HOUSE
BLOCK
STREET
NEIGHBOURHOOD

commissioned by PRESENTATION SOCIAL INVESTMENT AGENCY

A 00:/ PUBLICATION

House Block Street Neighbourhood

Foreword by Mohni S Gujral

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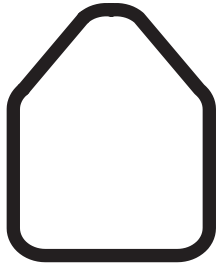
Publication: Pre Copy Editing Proof



Foreword

by Mohni S Gujral

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/01/Introduction :
Role of Social Housing in the Neighbourhood

The last 50 years have witnessed significant changes in the conceptualisation and manifestation of social housing. Over this period social housing has been reduced to a housing sector of last resort, providing for an economically inactive and excluded client base. These shifts have been exasperated and escalated over the last 20 years as the choice and the market-led approach to housing provision has escalated. This is creating a contradiction between the concept and reality of social housing; a concept which was part of the post war vision to provide inclusive accommodation for working and non-working communities, and the reality which sees nearing 70% of social housing catering for an economically inactive population.

Significant aspects of this change can be attributed to an ever-increasing choice agenda implemented by successive labour and conservative governments which has encouraged private housing to become the most common and preferred type of provision. This choice agenda has worked in tandem with the proliferation of mobility, by which we mean;

residential mobility; people are tending to relocate homes often without putting down significant roots; most neighbourhoods exhibit significant residential churn over 5 year periods, with one in ten moving house every year (www.statistics.gov.uk)

lifestyle mobility; people are now living, working and socialising in different places and building social capital in many communities beyond the neighbourhood i.e. communities of practice and ethic

demographic mobility; migration, the changing nature of immigration and cultural diversity have started to have significant impacts on social cohesion at the neighbourhood level

The conjunction of choice and mobility have, and are having, increasingly significant affects on the nature and form of our neighbourhoods and cities. Effectively enabling a significant element of the population to exist and act independently of the residential neighbourhood, the geographic community and the local community infrastructure where their homes are located.

This population is consequently investing social capital in locations other then their residential neighbourhood; locations which are more responsive to their lifestyles, ethics and communities of practice.

In this way, choice and mobility have supported the increasing residualisation of geographically dependent communities; the elderly, young, economically inactive and housebound, and by implication the neighbourhoods and public services which support these communities.

Mobility and choice enabled residualisation has reduced the capacity for local infrastructure to be inclusive across the socio-economic spectrum; underminign the traditional notion of public services and public spaces as socially equitable locations that act as 'social condensers' serving all citizens within a geographic area. This infrastructure provided a space for cross-over to increase opportunities for upward social mobility.

The decline of the social condenser function of public services and public space has made our most vulnerable segment of the population increasingly reliant upon a residualised neighbourhood model with profound impacts on social cohesion within and between these places.

The fundamental changes briefly outlined have not only affected the nature of tenant and household which social housing caters for, but has substantively altered the services and amenities required in the neighbourhood.

These changes highlight the fact it is increasingly difficult to understand, design and deliver sustainable social housing independent from its neighbourhood infrastructure; and without integrated investment into the localised service provision upon which this population depends.

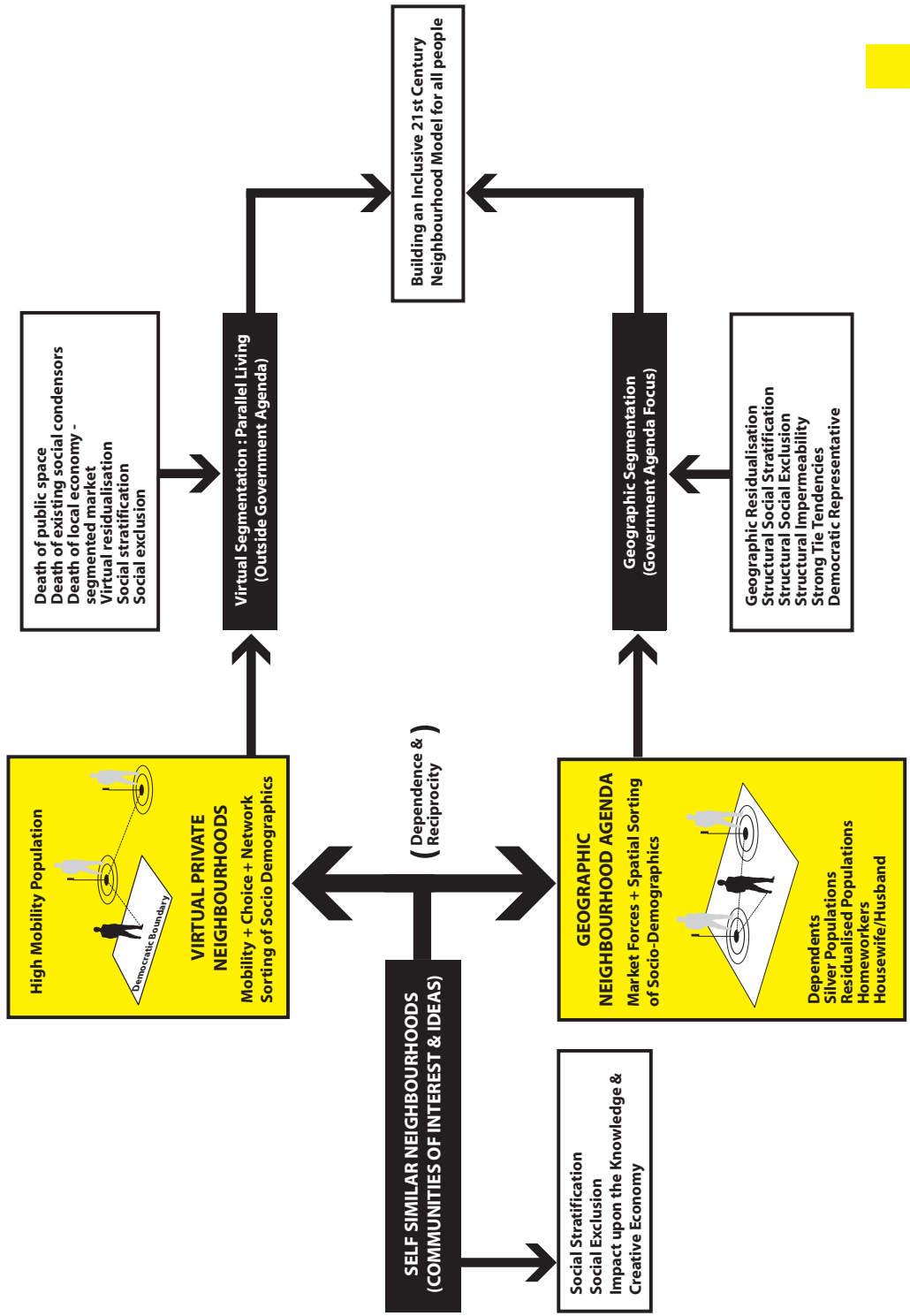
Social housing provides one of, if not the most significant form of public sector investment directed into our neighbourhoods. However, for the most part this investment is largely disconnected from neighbourhood and community regeneration endeavours, spatial strategies and local area service agreements; often failing to comprehend the level of dependency social housing residents have on the local neighbourhood and its community infrastructure. This disconnected

investment framework has made it difficult to deliver against the aspirations for social cohesion and sustainable communities.

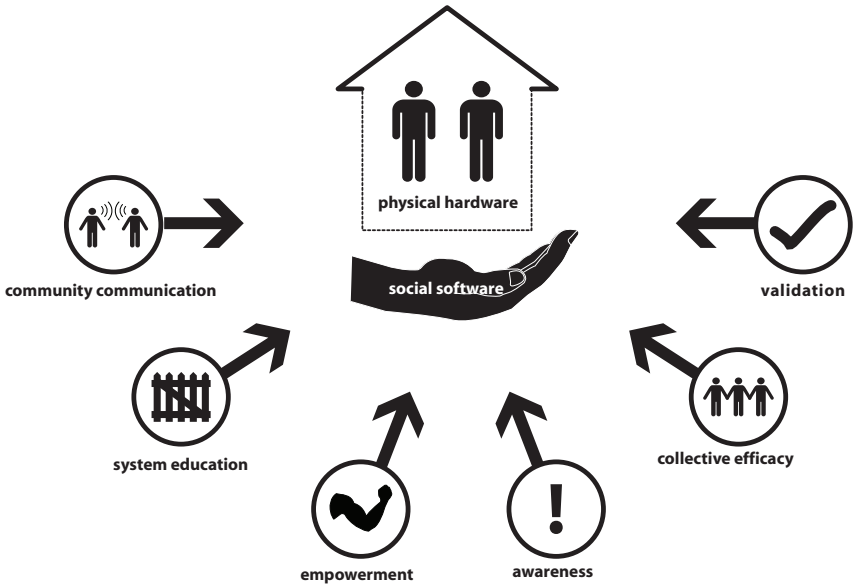
Presentation Social Investment Agency has sought to lead the way in understanding and delivering social-capital led development through the design of our homes, blocks, streets and neighbourhoods.

The commissioned guide provides a glimpse into a predominantly social capital led approach to viable development, which recognises that greater returns on investment can be articulated and achieved by blending economic, social and environmental value. It is has sought to understand the trends and drivers impacting on social housing and the communities and neighbourhoods in which we live.

This analysis has formed the basis of design recommendations at the level of physical "hardware", social "software" and the design management process in order to support the delivery of socially sustainable neighbourhoods appropriate to the 21st Century.



/02/Designing to Enable Social Capital



Socially Designed

Significant design research exists with regards to environmental and economic led development, which this guide cites as core supplementary documentation. However very little attention has been paid to the social capital-led design agenda which to date has been undervalued and less well understood. This guide seeks to redress that balance.

Within the social capital-led design agenda it is recognised that communities of geography require strong interpersonal relationships between social groups and individual community members. It is well acknowledged that attempting to enforce the creation of such relationships exogenously is unsustainable and to date has only been of limited success; as soon as the external stimuli for relationship initiation is withdrawn, a community tends to revert to its previous condition under the weight of its intrinsic characteristics. Instead, as reinforced by our research, we propose a more implicit and sustainable method of cultivating social value relationships by enabling the appropriate conditions in which they will be allowed to flourish.

The nature of these conditions is largely dependent on the physical infrastructure: buildings, planted areas, transportation networks, combined with the intangible infrastructure of information flows and networks, e.g. cultural cross-pollination, communication networks, political processes. As these two types of environmental infrastructures are closely intertwined, it is important to consider them in an integrated manner; one can not be analysed independently of the other.

Research suggests that by designing these two forms of infrastructure in a coherent and integrated fashion, designers can instigate the emergence of relationships that can in turn increase the social capital associated with the community. Instead of controlling the relationships themselves, design can enable the qualities out of which the relationships emerge; in this sense we are suggesting a combination of top-down and bottom-up approaches: the designed and partly controlled infrastructure [put in place using top-down processes] is required to stimulate the emergence of social relationships [a bottom-up process]. The resultant social capital stems not from the intrinsic qualities of the infrastructure itself but from the autonomously created, emergent social relationships.

This guide takes an indicative approach to the design of these physical and informational environments. It identifies important desirable qualities, selected for

their ability to bolster social relationships and for their capacity to accommodate trends and drivers that can operate on larger [even global] scales; design recommendations are then put forward which indicate the critical manifestation point [at several scales in the neighbourhood] where these qualities can be enabled.

While this guide can be seen as a design pattern book of sorts, the focus always remains on the building of social relationships rather than the physical expression of the built or information infrastructure. The design considerations presented are some suggestions of how the relationships might be enabled; however they are not exhaustive and require the integrated delivery of both physical 'hardware' and social 'software' design.

/03/Trends & Drivers Affecting the Design of Neighbourhoods

A key aspect of designing social capital positive neighbourhoods is to understand the underpinning trends and drivers of social change. These encompass macro global process such as climate change through to day to day patterns of social organisation such as increased working hours. These processes are inherently interconnected and too numerous and complex to be explored in detail in this document, what this guide articulates are the key findings identified over a year long research phase. These are presented as the trends, drivers and key observations likely to impact our current and future neighbourhoods.

In this section we summarise the key issues, identify key implications and articulate the critical manifestation point where changes to design management, design hardware and software can support socially positive neighbourhoods.

03/01/Housing Allocation and Neighbourhood Social Mix

The question of social mix at a neighbourhood level has dominated planning and social housing policy since the late 1970's and continues to influence our housing allocation, housing typologies and community development frameworks.

Research indicates two main areas of discussion:

01/a] Post development allocation
01/b] Right to buy and pepper potting

01/a Post development allocation:

The process of social housing allocation is essentially post-development and limits residential choice and participation. This has often been sited as a key component of residential alienation.

Post development allocation has made it difficult for environments to meet the increasingly diverse needs/lifestyles of clients, especially social housing residents who feel disempowered [either legally or financially] to affect change over their environments and often consequently feel alienated from them.

This alienation can be compounded by inadequate community validation and community building activities, which makes it increasingly difficult to develop belonging, territorialisation and custodianship.

Further, it is increasingly recognised that the current post development allocation model is structurally exaggerating residential alienation and is therefore creating significant external long-term social and built environment costs.

Although awareness has been developing as to the harmful impacts of post development allocation little has been done to mitigate these impacts.

Research suggests that these key changes to the design process post-allocation may drive significant value;

i] embed participation in the lifecycle of environments so that they remain contextually relevant to existing and future communities

ii] create a phased capital investment programme at the level of the home and the estate i.e. allocating post occupancy fit out expenditure and design tailoring to support personalisation of environments

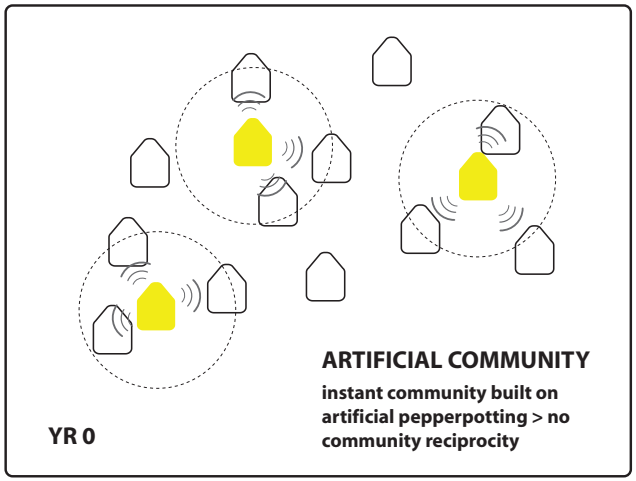
iii] improve design communication of aspiration and intent to residents in order to support legibility, understanding and comprehension of design decisions

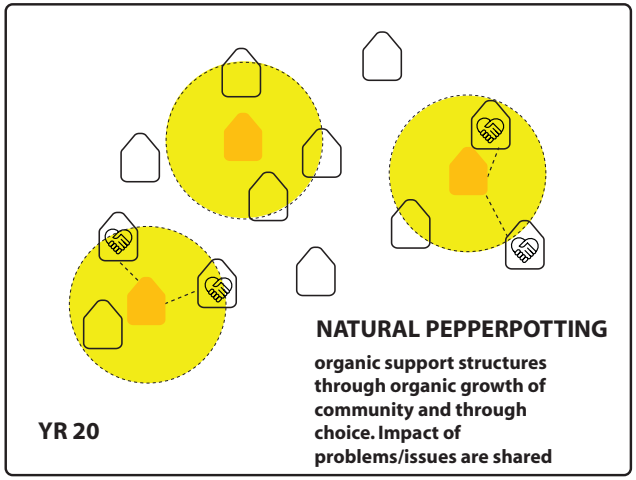
01/b Right buy and pepper potting:

Specific schemes such as right to buy, mixed tenure development and pepper potting have been utilised as mechanisms to [a] dissipate high levels of deprivation in geographic pockets, [b] encourage social aspiration transfer, and [c] support socio-economic diversity in the hope of building inclusive communities that echo the social form of historic cities where economically diverse communities were by nature integrated.

