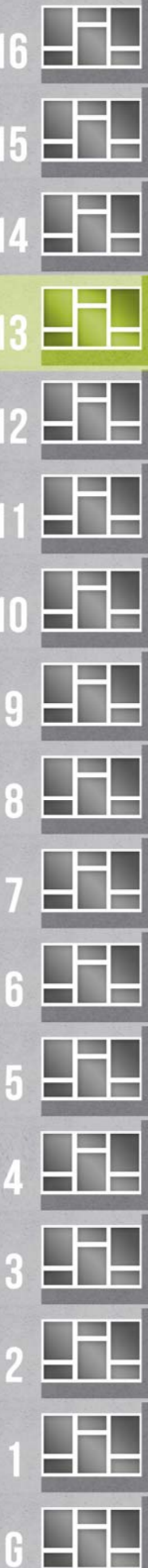


“Satisfied with everything at the moment but it really could do with decorating inside and out, it would make a big difference.”

Shuttleworth House resident

“There’s a buzzer system but people are let in anyway... if there’s any trouble in corridors it isn’t monitored or anything so cameras would be best in corridors because I’ve had my door put in myself and we didn’t catch who did it, cameras would keep an eye on things like this.”

Shuttleworth House resident



FLOOR 14



“I like the building but sometimes many drunk people and smoking in the lifts”

Shuttleworth House resident from Afghanistan



“If they could put more cameras around that would be better”

Shuttleworth House resident from Afghanistan



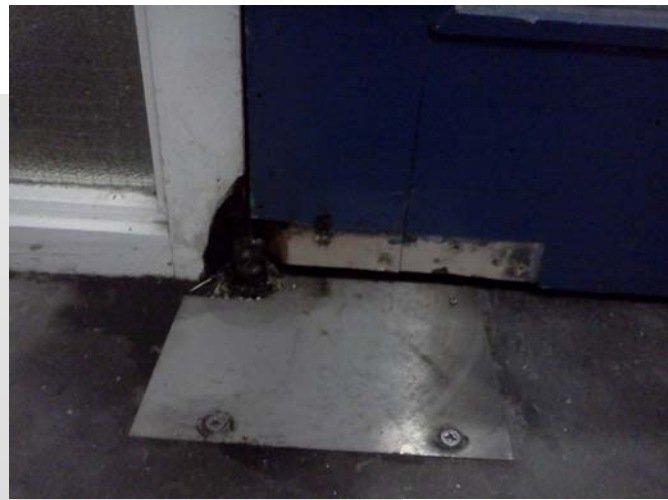
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FLOOR 15



“I’d like it smaller, not as tall.”

Child resident of Shuttleworth House



“Décor could be better, but not too bad.”

Shuttleworth House resident



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FLOOR 16

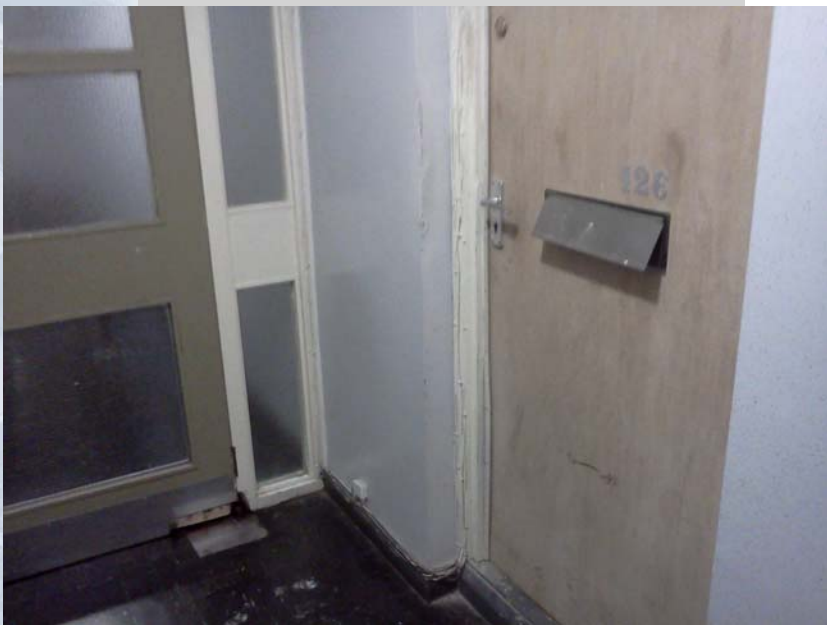
“I understand the council are about to decorate, impressions count!”

Shuttleworth House resident



“Lifts need sorting out as they are frequently breaking down, can’t get to the stairs on the ground floor. If both broken how do people get out?”

Shuttleworth House resident



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WHAT STILL NEEDS TO BE DONE?

- Ensure there is plenty of left over paint to touch up the areas that may get vandalised in the future.
- Encourage Statutory Agencies to make use of the notices board by running specific campaigns.
- Encourage the Police to continue their patrols throughout the evening, their presence is being noticed.
- Encourage more residents to attend SHRG meetings, look what we have achieved as a small group, and imagine what could be done when bigger.
- Continually promote the Joint Agency Meetings, Statutory Agencies are available once a month to listen to your concerns.
- Encourage residents to report issues both to the Council & the Police, if they don't know how can they help.
- Revisit the Action Plan periodically to ensure Agencies & Residents are making every effort to ensure living standards don't revert back to how they were before SHRG were in existence.