This current model of dissipation has failed to accommodate and acknowledge the divergence of lifestyles across tenures, the differing levels of trust within communities and the local impacts of dynamic population fluxes. These contradictory forces are making it increasingly diffucult to create socially equitable common places and neighbourhoods; diverse lifestyles are co-existing as opposed to integrating and the resulting social distance makes inclusive territorialisation of public space increasingly problematic.

Leading research indicates that pepper potting does not significantly improve social mobility, and may actually be creating long-term facilities management [FM] costs, whilst simultaneously increasing social isolation and tension due to the co-location of divergent lifestyles.





Pepperpotting

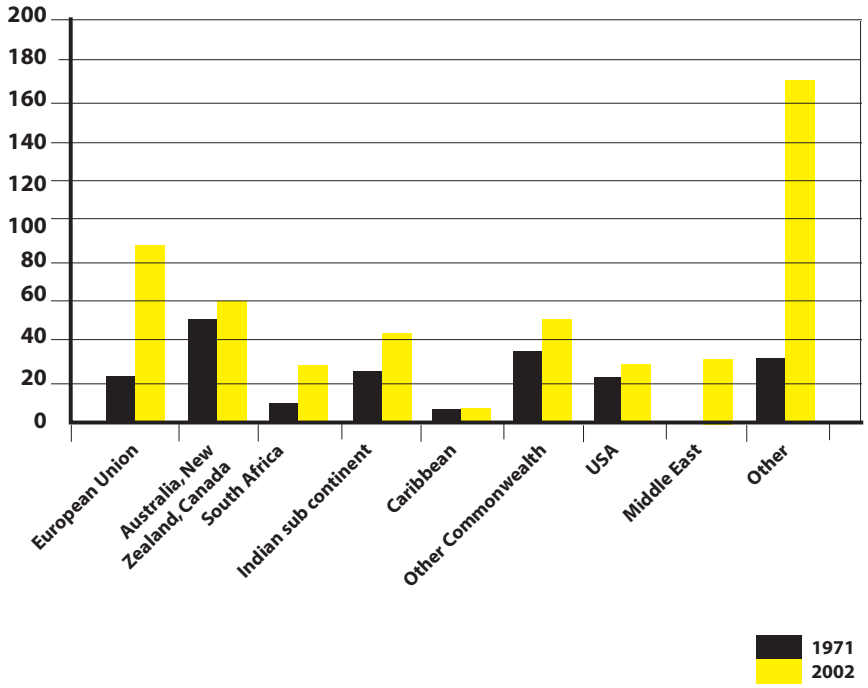
Pepper potting in reality may be accentuating neighbourhood level conflict and social fragmentation.

Research suggests;

i] Social Housing Providers should explore new housing allocation approaches, which seek to enable lifestyle similarity, whilst supporting social mobility

ii] Social Housing Providers should explore changes in the design of neighbourhoods in terms of physical hardware, social software and other enabling systems, which seek to enable lifestyle similarity, whilst supporting social mobility

03/02/Demographic Change in Existing and Future Neighbourhoods



Inflow to Britain by Region, 1971 and 2002

Source : Whats new about new immigrants in 21st century Britain, Joseph Rowntree Foundation publication, 2006

Based on current data and statistical modelling, four demogrpahic drivers are manifesting change in the neighbourhood; cultural diversity, ageing populations, increasing numbers of disabled people leading independent lives and increasing requirement for single person households.

02/a Cultural Diversity:

London is recognised as one of the most culturally diverse places in the world. It has become a prototype of how to manage and benefit from such diversity, however along with other UK cities, London has and continues to suffer significant tensions as it makes the transition from multiculturalism to interculturalism.

Consequently the impact of 21st century immigration is seen to to be making our neighbourhoods and cities more diverse and more fragmented, with many smaller communities or multi-ethnic individuals leading parallel non-integrated lives. This is in contrast to the historic mono-ethnic community model, where one group predominated over a spatial area.

This super diversity has significant impacts on liveability at the level of 21st century neighbourhoods in terms of social and community cohesion and in how we manage multi-ethnic neighbourhoods. The events of 7/7 and the Bradford Riots have already articulated the gravity of this.

While social fragmentation is recognised as one of the most critical and increasingly the most immediate threat posed to our times, cultural diversity continues to be absolutely central to the UK culture and economy. Consequently finding a viable mechanism to support cultural diversity and social inclusion is fundamental to the design and development of our future neighbourhoods.

For Social Housing Providers who cater for and support social and cultural diversity, managing the implications of this trend needs to be at the forefront of any corporate vision and central to the typology of investment in the neighbourhood, street, block and home.

Research shows the key points of investment, which can help to manage some these implications are;

i] an emphasis on geographic belonging within the neighbourhood design model

ii] use of embedded participation tools to create a neighbourhood which is inclusive of new and existing communities

iii] development of inclusive neighbourhood amenity infrastructures

iv] redefinition of public space as key cross over space for cultural diversity

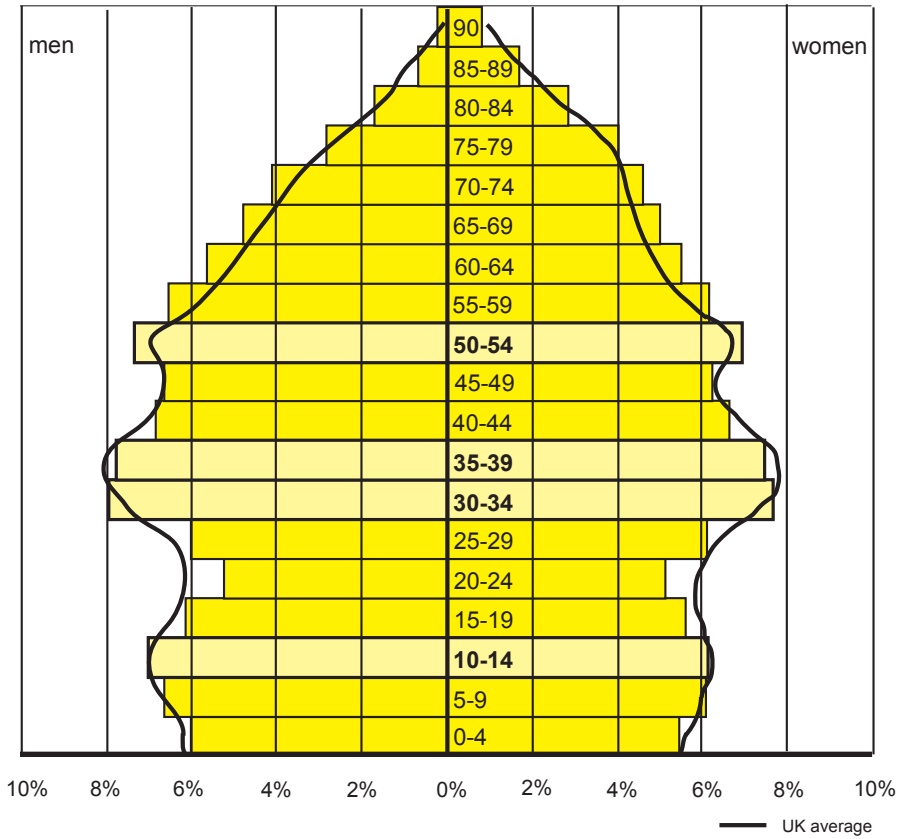
iv] Supporting inter-cultural networks and connectivity to reduce isolation and intra-cultural linkages to build cohesion

02/b Ageing:

It is increasingly recognised that the age profile of our society. The select committee on economic affairs predict that by 2051 one in four people will be over the age of 65.

This changing demographic has many implications that have been well documented ie a rise in working age and a shortfall of state pensions along with health and other economic implications, but what has been less well considered is the impact of the ageing demographic on the nature of our neighbourhoods.

As well as the challenges posed by an ageing population there are also significant opportunities; older residents are an untapped source of social capital, they spend significant time in the neighbourhood and with appropriate consideration in the design of our environments can support community self-regulation i.e. through the provision of places to sit in the neighbourhood, or the orientation of flats to provide sight lines to common spaces, elderly people can provide informal neighbourhood surveillance.



Population Age Demographic of Britain

Source : National Statistics Online (www.statistics.gov.uk)

Research suggests that this population is likely to be :

i] spending more time in and around the home and the neighbourhood

ii] creating a positive impact on the utilisation rates of the home and neighbourhood with associated implications on community security brought about by the re-population of our neighbourhoods with elderly residents insitu

iii] increasing the requirement for additional support and service delivery to housebound residents or those with limited mobility

iv] contributing to a predicted rise in double end caring with both young and elderly dependants in the household simultaneously

What becomes quickly evident is that social housing provision and investment needs to evolve to accommodate new care models and lifestyle infrastructures at the level of the neighbourhood, street, block and home to support this changing demographic and to develop sustainable and viable neighbourhoods of the future.

The implications of this demographic evolution manifest themselves within the very nature of the design of;

i] the home to accommodate double end caring homes, and augmented independent living [Using SMART home technology]

ii] the block supporting informal care and neighbourliness

iii] the street as a social condenser and cross-over space, which can help to reduce the effects of isolation

iv] the neighbourhood in terms of provision of local shops and amenities

Research suggests that RSLs and Social Housing Providers should;

i] examine alternative tenure models to support double end caring and silver single person households; such as co-housing, two in one apartments

ii] examine and deal with some of the second order affects of an ageing demographic, such as isolation, perceptions of safety and security, within the design of the home, block, and street

iii] examine and deal with some of the second order opportunities of an ageing demographic, such as neighbourhood re-population

iv] invest in the design of 'healthy neighbourhoods' and social software solutions, that encourage active senior citizens. Senior citizens are much more likely to stay active and mobile when they are socially active and in touch with family and friends. Sedentary citizens are at greater risk of heart disease, diabetes, and obesity. Likewise, there is evidence that by remaining mentally and physically active, senior citizens can fight the onset of Alzheimers.

02/c Disability:

The recent Disability Discrimination Act [DDA] has created a framework to catalyes the transformation of our neighbourhoods into places which are inclusive of the needs of disabled people from sensory impairment to those with limited mobility or assisted mobility. The government has set out an action plan so that by 2025 disabled people should have full opportunity and choice to lead independent lives and to have greater participation in an inclusive economy and society.

This policy will help disabled people to access opportunities, which up till now the physical environment or social inequality has made problematic and in some cases impossible. In October 2004 the DDA came into full effect placing housing providers under legislative obligation to ensure that they provide housing which is appropriate to the needs of disabled users. This commitment combined with an ageing population will mean that an increasing percentage of homes will need to be appropriate for disabled and elderly users.

The principles of Universal Design have been partially applied to the Lifetime Homes [LTH] Standards, which are widely adopted in order to design and deliver homes, which are accessible to disabled and elderly residents and can meet the needs of the majority of users. However, for the most part the focus of disability has been upon spatial frameworks such as providing adequate space for wheelchairs, having accessible car parking near by and ensuring that fitted furniture is at an appropriate height, largely ignoring the vast majority of aural and visual disability and their needs which statistically affects a significantly larger and growing percentage of the population.

Research suggests that RSLs and Social Housing Providers should be;

i] following the more than ample best practice with regards to physical disability

ii] paying a renewed focus upon the visual and acoustic qualities of their design, in terms of support legibility, comprehension - i.e. appropriate acoustic isolation, visual branding: This should be universal requirement of all developments

iii] review the needs of clients overtime to ensure the environment continues to be suitable

iv] examine and deal with some of the second order affects of disability, such as isolation, perceptions of safety and security, within the design of the home, block, and street

“ institutions are expected to make “anticipatory” adjustments, not simply wait until a disabled person requires a particular adaptaion. It makes sense to build adaptations in from the start, even if they are not immediately required... building in adjustment can be done both when new accomodation is being built and also when existing facilities are being refurbished or decorated. The anticipatory duty is an evolving one. ”

Building in adjustments, Residential Services - The Disabillity Rights Commission

02/d Rise in Single Person Households:

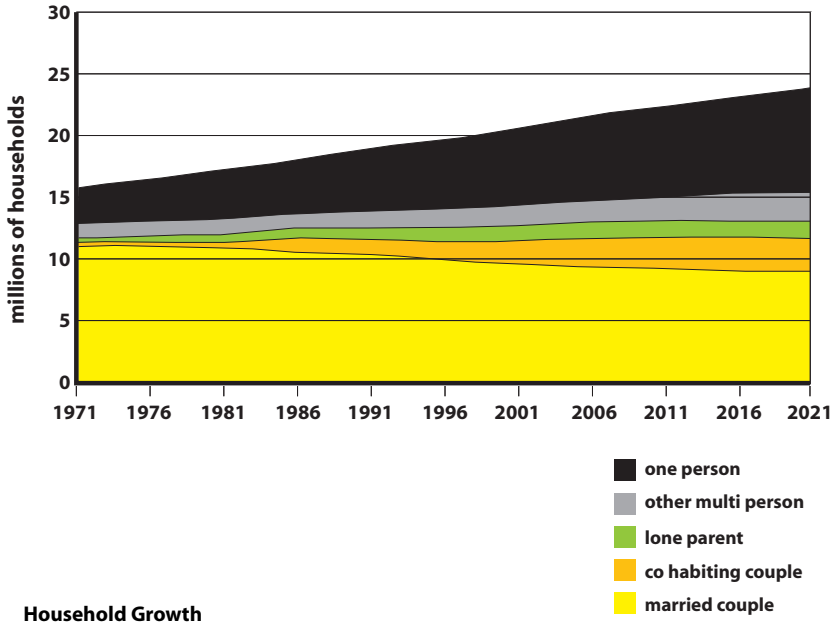
Trends have and will continue to demonstrate a large increase in the number of single person households; to cope with this growth in demand estimates suggest the need for over 5 million additional homes over the next twenty years.

The current model of social housing directed toward two bedroom flats or family units may need to change to accommodate increasingly atomised lifestyles and demand for single person living along with its subsequent impacts such as the FM lifecycle investment for single person homes being nearly twice that of two-person homes.

Research suggests that RSLs and Social Housing Providers should be

i] examine and deal with some of the second order affects of single person households, such as isolation, residential alienation, perceptions of safety and security, within the design of the home, block, and street

ii] examine alternative tenure models such co-housing models, which enable people to live independent lives whilst reducing the impact of isolation



Household Growth

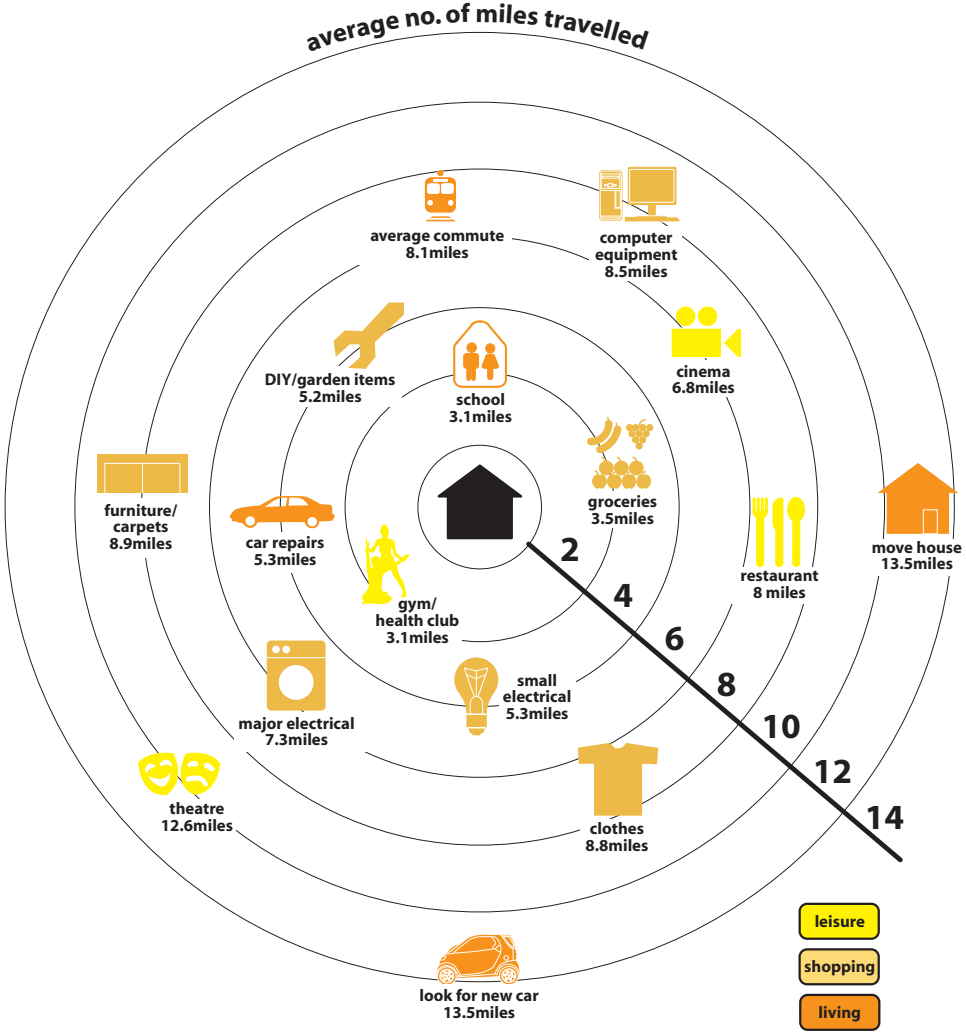
Source : National Statistics Online (www.statistics.gov.uk)

03/03/The Rise of Mobility: Lifestyle and Residential

Already mentioned as one of the key catalysts of change within the choice agenda, mobility has facilitated a change in the location and nature of community and social capital; many of us are simultaneously engaged in multiple communities beyond the one in which we reside, including practice, ethic and genealogy. The strength and frequency of engagement with these community networks has been greatly enhanced through the use of technology and mobility; dissipating our dependence upon the local geographic community.

As mentioned earlier this has supported the residualisation of geographic communities affecting the nature of our neighbourhoods and communities, along with our participation and engagement infrastructures.

The two primary aspects of mobility, which can be seen to be driving change, are lifestyle and residential mobility.



Lifestyle Mobility : Distance travelled daily

Source : National Statistics Online (www.statistics.gov.uk)

03/a Lifestyle Mobility

Lifestyle mobility has facilitated significant changes in the way we live and in the nature of the communities in which we exist. The majority of people now travel outside of their residential community on a daily basis often; living, working and socialising in numerous neighbourhoods.

This is contributing to temporal de-population of neighbourhoods where people move about with less predictability then historically. It is also displacing social capital generation from geographic communities to personalised network communities and creating a new divide between those with access to mobility and those without.

The increasing dislocation of individuals from the geographic community presents a fundamental challenges to the development of our neighbourhoods and requires us to;

i] invest in and design new forms of social condensers and social capital generators, building mediated collective efficacy across divergent lifestyles. This has manifestations in both physical and intangible infrastructures

ii] develop mediated communication models to support asynchronous communties i.e. digital bulletin boards so people can communicate and leave messages in space and time

03/b Residential Mobility

Residential mobility is having significant impacts on the nature of communities; from our tendency to put down roots and territorialise, to the time spent in the neighbourhood on a daily basis. The increasing rate of residential mobility is making it increasingly difficult for people to generate long term social capital in the neighbourhoods where they reside.

"Residential mobility is negatively correlated with social capital at the neighbourhood level. In communities with a high level of turnover, people tend not to get to know their neighbours or to 'put down roots'."

[Social Capital, A discussion paper, Perfomance and Innovation Unit, 2002]

So far, the policy solution to residential mobility has been to develop lifetime homes which are designed with enough flexibility and space to respond to the changing needs of residents overtime; from a family with young children through to old age. This principle helps to mitigate churn in low growth areas however it is at odds with the densification of London and the South East and may result in unnecessary energy and fuel costs in larger houses which end up being under occupied when the family has grown up and left home.

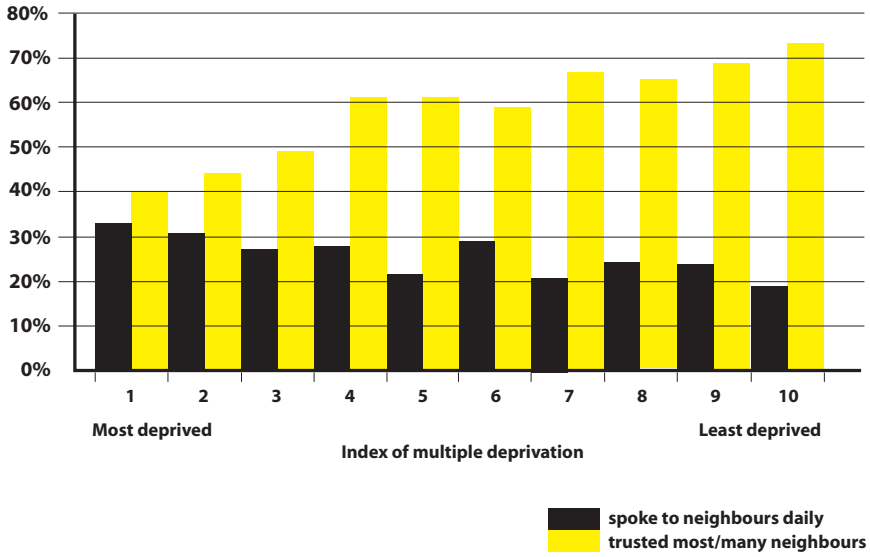
An alternative approach is the Lifetime Neighbourhood agenda which is based on diverse household typologies within the neighbourhood so it has the capacity to accommodate peoples lifestyle changes and evolving needs over time without the need to leave the neighbourhood, whilst maintaining environmental and spatial efficiency.

The design process needs to be re-imagined to encourage people to form a greater and more sustained relationship with their neighbourhood;

i] developing continuous social inclusion frameworks which refresh to new users and provide multiple opportunities for belonging and ownership so people want to put down roots and stay in the area.

ii] creating developments with a greater diversity of housing typology and informing tenants that the preferred policy will be to re-house them in the neighbourhood as their requirements overtime change.

03/04/Trust and Neighbouring



Trust between neighbours

Source : Home Office Citizenship Survey, 2003

Neighbouring and neighbourliness are increasingly at the core of the sustainable communities agenda.

This agenda aims to rebuild communities of reciprocity, participation and self-regulation while simultaneously managing negative perceptions of density and re-establishing a local-to-local service delivery framework that can address the impacts of ageing demographics, residualisation and rising mobility. These qualities are reliant on the ability of communities and neighbourhoods to create and hold trust amongst residents.

Trust in neighbourhoods is increasingly recognised as a significant feature of successful communities and a pre-requisite to building the capacity for collective efficacy, reciprocity, informal care, social cohesion and perceptions of safety and security in the neighbourhood.

Research shows that trust is found to be significantly lower in deprived areas even though daily interaction is higher, and that residential stability/mobility is one of the most critical enablers or barriers to trust which tends to develop progressively over the 20 years after allocation.

This indicates that the relative trust deficit within deprived neighbourhoods and their associative incapacity to support neighbouring functions calls for mediated trust enablers such as CCTV.

This indicates that trust is not something that develops organically because of familiarity and pure contact but requires more bespoke, complex enablers and conditions in which to thrive. This is demonstrated through observing that community facilities in long established more affluent neighbourhoods tend to be viable for longer.

Social investment agencies need to understand trust is a 20-year process and has to be grown into the culture of the neighbourhood.

Research indicates that RSLs and Social Investment Agencies, which cater for a significantly trust deprived community, can support development thorough;

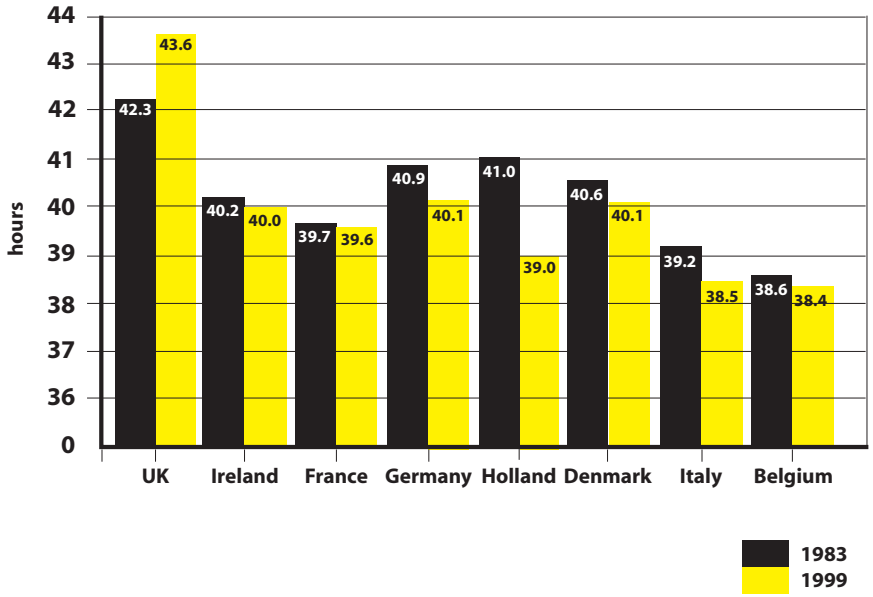
i] supporting mediated trust frameworks, that can, through the safety of mediation and support kick start neighbourhood level exchange in low trust environments, based on repetition and reputation akin to internet frameworks such as eBay. Other mediated trust building infrastructures include CCTV and neighbourhood emails

ii] designing sociable environments, where the design of homes and neighbourhoods is reconfigured to support neighbourliness, and to generate opportunities for chance encounter, from the size of circulation spaces to accessible, safe and inclusive places in the neighbourhood

iii] exploring co-housing options for shared services and amenities i.e. in single person housing incorporate shared laundry / cooking facilities

iv] implementing frameworks to support mass-inclusion and continuous participation, such as community activities, events, and if appropriate, devolved FM budgets

03/05/Changing Work Patterns in the Neighbourhood



Working hours (UK & Europe)

Source : Labour Force Survey, Eurostat ONS, 2000

Industrialisation marked the divide between home and work, since then we have been attempting to reconcile new ways of living with a community model.

The birth of mobility and the rise of the service economy have further polarised this work / life divide, through the rise in working hours, growth in shift working and increase in double income families. This has had significant impacts on not only the amount of time, but also the synchronicity of time people spend in the neighbourhood. Perhaps the most pervasive change was born out of the rise of female working and the associated depopulation of the neighbourhood. Trends such as home working are affording us a new opportunity to reintegrate communities of production and geography.

Best practice shows that this reintegration requires strategic investment at the level of home to actively support homeworking and at the level of the neighbourhood to optimise new community/social capital production locations afforded us by the knowledge economy.

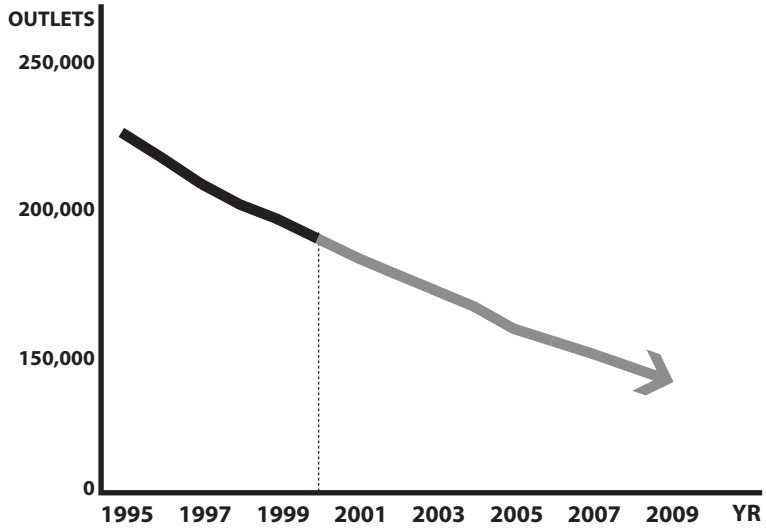
Research suggests that RSLs and Social Investment Agencies, which cater for a growing market of key workers and home working, can support this through;

i] the design of dwellings and neighbourhoods to simultaneously create spaces of working and social capital creation i.e. from study spaces which actively address the street [encouraging passive surveillance] to the creation of neighbourhood 'third places' such as community internet cafés

ii] accommodating diverse work patterns through investment in the design of our homes to provide adequate spatial, acoustic and psychological separation, within and between homes

iii] densification; encouraging population densification, through higher density developments and tenure clustering to mitigate the impacts of changing work patterns

03/06/Neighbourhood Economies



Loss of Local Retail 1995-2000 and projected to 2010

Source : Ghost Town Britain:The threat from economic globalisation to livelihoods, liberty and local economic freedom, New Economics Foundation

It is increasingly recognized that the power of globalised economic activity has impacted upon the economic inclusiveness of local high streets and neighbourhoods by altering our patterns of consumption and hiding their social and environmental impacts.

Our research shows these international / national level changes have been compounded by evolutions in the social organisation of the UK with the rise of niche communities of interests which manifest themselves in consumption patterns as well as neighbourhoods. This process has the impact of not only building super niche neighbourhoods and accentuating the exclusiveness of the neighbourhood economy but is also accelerating residualisation.

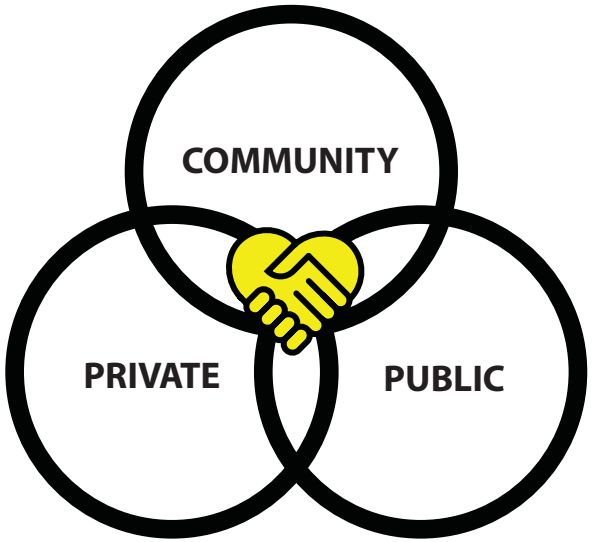
The growth of local economic exclusivity and residualisation affects not only economic poverty, liveability and diversity [as locally owned stores close and get replaced by more competitive chains or franchises] but also the social cohesion of our neighbourhoods. This is having a disproportionate impact on geographically dependant communities most significantly those from the social housing sector. It is also leading to the proliferation of both 'ghost town' and 'clone town' centres as termed by the New Economics Foundation.

Research indicates that fundamental to the viability of social housing is the neighbourhood economy and if registered social landlords seek to develop viable sustainable affordable housing it will also need to invest in affordable neighbourhoods by:

i] enabling the growth of diverse inclusive local economies based upon Social Enterprise principles such as community cafés and pubs; these can provide spatially and culturally inclusive environments for the entire community; rebuilding social condensers at the neighbourhood level whilst enabling an inclusive wealth creation tool for communities. It will also generate a new real estate investment model for Social Housing Providers to operate more holistically as neighbourhood stakeholders

ii] creating viable frameworks for mixed economies utilising reciprocal exchange, community voluntary action and service provision, through using tools such as pledge banks and swap-shops

03/07/The Rise of the Community Agenda



Public, Private & Community Partnership

To date significant aspects of the development debate have largely been enabled by two distinct sectors, public and private. This is changing to accommodate an increasingly empowered community sector to form a powerful local level triumvirate; public, private, community partnerships [PPCP].

New models of community empowerment are emerging to accommodate this shift, such as Community Development Trusts, Community Trust Schools, Community Interest Companies, Community and Voluntary Sector Partnerships, Social Enterprises and emerging community right to buy. These will increasingly become significant vehicles of neighbourhood organisation, regeneration and service delivery, acting as emerging frameworks for "appropriate" locally responsive change. However, galvanising this change has in some cases proved problematic, requiring the need for a change agency, along with structural and design led innovation, to generate the conditions for community activist or community pioneer.

This shift in focus has implications on the operations of RSLs and Social Investment Agencies as their role changes from service provision toward a condition where they effectively act as an interface for the realisation of policy aspirations and community aspirations and investment. This includes how they work in partnership with local communities to enable regeneration by creating the conditions for community pioneering.

Research suggests that RSLs and Social Investment Agencies will need to:

i] Redefine their role within the neighbourhood from mere property development to a catalytic agency for neighbourhood development

ii] Increasingly catalyse and work in partnership with the community to develop sites and neighbourhoods

iii] Invest in creating the conditions for community pioneering and custodianship

03/08/Re-valuing the Built Environment and Place

Hyper mobility and the proliferation of choice are impacting our relationship with the environments we occupy; altering for a significant majority the basis of our engagement from a geographic community and its territorial culture to one of consumer choice; with quality, ethic and lifestyle as the key factors.

Consequently, authors such as Richard Florida have recognised that the quality , ethic and lifestyle appeal of the built environment is increasingly fundamental to attracting, retaining and subsequently preventing the residualisation of human capital.

This re-valuing of place has been recognised within recent policy changes such as the liveability agenda, and increased recent emphasis upon architecture and the built environment by the birth of institutions such as CABE.

This ideological re-valuing of place has been mirrored with a growing awareness of the long-term value of physical capital investment. This realisation has been vital to a revised investment model which works over 200+ year cycles akin to how historic estates were developed.

Housing Associations are in a unique place to position themselves as 21st century versions of the historic estates having a structural share in the legacy of our environments and the ability of place to attract investment and human capital over very long term cycles.

These two trends will require a new approach to how we design, develop and manage built environments and a change of understanding from buildings as independent object to buildings as nodes in ecologies.

“ In the battle for talent, Florida argues that location is supplanting the corporation. “We’ve shifted from a company-centric economy to a people-driven one,” he says. “People are turning to community rather than to corporations to define themselves.” When smart, skilled job candidates visit a company, they don’t just take in the work space and the culture. Increasingly, they check out the surrounding streets, the parks, and the night spots. They look for audial and visual cues, such as active outdoor recreation, a thriving music scene, lots of amenities, and high energy, which signal that this is a place where they can live as well as work. ”

Source : Are you on the talent map, Bill Breen, December 2000

Research suggests that social investment agencies and RSLs need to;

i] redevelop a capital investment structure, which recognises that the built environment will return value over 60+ year cycles

ii] examine the viability of ethically based developments. We are witnessing a significant growth of ethical consumption in the UK [in 2004 UK consumers spent a total of £25.8 billion in line with their values, an increase of 15% on the previous year. Over the same period, UK household expenditure increased by only 3.7 per cent]. This has brought to the fore the issue of ethical development, a trend which is likely to be escalatory and which will eventually render certain places inappropriate to the values and ethics of many consumers

iii] develop belonging amongst residents in order to support the principle of custodianship and reduction of lifecycle costs

iv] fundamentally acknowledge the inter-relationship of social, economic and environmental value over time, with changes to accounting, financial and project design and management frameworks

v] invest in the public space, third places, streets and neighbourhoods in order to attract/retain diverse human capital and prevent residualisation of affordable housing tenants

vi] invest and design building as ecologies, examining viability of development in terms of energy sourcing/consumption, sustainable sourcing/use of materials, and perhaps most significantly social impact and sustainability

03/09/Environmental Change

The environmental sustainability of our neighbourhoods, streets and homes is centred around three primary issues reduction of waste, reduction of energy consumption, and the associative reduction of the carbon economy.

In terms of waste; Construction and demolition waste equates to 25% of all waste produced in the UK. Construction is probably unique in that it already has to deal with almost all its products at the end of their useful lives. This latent concept of producer responsibility is now becoming formally recognised in the industry specifically within cradle to cradle design thinking as the costs of waste become increasingly materialised.

In terms of energy;

"in the next 25 to 50 years, the form of new buildings will most likely be fundamentally driven by an insecure rather than an expensive or scarce energy future. For the first time [except during the Second World War], the UK is no longer self-sufficient in energy supply. It will be a net importer rather than exporter of energy by 2006 [for gas] and 2010 [for oil]".
[Riding the Rapids - A study of the Future of the Built Enviroment, RIBA, October 2005]

The most significant impact on the economically inactive is the cost of energy which is likely to become unstable and escalatory.

In terms of carbon;

Demand for housing and energy is continuing to rise. To address the situation, and give the UK a fighting chance of meeting its government targets of a 60% reduction in CO2 by 2050, we need dramatic change in our construction industry which is one of the significant contributors of carbon. This issue will become increasingly critical both industry wide and across consumers as the costs per tonne of carbon continue to escalate as are predicted effecting the carbon viability of neighbourhoods and housing stock.

These issues are and will increasingly affect the nature of the dwellings and neighbourhoods we design, procure and construct. However extensive research

*embodied energy in constructing schools, hospitals, roads, airports etc
**total energy for running schools, hospitals, financial services etc

UK average % of total C02 impact

Source : Ghost Town Britain:The threat from economic globalisation to livelihoods, liberty and local economic freedom, New Economics Foundation

exists which documents the implications of this change and provides best practice examples of how to manage it; what has to date been less well researched is

i] the relationship between environmental sustainability and behaviour change, at the level individuals and communities

ii] the global and environmental responsibility with regards to the impacts of international supply chains

Research suggests that RSLs and Social Investment Agencies need to examine how to enable awareness, dissemination and behaviour change:

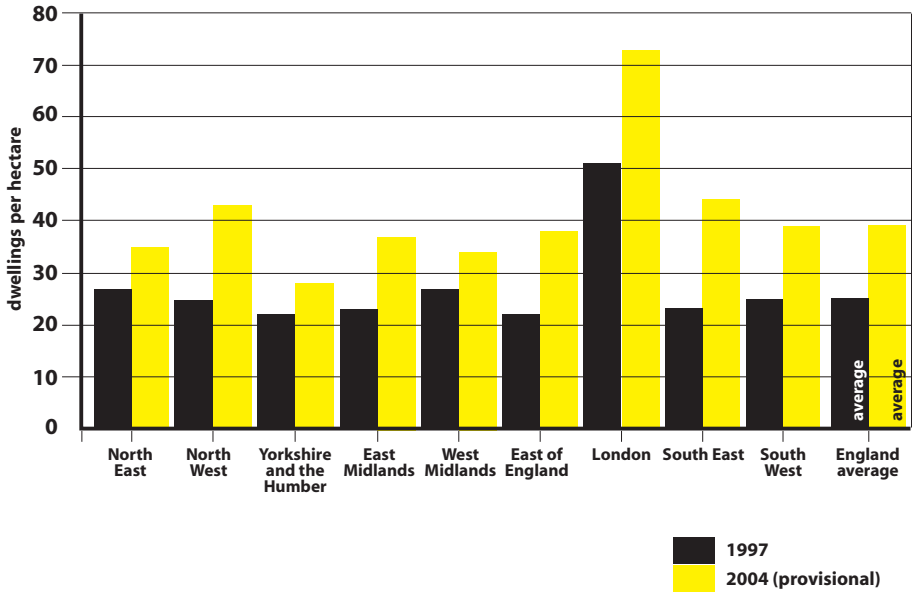
i] at the level of the individual and a community; from how/why we recycle, consume energy and water to the implications of car use and other forms of transportation

ii] within supply chain in acknowledging and representing lifecycle costs, cradle to cradle design and ethical procurement / development

iii] internally with regards to their public good agent roles within neighbourhoods; recognising that physical capital can have a 60+ year legacy

The key recommendations and design considerations in this guide have been developed with an understanding of these issues and how design needs to respond to accommodate and innovatively meet these challenges.

03/10/Density in the Neighbourhood



Density of new dwellings built in England in 1997 & 2004

Source : Land Use Change Statistics, ODPM

The significance of density in the UK has been and will continue to be an issue; research shows that this is particularly evident in sub-urban and urban communities where demand for housing is increasing.

Research shows that "density does not in itself account for positive or negative perceptions of place" [London School of Economics, Density and Urban Neighbourhoods in London, 2005] ; adequate investment in neighbourhood infrastructure and the built environment makes it possible to manage perceptions of density and develop high quality liveable neighbourhoods. This suggests that density is most difficult to accommodate when design is limited to the level of housing and requires integrated neighbourhood level investment and development to ensure the provision of adequate green space, local amenities and service provision.

Managing density will require us to mitigate negative perceptions: this will substantially affect the nature of design at every level.

Research suggests that, in order to support high-density environments;

i] additional investment is required in the design of our homes, from providing adequate spatial, acoustic and psychological separation, to the nesting of public to private space

ii] the scale of geographic communities and lifestyle clustering needs to be actively considered, through the organisation of tenure and overall design of neighbourhoods

iii] additional investment is required in the design of neighbourhoods, providing amongst other things public space and event infrastructures

iv] design 'hardware' investment needs to be paralleled with an investment in social 'software' tools and social capital development to avoid high density equating simply to perceptions of over crowding

v] partnership development at the street and neighbourhood level is critical in enabling collective investment and action in the delivery of essential neighbourhood infrastructure

03/11/Procuring Value

Currently the majority of social housing development in the UK is undertaken through Design and Build contractual relationships. These frameworks are effective at controlling capital costs and risks to the housing developer but can expose social housing agencies to longer term FM liabilities and undermine the long-term viability of the dwelling if the lifecycle cost, value and risk cannot be effectively managed. These liabilities form a central long term structural risk buried in social housing schemes.

Effective procurement lies at the heart of delivering lifecycle value and must be central to the challenge of delivering socially equitable environments. New models of procurement such as PPP and PFI have led the way in integrating capital and revenue thinking. These contemporary procurement models have recognised the structural long term risk buried within schemes and are leading the way in integrating capital and revenue risk.

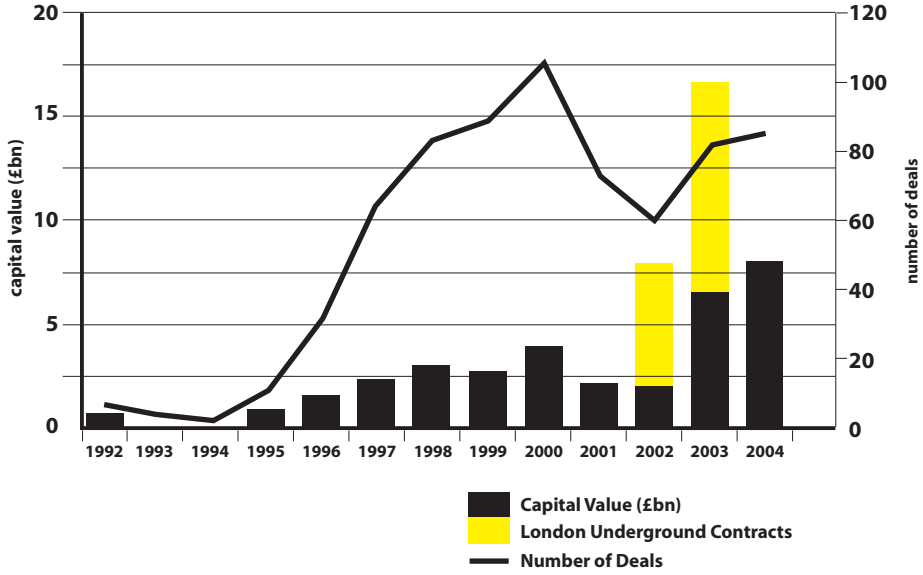
However this approach has still resulted in the design and development of built environments as in-vitro "objects" as opposed to in-relationship with residents. The concepts behind these integrated procurement and operation routes needs to be extended to include community welfare in the delivery of sustainable neighbourhoods.

In order to procure lifecycle value, change is required

i] Within the project management infrastructure of an RSL in order to support integrated lifecycle value led development

ii] How innovation itself is procured to support sustainable lifecycle innovation

iii] and most fundamentally a shift in the procurement route to accomodate and effectively deliver lifecycle development



Number and Value of PFI projects by year

Source : HM Treasury

/04/Key Design Principles and Qualities

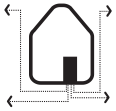
In response to the key issues arising from a detailed analysis of the trends and drivers impacting on the home and neighbourhood, a series of Design the motivation and intent of the design considerations presented in section 6 of this document.

01/Strategic Design Principles

These Key Design Principles are underpinned by analysis of trends and drivers which form the basis of hardware and software designs presented later.

[a] Home as World
This understanding of the home is based around the needs of residualised residents i.e. economically inactive, elderly or housebound, who are likely to spend the vast majority of their time within the home unit and consequently seek [i] the majority of their spatial needs from the home [ii] designs which can accommodate the high rates of occupation while reducing some of the negative aspects of this such as isolation and feeling confined.

Typical solutions based upon this understanding of design include spatial, psychological and acoustic separation, the size of apartments, arrangement of spaces within an apartment, amongst others considerations.



[b] Home as Node
This understanding of the home is based upon the needs of individuals who spend significant proportion of their time independent from their home and neighbourhood; living, working and playing in different locations, with the home acting as a node from which to connect. Consequently such residents are [i] seeking to maintain a relatively autonomous relationship with the neighbourhood [ii] unlikely to the contribute to the geographic community of that neighbourhood [iii] likely to place a higher priority upon transportation links and access to IT at the level of home and neighbourhood.

This network population is often creating social capital in neighbourhoods other than where they reside.

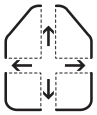
[c] Design as Organism
This principle seeks to expand the focus of design beyond the object to include the lifecycle cost, value, risk and opportunity. Within this context architecture and the built environment should be viewed as an organism designed to interact with existing and emerging externalities from carbon quotas, energy costs, lifecycle, and social/community cost/values.

In delivering this framework, design needs to be considered in a 20 year+ cycle as opposed to the capital investment model, and needs to be part of an ongoing negotiation accommodating continuous change. Typical solutions include changes in design management such as the use of soft prototyping, to design specific solutions such as cradle to cradle design.

[d] Equitable Design
This principle of design seeks to use design as a framework for inclusion and equality by promoting the removal of visual design hierarchies and segregation in the neighbourhood i.e. through encouraging high quality design tectonics across private, affordable and key worker tenures.

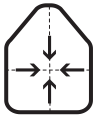
[e] Managed to Self-Managed
It is recognised that neighbourhoods and new developments at the point of inhabitation tend to have marginal frameworks for trust. This is especially true if occupied by independent or vulnerable residents who would prefer to live within managed / serviced environments i.e. to maintain their autonomy and safety. However research shows that this is not the preferred long-term position of most residents with many aspiring to a

greater emphasis upon community and social capital in the design, build, management and operation of their environments. To achieve this transition design needs to be able accommodate and even encourage this evolutionary shift from managed serviced neighbourhoods to self-managed community organised neighbourhoods. This requires engagement, awareness and communication tools to galvanise communities into action and engender belonging.



[f] Live Together, Live Apart

This principle reflects the increasing desire for autonomy within the household. It recognises a demand from residents for design to simultaneously cater for maximum spatial, psychological, acoustic separation of lifestyle within and between the home and to facilitate individuals privacy and independence, whilst maintaining an opportunity for informal cross over to support familial and social cohesion. Typical solutions include the design of separated kitchen dinning rooms or bed sitting rooms.



[g] Live Apart, Live Together

This reversal of the principle focuses upon the implications of increasingly desynchronised households and neighbourhoods, borne of shift working, double income families and increased lifestyle autonomy and how design can be used to encourage household and neighbourhood cohesion. Typical solutions include the design of sociable kitchens, neighbourhood email.

[h] Safe by Social Design

This principle aims to promote the design of environments, which support and maximise street level ownership and interaction, giving communities an opportunity to self regulate. Research suggests this can mitigate the perception and reality of anti-social behaviour. Safe by Social Design encourages informal neighbourhood surveillance and acts of neighbouring to promote people-led security within the neighbourhood.

[i] SMART Homes

Smart home technology has regularly been discussed as part of a technological utopia, but increasingly it is being recognised as an essential value effective method to support and maintain independence amongst rapidly ageing populations. Research suggests a range of techniques and technologies can be used to help remind and advise users of things they may have forgotten or provide controls to prevent accidents or support additional safety security features. These include bath level controls, cooker pressure switches, recorded voice messages triggered by particular events, colour association techniques, sound devices attached to house keys and remote controls, functions like turning heating on or off, which in turn can promote cost savings to those with limited energy budget etc.

[j] Universal Design

Universal design, which is related to “inclusive design” and “design for all” is an approach to the design of products, services and environments to be usable by as many people as possible regardless of age, ability or situation. Typical solutions include the use of lever handles for opening doors rather than twisting knobs, light switches with large flat panels rather than small toggle switches, use of meaningful icons as well as text labels, use of appropriate size and colour graphics to aid navigation.

02/Strategic Design Qualities Software

a] Community Validation
This is an important aspect of developing integration at the moment a community is created; this applies equally to new communities or for residents moving into existing ones. Ideally this process should seek to bind people to both their physical environment and to those they share it with.

The concept of community is intrinsically bound to the scale of the community; validation should therefore be developed at the level of micro-communities of units, which have shared amenities or circulation space with the intention of generating the potential for neighbourly recognition and plant the seeds for effective co-ownership.

b] Citizen Awareness Tools
In order to help generate a framework for responsible lifestyles, residents need to be given the awareness mechanisms and tools to change how they live. It is increasingly important that this change happens at the everyday level of citizen as opposed to through strategic or enforced approaches. Ultimately issues such as climate change and economic restructuring require change at the everyday level of lifestyle and to a far greater extent than can be delivered through strategic innovation alone.

c] System Education Tools
Residents need be made aware of the potential for greater powers and responsibility in the move from managed to self-managing environments and that this transition infers certain implications in the ways services are designed, managed and audited. This needs to be achieved through phased implementation over time using co-production principles. System Education can help to galvanise informal activity into a more coordinated framework [if appropriate] and may also give activity the impetus to generate critical mass and self-organisation.

d] Community Communication Tools
Communities need to be given a variety of formal and informal mediated communication mediums to mitigate the impact of asynchronous lifestyles, increase opportunities for interaction whilst preserving autonomy and anonymity.

e] Collective Efficacy
In order to enable a community to build collective identity, culture and ownership there are key support frameworks which can support them in defining a shared belief or ethic and through their collective endeavour to organise courses of action.

f] Empowerment Tools
One of the issues communities face in turning informal action into a model of service organisation and delivery is the core business acumen, start up capital and meaningful assets to manage. Supporting this empowerment is a fundamental feature of moving from a managed to self-managed framework.

03/Strategic Design Qualities Hardware

a] Space / Time Relationships

Lifestyle patterns are becoming increasingly diverse; from the length of our working day, the increase in shift and home working, the patterns of neighbourhood utilisation, and the rise of the 24 hour economy to the rate and nature of mobility and communication. This means that our environments are often serving very divergent needs across different space and time patterns. In order to build inclusion across these fragmented space utilisation patterns solutions may seek to provide strategies of both increased separation and increased connection such as acoustic attenuation within and between flats or communication strategies that operate across space and time divisions.

b] Refresh

Increasingly mobility and lifestyle diversity means that our environments are required to respond and accommodate high rates of churn and unpredictability. If our neighbourhoods are to support an inclusion agenda that creates a framework for territorialisation, belonging and asset devolution it will need to be able to continuously refresh to respond to change.

c] Adaptability

Lifestyle diversity increasingly means that neighbourhoods and homes are required to support a greater diversity of uses which are in themselves dynamic and therefore harder to predict or cater for. Design will need to accomodate diversity and adaptability so that our built environments can deliver throughout their lifecycles over and up to 200 years. Adaptability at a neighbourhood level is critical to delivering inclusive places.

d] Psychological Perception

The increasingly dynamic nature of our urban and sub-urban locations brought about by mobility, diversity, changes to our labour and family structures means that traditional interpretations of the neighbourhood have been altered; for some, particularly those who are mobile and more remote from a residential culture, this has been an easy transition.

However for many who are dependent on the local neighbourhood these shifts have challenged individuals basic relationship with the places in which they live. Enabling positive interpretations of place is crucial to building a sense of belonging, custodianship and creating the necessary landscape upon which neighbouring can occur. This needs to be achieved through sensitive design of physical capital, supported by social software tools.

e] Identity

Globalisation has marginalised local to local production and the neighbourhood economy. This combined with the proliferation of lifestyles based on privatised networks outside of the residential community has made it increasingly difficult or undesirable for people to embed identity into the places in which they live. This has had a negative impact on our perception of our rights in public space i.e. social norms, and our responsibilities toward public space as active custodians of it. For residualised communities it is increasingly important to reclaim this quality so that people are able to belong to, and take ownership of, the places in which they live.

f] Autonomy

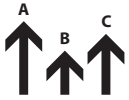
New forms of democracy which engage the autonomous mobile population are vital if we are to build inclusive 21st century places. Choice, mobility and networked infrastructures have enabled people to act autonomously so they are delinked from geographic communities: we must find a way to recognise and validate other forms of democracy in our communities ie participative and direct action.

g] Social Condenser

The loss of traditional social condensers i.e. public sector services, combined with the potentially gated nature of micro-clustered communities requires us to create environments at the level of the street and neighbourhood which are inclusive cross over spaces for cultural or socio-economically diverse lifestyles.

h] Communication

Informal communication between residents; this includes general awareness of the neighbourhood i.e. sight lines over common spaces for informal surveillance. Environments which support communication are part of a wider neighbouring and collective efficacy framework.



i] Choice

Choice a fundamental agenda of the Third Way is absolutely critical to empower and engage people. Affordable housing is recognised as limiting choice where communities live and consequently needs to enhance peoples ability to affect environments in the neighbourhoods and homes in which they live.

/05/Key Recommendations

In response to the research undertaken the following chapter presents key recommendations for strategic changes at the level of design process, design management and organisational capacity.

01/21st Century Inclusive Neighbourhoods

Neighbourhoods of the future will increasingly be judged on their capacity to deliver three prominent conditions;

i] places which are a key driver and attractor of human capital

ii] places which facilitate and enable social cohesion and diversity

iii] places which facilitate sustainable life-styles

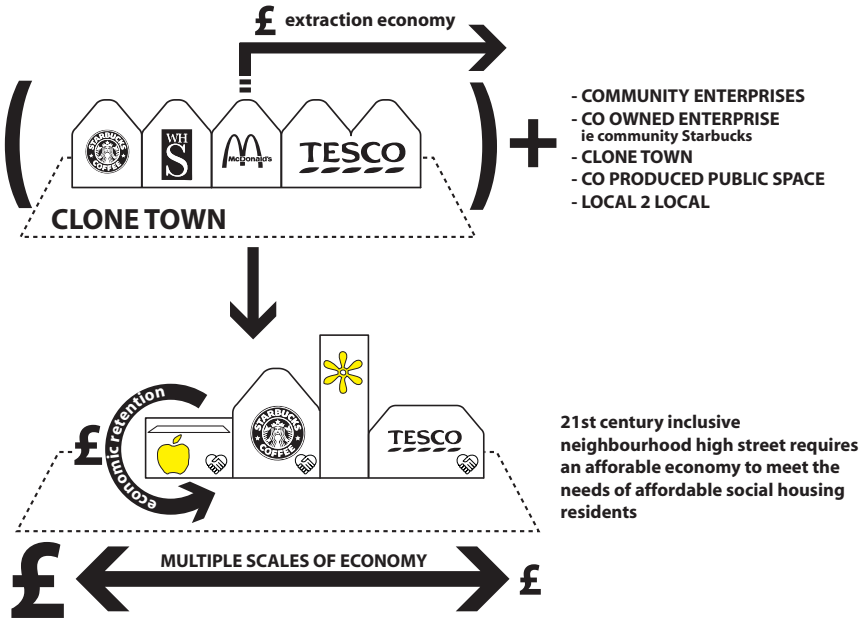
Research suggests that achieving this depends on new investment models that recognise the neighbourhood as a place where the social economy and market intersect. This requires the development of diverse and inclusive local economies, which can simultaneously attract and retain human capital whilst ensuring that local economies remain inclusive to individuals on a lower income who significantly depend on the local neighbourhood infrastructure for their needs.

To meet these challenges Social Housing Providers will need to work in partnership with other neighbourhood delivery agents to maximise the value of capital investment through an integrated public, private and community approach to local development. This may include catalysing mixed economy enterprises as private and community partnerships i.e. community Starbucks.

Depending on the context, these mixed economy enterprises can be created as economic engines to catalyse revenue for inclusive wealth generation and local finance redistribution. They can also be part of a wider empowerment programme offering residents paid/volunteer employment and a real stake in the local community.

This inclusive economic underpinning of a neighbourhood is critical to the delivery of 'inhabitable neighbourhoods', that do not themselves structurally accentuate poverty, social segmentation and isolation.

In order to support the delivery of this agenda Social Housing Providers need to make economic inclusion a core viability agenda of any development, addressing it integrally in terms of neighbourhood analysis, site selection and investment/ development.



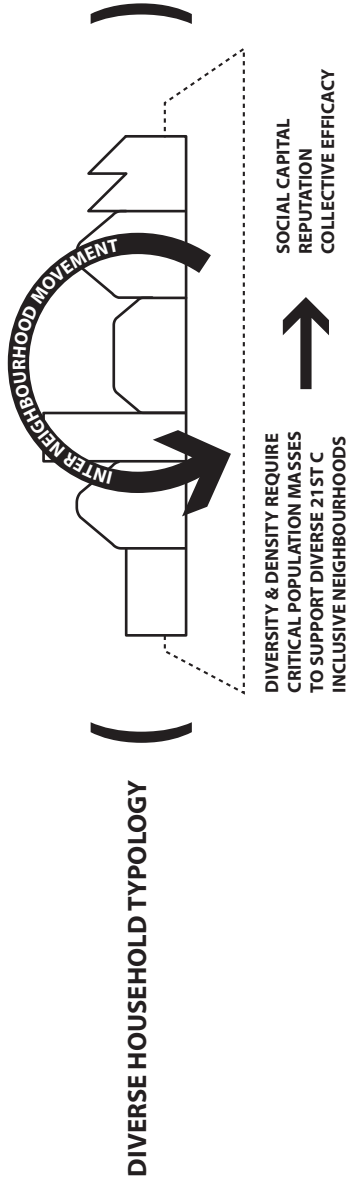
02/Lifetime Neighbourhoods

Current development models are based upon a lack of housing diversity and full capacity led allocation; these strategies can impede the capacity of a neighbourhood to sustainably accommodate growth/decline and change. The impact of these strategies can significantly impede neighbourhood social capital; often forcing residential mobility as peoples spatial requirements change throughout their lifecycle. This is particularly problematic for people reliant upon their geography as a source of community as is the case amongst the increasingly residualised residents of social housing.

The development of Lifetime Neighbourhoods where the accent is on promoting and developing housing typology diversity can help neighbourhoods cater for growth and changes in lifestyle from children to grandparents whilst minimising the problems associated with residential mobility. These include loss of security and associated detrimental impact on local social capital. Making it more viable for people to move within the neighbourhood as their life circumstances change.

This approach can if undertaken appropriately change the accent of belonging and ownership so that it transcends a direct relationship with the home unit and extends out into the neighbourhood where everyone acts as a custodian of a collective future.

In order to support the delivery of this agenda Social Housing Providers need to make lifetime neighbourhoods a core viability agenda of any development, addressing it integrally in terms of neighbourhood analysis, site selection and investment/development.



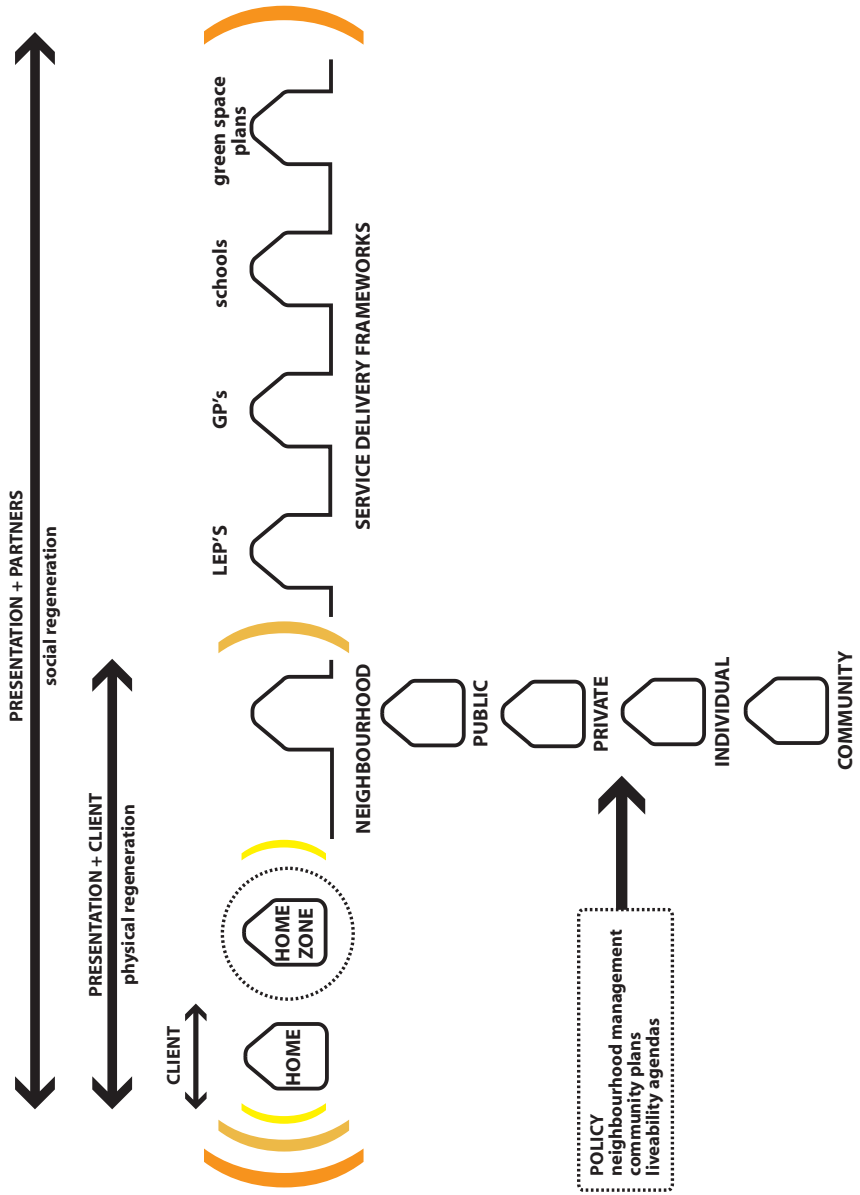
03/Adopt a Neighbourhood

The changing nature of social housing combined with the evident need for integrated neighbourhood level investment and development present a unique opportunity for Social Housing Providers. This integrated form of investment would affect and integrate how sites in the neighbourhood are identified, designed and developed. To date, in the vast majority of cases integrated neighbourhood development has been opportunistic as opposed to embedded into the Local Development Framework or other spatial and service delivery strategies.

The omission of social housing from the wider neighbourhood vision is problematic for many reasons; it fails to optimise local capital investment to generate wider value, it makes it increasingly difficult to deliver key neighbourhoods and community policies, and it neglects to ensure that the key infrastructures upon which social housing clients depend are available. In affect this new integrated approach extends the thinking currently applied exclusively to estate regeneration to new developments.

Social Housing Providers are a powerful neighbourhood stakeholder, who by working with local partners can unlock emergent opportunities, share resources and return best value for investment to social housing investors as well as local partners.

The opportunities for collective action are significant; from supporting social enterprises, local education, local healthcare, to community cohesion initiatives. What has until now been lacking is a viable and empowered 'action agent' able to bring together the skills and competencies from the public, private, community sectors and from individuals to catalyse these opportunities. We believe that Social Housing Providers are in a unique position to operate as a social pioneer creating a new framework for unlocking an integrated and blended value approach to neighbourhood development.

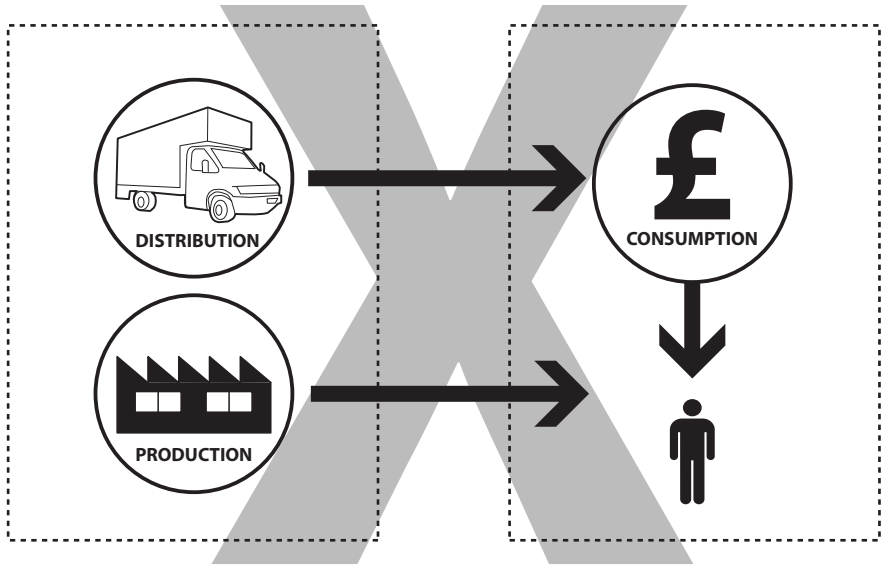


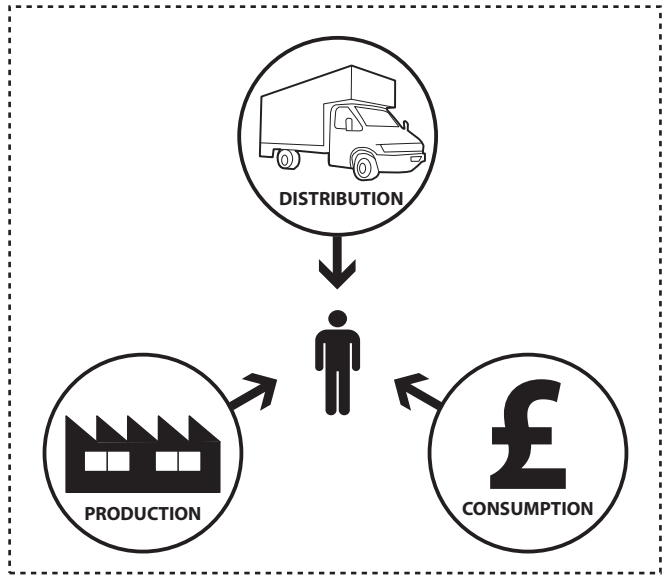
04/Ethical Development

The role of ethical considerations in shaping consumer behaviour has become increasingly significant over the last two decades. The economic importance of the rise in ethical purchasing for corporate strategy, retail, and policy makers is well established and likely to grow. The construction supply chain has largely ignored this growing market whilst simultaneously witnessing a globalization of its impact and externalities with a growth in international supply chains especially predominant in China.

'Space hides consequences' of actions is a theory which acknowledges that the nature of global supply chains have disconnected the spatial impacts of cause and effect; we have effectively separated the moments of production, distribution and consumption and this has become the basic premise of a construction supply chain model.

Combined these two trends provide a unique opportunity to meet the vision of housing providers by creating a framework for ethical development, which simultaneously maximises the potential for international development and sustainability.





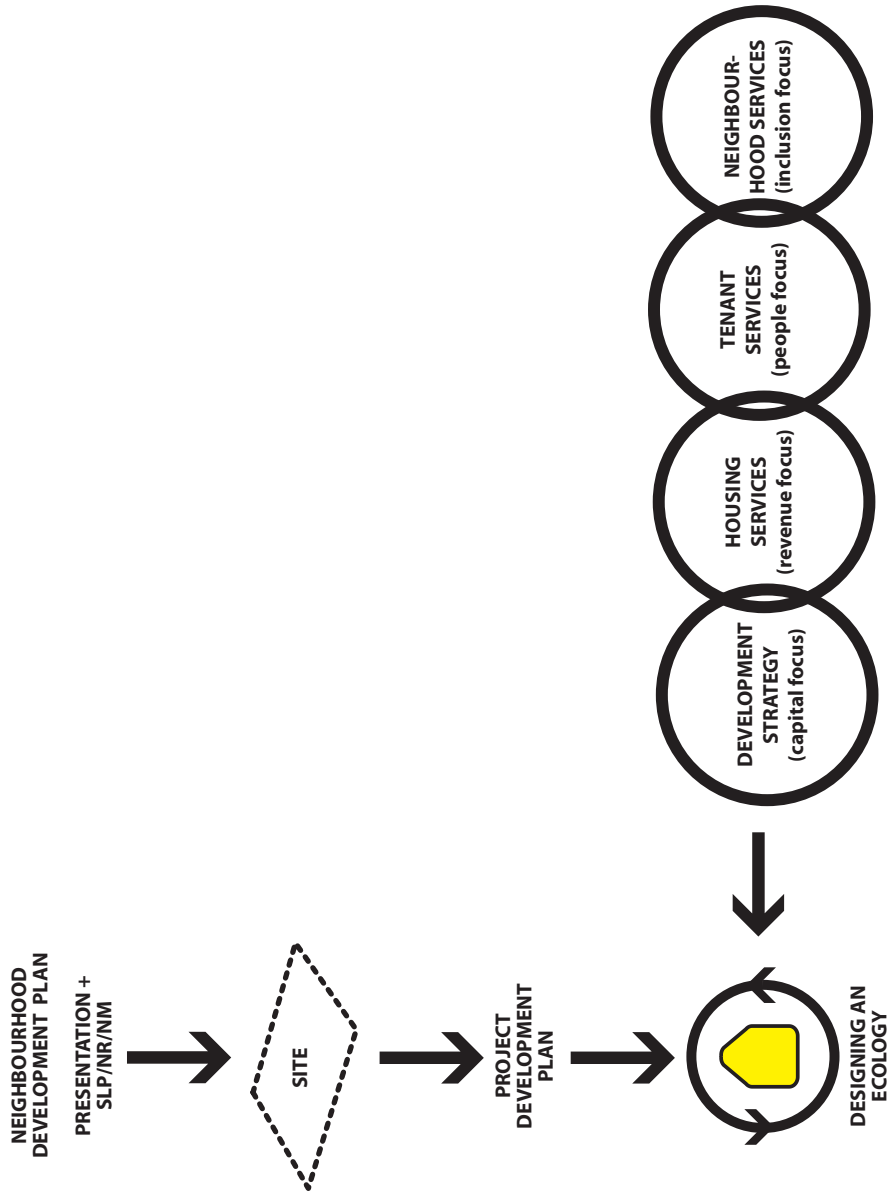
05/Project Design

During the research interviews undertaken to support the development of this document it became apparent that the use of traditional project management structures based on the division of responsibility across; Development, Regeneration, Housing and Tenancy Services is fragmenting the capacity to deliver integrated project design, lifecycle value and cost, while also limiting knowledge transfer.

The integration of project management across housing, tenancy, regeneration and development is integral to designing and delivering lifecycle value into the core of schemes, maximising the opportunities for innovation across departmental and knowledge silos, and controlling the long term liabilities of the asset holder.

Social Housing Providers are residual estate holders, for whom integrated lifecycle value-based design and delivery should reduce risk, and help to actively manage externalities.

Social Housing Providers, by creating integrated project management teams, will be better placed to facilitate deep innovation across community regeneration, service delivery, construction, real-estate management to establish true lifecycle value led design whilst minimising inherent risk.



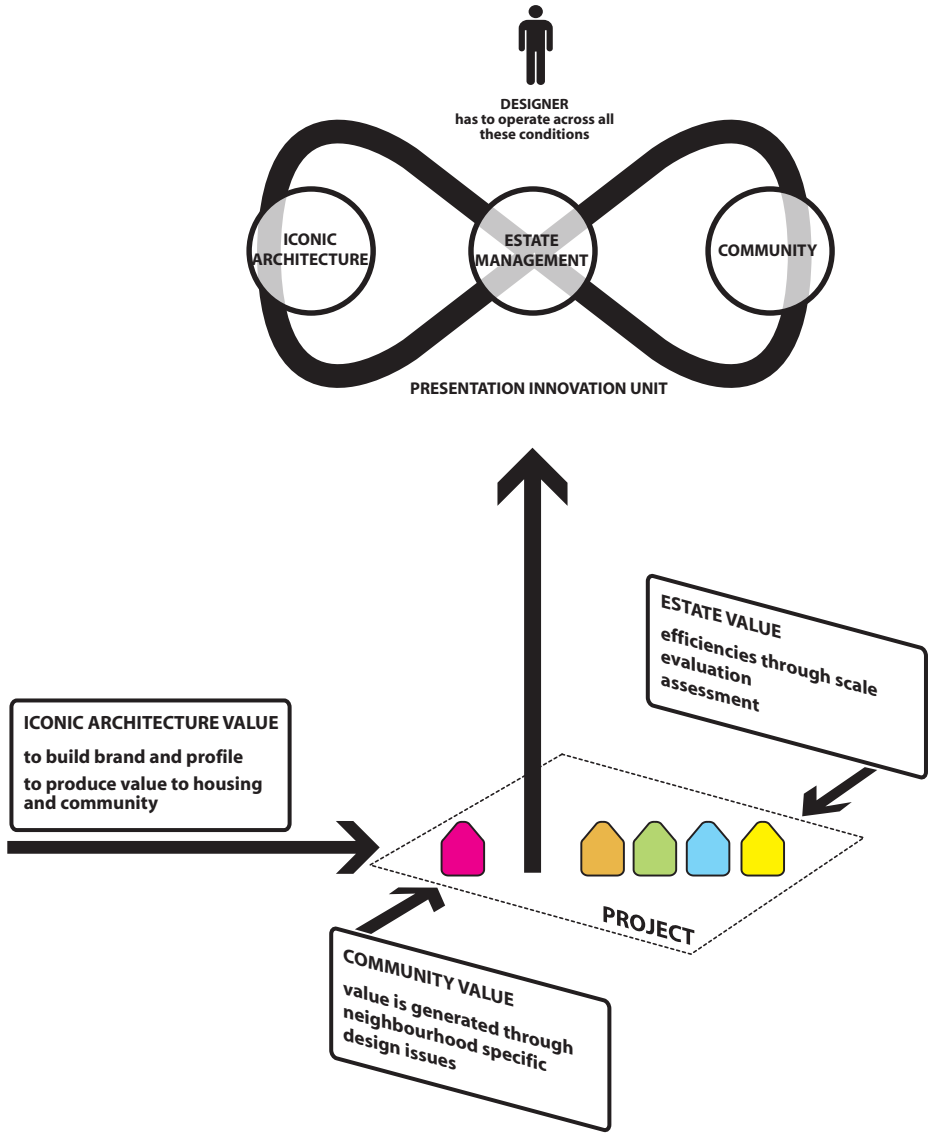
06/Capturing Innovation

Innovation and knowledge capture is core to the development of best practice and has to be an essential element of any progressive organisation. Within the development sector, innovation has for too long been the province of project specific professional teams. The implications of this dispersed innovation strategy has been weakened real-estate management strategies and limited examination of lifecycle value.

This dispersed and adhoc approach to innovation has reduced the opportunities for quality benchmarking and has limited the effective use of gained knowledge and expertise. This model of innovation has been known to generate organisational risk to serial developers as few lessons are learnt and IP development is externalised and difficult to be incrementally built upon.

For serial developers internalising innovation presents a tantalising opportunity to develop core Intellectual Property, reduce risk, centralise and manage innovation.

As long term holders of social, environmental and economic risk, Social Housing Providers should explore the development of an internal specification and design innovation unit, to aid the delivery of a sustainable long term innovation led neighbourhood investment agenda.



07/Procuring Lifetime Neighbourhoods

Traditionally,as discussed earlier the capital led investment model has ignored or at least marginalised revenue cost and along with it lifecycle value. Social Housing Investment agencies have traditionally operated to accentuate this divide between capital and revenue through procurement routes such as Design and Build which effectively controls capital risk whilst burying potential revenue risk.

This model has over the recent years been under increasing scrutiny with the rise of PFi and PPP which bridge the traditional risk transfers between developer, lessee and lesser.

The scale and magnitude of change offered by this structural re-linking has been both undervalued and under explored by architects, Developers and the discipline as a whole. These new frameworks enable a paradigm shift that sits beyond style, fundamentally seeking to transform the focus of design from object material innovation to an integrated innovation agency working across service delivery, facilities, time and finance, and enabling designers to propose new working methods to support sustainable utilisation of development, and the design of environments with key component refresh rates.

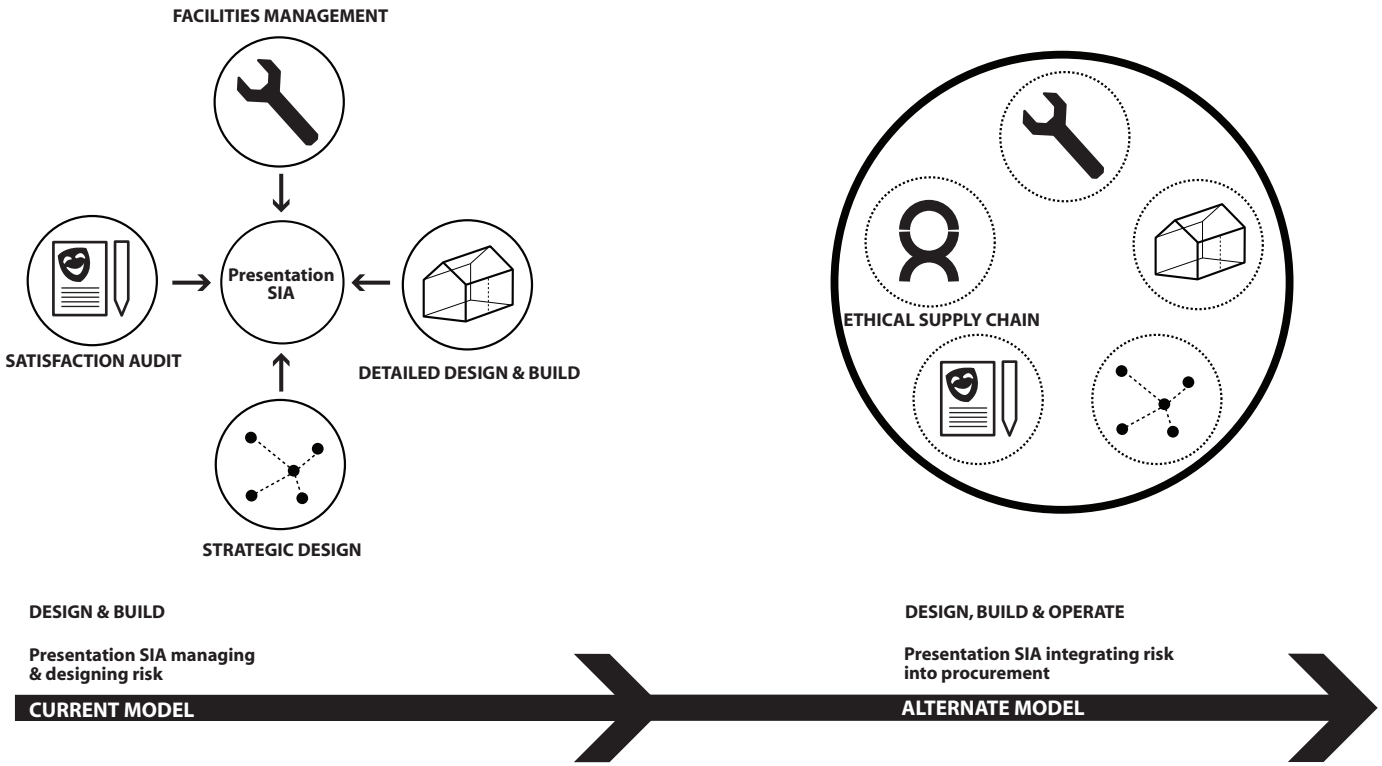
Social Investment Agencies as long term holders of social, environmental, economic capital and revenue need to explore alternative procurement models, which tender inclusively, and consequently innovate across the Design, Build, Operation and optionally management of built environments [DBOM/DBO]. DBOM procurement routes can not only support integrate lifecycle innovation, reduce externalities but also out source structural long term liabilities to those best placed to design/ manage the risks. The shift from DBO to DBOM although apparently minor will require substantial intelligence/confidence building within the market place, as it rightly, fundamentally integrates the social/community regeneration risk with the built environment, reflecting the integrated nature of the liabilities.

These new integrated models of procurement and design management, can start to help to maintain quality assurance and value throughout the lifecycle of environments such as;

i] The RSL provider role is shifted to providing an independent audit function/ arbitration between residents and and brief/concept development role [RIBA STAGE C/D].

ii] If considered at the outset the integration between capital and revenue assessment, can allow for flexible completion options and design tailoring to ensure the reality of built environment is aligned with the residents' needs.

iii] The RSL provider is not reliant upon exceptional expansive internal skills base to manage risks between discrete contracts for the design, build, operation and management of their facilities


FACILITIES MANAGEMENT
Presentation SIA
SATISFACTION AUDIT
DETAILED DESIGN & BUILD
STRATEGIC DESIGN
ETHICAL SUPPLY CHAIN
DESIGN & BUILD
Presentation SIA managing & designing risk
CURRENT MODEL
DESIGN, BUILD & OPERATE
Presentation SIA integrating risk into procurement
ALTERNATE MODEL

08/Embedding Participation into the Lifecycle of the Built Environment

Trust, belonging and custodianship are amongst the key components of building sustainable neighbourhoods. As outlined earlier in this document, these values are being undermined by increasing mobility, greater personal autonomy and the subsequent residualisation of social housing and the communities it supports.

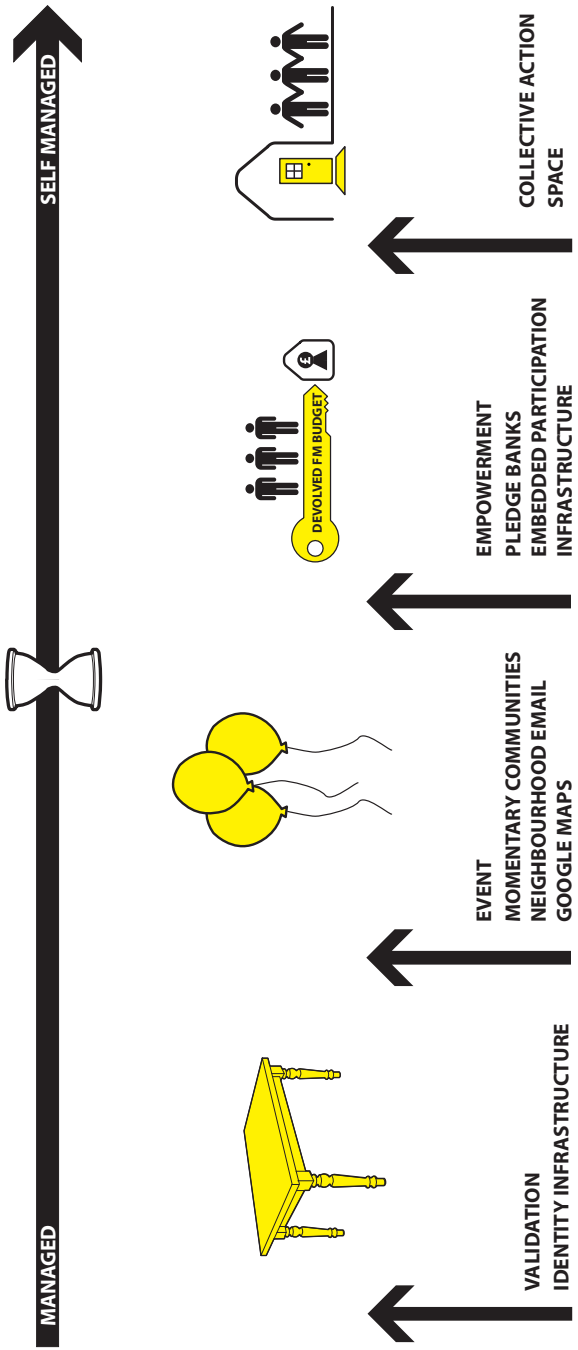
Residualisation of affordable housing tenures, through its embedded loss of choice and structurally impaired ability to support personalisation has increasingly been recognised as a catalytic source of residential alienation.

Research shows that amongst neighbourhoods marginalised by tenure and mobility, participation provides a unique tool to enable territorialisation, belonging and custodianship; creating the capacity for residents to affect and be involved in the ongoing design and management of their environments.

To engender effective participation Social Housing Providers should simultaneously invest in the following:-

i] embedded agency; frameworks that embed participation deeply into the development process to deliver an integrated lifecycle participation agenda from first allocation to 20 years later; these may include delaying the design and development of community spaces till post allocation, to the devolution of soft FM budgets, to the design and redesign of community gardens

ii] inclusive engagement: Participation frameworks, which are scalar and massively inclusive from the home right through to the whole neighbourhood



09/Micro-Clustered Communities

People are inherently complex, yet given the right tools many can plan collaboratively, transparently and strategically. This is dependent on the ability to articulate and deliver collective efficacy. This typically emerges organically within homogeneous groups where there is a similar lifestyle or common ethic, and where there is a critical mass to give impetus to self-organisation around a specific desire from campaigns such as Make Poverty History to shared school runs.

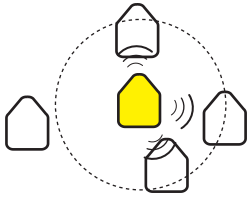
However, as outlined in the earlier analysis of housing allocation and neighbourhood social mix, community development has tended toward dispersal measures such as pepper potting to enable integration across the socio-economic spectrum, and the detriment of collective efficacy.

In reality, pepperpotting has delivered marginal success in terms of social mobility, whilst hampering the development of social capital, collective efficacy, and building significant FM liabilities, amongst other issues.

An alternative approach which is starting to be recognised as emergent best practice seeks to enable micro clustering of lifestyles, whilst simultaneously creating opportunities for social mobility and social norm transference across socio-economic divides. This requires Social Housing Providers to reconsider within the design process:

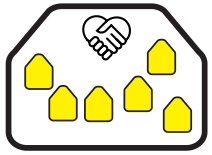
i] micro-clustering 6 to 8 units with community development infrastructures which are a combination of physical hardware and social software

ii] street level integration strategies to rebuild social condensers as cross-over spaces through active investment in streets, public spaces, event infrastructures and social software to encourage collective ownership and belonging. Designing and enabling new forms of social condensers needs to be an integral component of any tenure organisation strategy in order to deliver socially inclusive neighbourhoods capable of enabling social mobility.

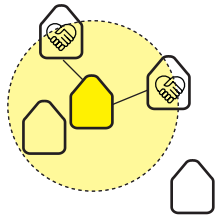


YR 0
ARTIFICIAL COMMUNITY
instant community built on artificial pepperpotting with no community reciprocity

(OPPORTUNITY)



SUPPORTED HOUSING
self similar micro clustering of communities to act as rehabilitation platforms



YR 20
NATURAL PEPPERPOTTING
organic support structures through organic growth of community. Impact of problems/issues are shared

(OPPORTUNITY)

SOCIAL CONDENSERS
organic communities of interest at the scale of the street

10/Continuous Soft Prototyping

No matter how well briefed, designed or constructed a building is, it is a unique prototype involving a large number of parts and a brief abstracted from reality. Largely the Egan agenda within the construction industry has focused upon construction related matters of zero defects with solutions such as offsite construction and MMC [Modern Methods of Construction] amongst others, without really addressing discrepancies at the level of the brief and occupation.

Construction defects should be relatively minor as long as appropriate QA procedures have been followed. However, wider unforseen issues, usually the result of a miss-alignment between design aspiration and the reality of how the environment is used beyond the capacity of QA procedures to manage.

The traditional capital and revenue investment divide means that such misalignment is typically left unresolved to the extreme displeasure of residents even though the investment required is negligible in the context of the built environment lifecycle cost and potential damage. The impact of not dealing with such issues can catalyse negative perceptions within a neighbourhood making it difficult for people to take pride or feel ownership which in turn contributes to a negative spiral of decline in a development.

In order to accommodate this and create an investment model, which is appropriate to the lifecycle of the built environment, Social Housing Providers should explore strategies such as;

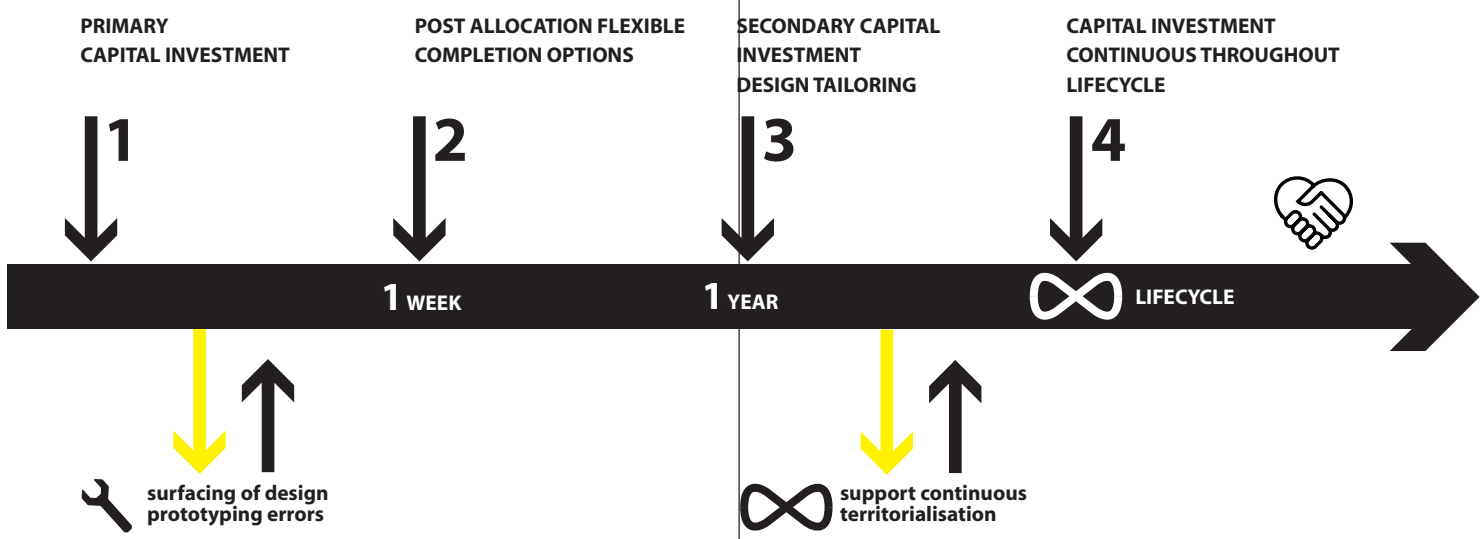
i] an investment structure which promotes long term micro remodelling and adjustments to the built environment to respond to emerging contexts and lifestyles within the neighbourhood

iii] one year post occupancy the RSL undertake a process of design tailoring at the level of the home where design brief misalignments are rectified i.e. the direction

of doors opening or the quality of the fittings, and at the level of the block / street where additional amenities such as a community centre can be achieved through co-production with the community

iii] residents be offered flexible completion options so their homes are more suitable to their lifestyles i.e. an option on a gas or electric cooker which is of significance to how food from certain cultures is prepared

iv] common spaces left undecorated until just after occupancy. It may be possible to use this as a way to galvanise resident engagement where they can choose the colour or perhaps undertake the work themselves in exchange for additional common investment


PRIMARY
CAPITAL INVESTMENT
1
POST ALLOCATION FLEXIBLE
COMPLETION OPTIONS
2
SECONDARY CAPITAL
INVESTMENT
DESIGN TAILORING
3
CAPITAL INVESTMENT
CONTINUOUS THROUGHOUT
LIFECYCLE
4
1 WEEK
1 YEAR
LIFECYCLE
surfacing of design
prototyping errors
support continuous
territorialisation

11/Design Communication

Communication of design intent and the legibility of design reasoning are increasingly recognised as fundamental aspects of good design. These qualities have to manifest themselves in both the design process and design outcome. Traditionally these qualities have been marginally manifested in Operation and Maintenance Manuals, and other such documents, providing all data in a virtually non-digestible form, to a very exclusive group.

Through research and interviews it has been established that residents are more willing to accept new, innovative design decisions when they can:–

[i] understand the reasoning behind those decisions

[ii] understand the decisions were made in their interest, or the interest of the development as whole

[iii] they can be part of an active dialogue to discuss their design concerns

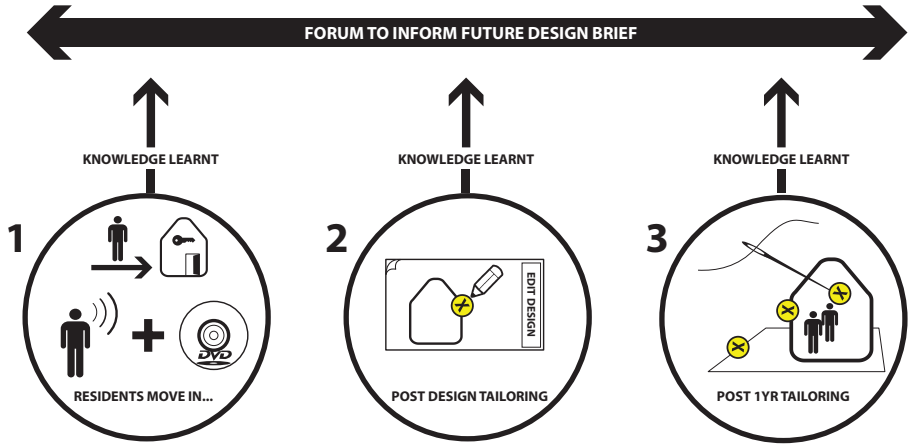
Communicating the reasoning behind a design and how you use that design effectively enables people to understand and empathise with their environments an essential component to developing custodianship, belonging and accommodating innovation.

Social Housing Providers should encourage architects and designers through the framework agreement, to provide an induction session for residents at the point of inhabitation. This will enable;

i] communication of design intent to residents at the point of allocation should become a key addition to the "architects appointment" and the proposed framework agreement

ii] a powerful interactive mechanism to present the narrative of how and why their homes were designed the way they were – with its ensuing benefits described above

iii] an iterative learning mechanism for architects and designers to support incremental design evolution



/06/Design Considerations

Social "software"' and physical "hardware" design considerations are presented in the following chapter. These have been developed in response to the key issues emerging from the trends and drivers.

In creating design examples for inclusive environments there are two predominant types of neighbourhood user; Neighbourhood Dependent and Neighbourhood independent. These groups have different relationships and requirements from the home, block, street and neighbourhood and as such each design indicates who it is the most appropriate for.

Neighbourhood Independent; characterised by access to multiple forms of community i.e. practice, interest, ethics, through which to generate social capital. This category includes the highly mobile, and individuals and couples with lifestyle mobility; living, working and socialising in multiple locations through networks.

Neighbourhood Independent Single

Neighbourhood Independent Couple

Neighbourhood Dependent; characterised by limited access to social capital generators and dependent on the geographic community model and local infrastructure along with, or instead of, their genetic community. These can be broadly defined as the economically inactive, elderly, the very young or the main carer of young children [including associative dependent i.e. restricted to the neighbourhood as the primary carer of dependants in local education].

Neighbourhood Dependent Single

Neighbourhood Dependent Family

These design considerations seek to indicate a way of thinking about the relational qualities of the built environment and the physical "hardware" and social "software" of neighbourhoods to support the ecologies it operates within.

Each Design Consideration has;

- icon of the neighbourhood user for whom it would be generally appropriate
- icon of the design principle which guided the design
- icons of key qualities manifest in the design
- a summary of the intent of the design

/06/01/Social Software Design Considerations

It is widely understood that capital led investment into physical regeneration is only appropriate in certain contexts, often such an approach tends to have limited positive impact on the quality of life of deprived communities which would benefit more from integrated investment that supports change at the everyday behavioural and cultural level. For this reason it is necessary to use both social software and physical hardware strategies to create the structures and systems by which to;

i] raise awareness of the need for citizen level change

ii] enable a vision and ethic for community action and public value

iii] provide a framework for citizen empowerment

iv] generate a system which is strategically innovative enough to optimise co-production values

v] generate a system which is responsive to emergence and real time innovation at the level of citizen

In this context the built environment acts as an infrastructure with social software systems providing the catalysts for change. These enabling systems are evolutionary and are conceived as a framework to galvanise communities and move them from a managed to self-managed framework.

In some respects the managed to self-managed framework suggests a linear change programme, however in practice the tools indicated here are interchangeable and should be used as appropriate.

The social software tools and activities outlined in this guide are some examples of how the transition from ""managed to self managed"" communities can be facilitated, however it crucially depends on a system which can support, accommodate and respond to emerging community culture change at a range of scales within communities.

This system will need to:

i] Validate Communities; to define the community, infer a sense of belonging, and develop critical mass

ii] Build Citizen Awareness; to re-link cause and affect of our actions, from what we consume to how we treat the environment and encourage people to live responsibly and take ownership of their environments

iii] System Education; to help communities understand the managed to self-managed framework and articulate opportunities when they can tip from one stage to the other

iv] Community Communication Tools; to enable formal and informal exchange and help generate trust between residents

v] Collective Efficacy Tools; to support acts of neighbouring and provide a formal framework for inclusive community exchange and co-production

vi] Empowerment Tools; to support self-managed neighbourhoods by devolving responsibility and ownership

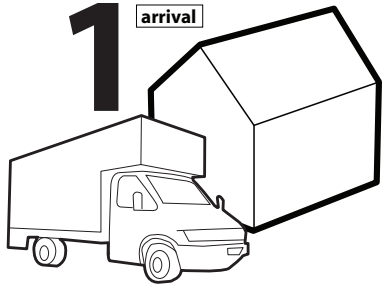
The boundaries between these phases are in many ways fluid with communities developing at different paces and in some cases never actually becoming self managed environments. However it indicates a set of tools which can be used as appropriate in community regeneration programmes and it also provides a phased framework for change so that communities can take gradual, progressive and sustainable ownership.

The role of Social Housing Providers will also alter to accommodate this transition as they move from service provider to service auditor undertaking continuous assessment, evaluation and making recommendations to ensure that this devolved asset or provision is delivering equitable public value.

Community Validation Tools : Table

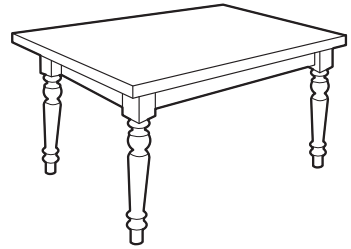
Create room for a meeting table in a common area and inscribe upon it the names of residents, as they move in. This should be an occasion for people to meet each other as well as creating a framework whereby each community member is directly implicated and involved in a reciprocal relationship with the built environment and with their neighbours.

1 arrival

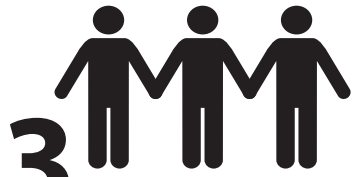


2 welcome!

nikolai berdyaev 3rd july 2006



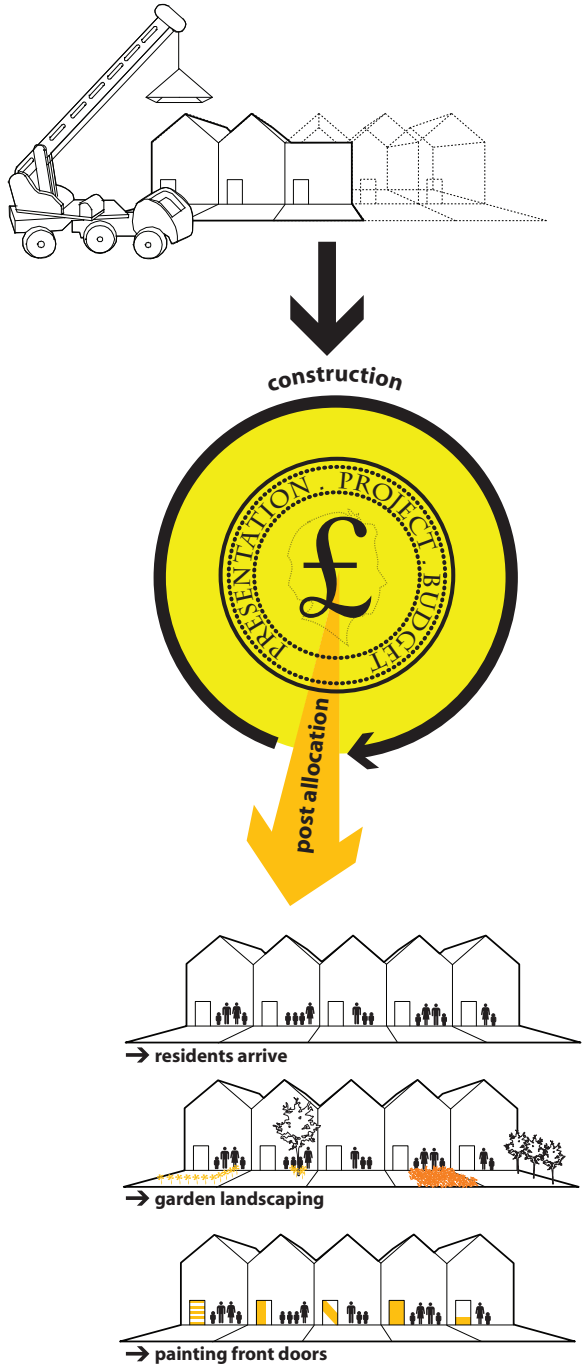
3 community



4 communal dining

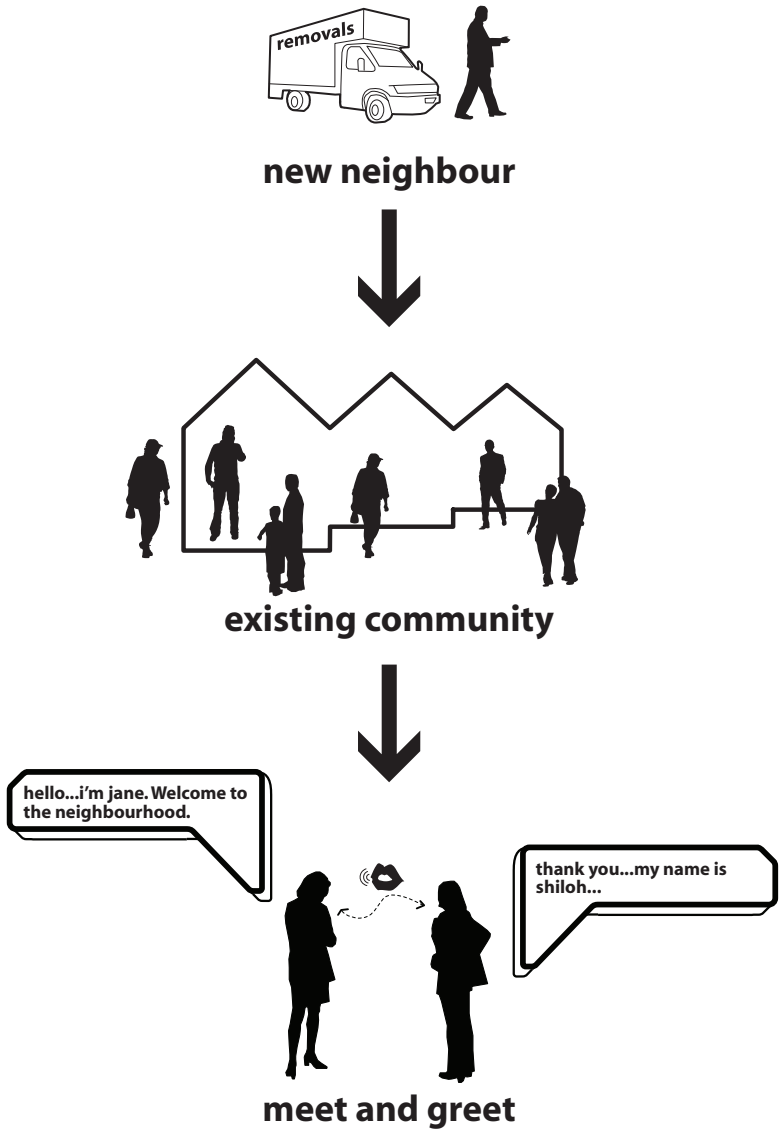
Community Validation Tools : Flexible Completion Option & Design Tailoring

Making community environments more responsive to the social, cultural and lifestyle diversity they support. The divide between traditional capital and revenue budgeting should be dissolved to support periodic strategic investment with key emphasis on certain phases such as allocation, one year post allocation, to help create environments which are responsive to context and citizen change.



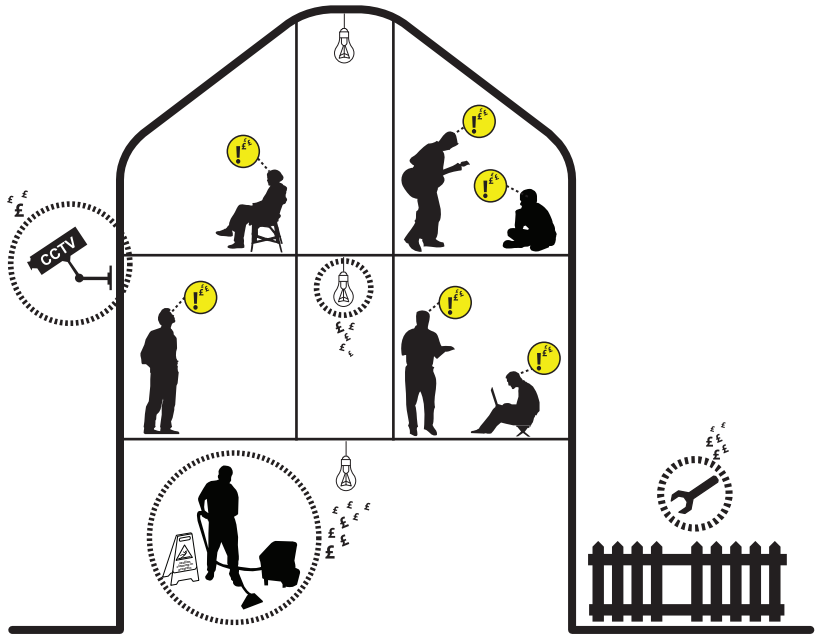
Community Validation Tool : Meet and Greet

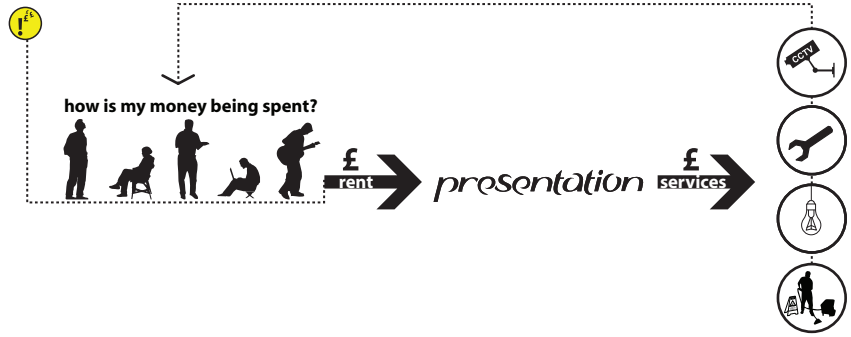
Create an opportunity for new residents to be introduced to others in their micro community, either at an event or by an existing resident taking the lead to make introductions, these introducer systems can help to generate personal ties when they are needed.



Citizen Awareness Tools : Explicit Service Charge

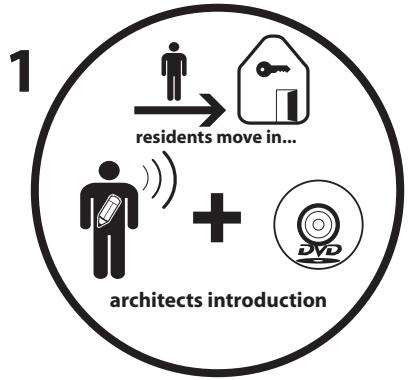
Social Housing Providers should discuss with clients the details of the service charge, breaking down what the money pays for and if appropriate suggesting an alternative framework whereby if the residents wish to carry out the work themselves that the finance can be made available to spend on other collective facilities or resources as the community request.



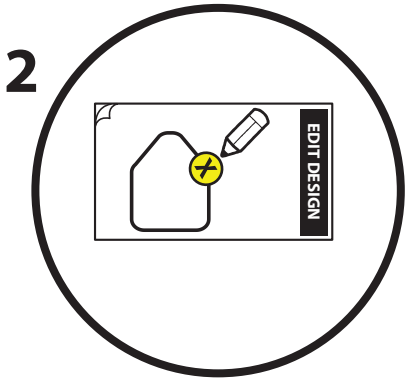


System Education : Design Communication

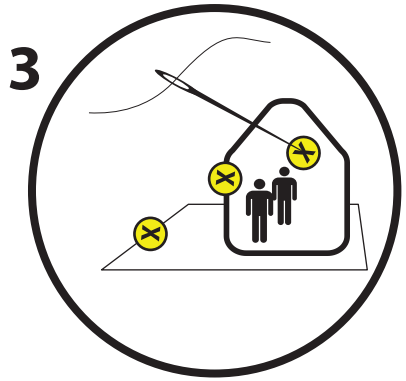
Wherever possible designers should provide residents with an induction for their homes, ideally this would be done through guided tours, but where this proves impossible all homes should come equipped with a DVD manual, which explains the narrative behind the design.



RESIDENT INTRODUCTION



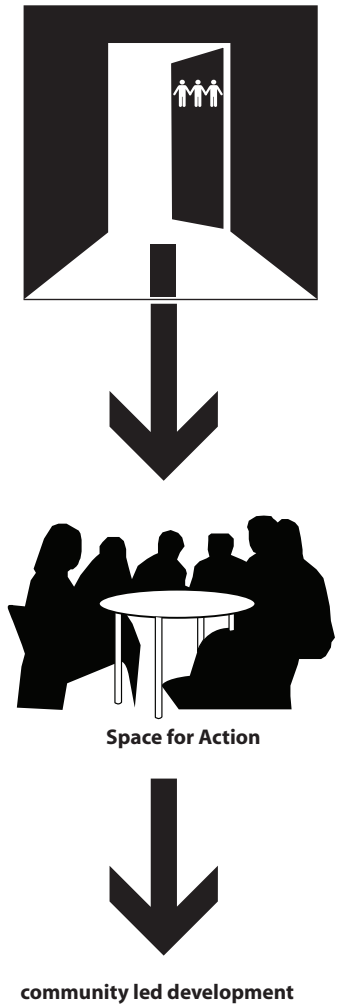
POST DESIGN TAILORING



POST 1YR TAILORING

Community Communication Tools : Space for Action

Community-led development rests on the ability to harness the power of people for collective action. To do this communities need places of interaction, which are inclusive and accessible. These places must be able to support a diversity of functions from formal and informal events such as education, to meeting with local members of parliament or Tenant Resident Association.



Community Communication Tools

Communities need to be given a variety of formal and informal mediated communication mediums to mitigate the impact of asynchronous lifestyles, increase opportunities for interaction whilst preserving autonomy and anonymity. Potential mediums include;

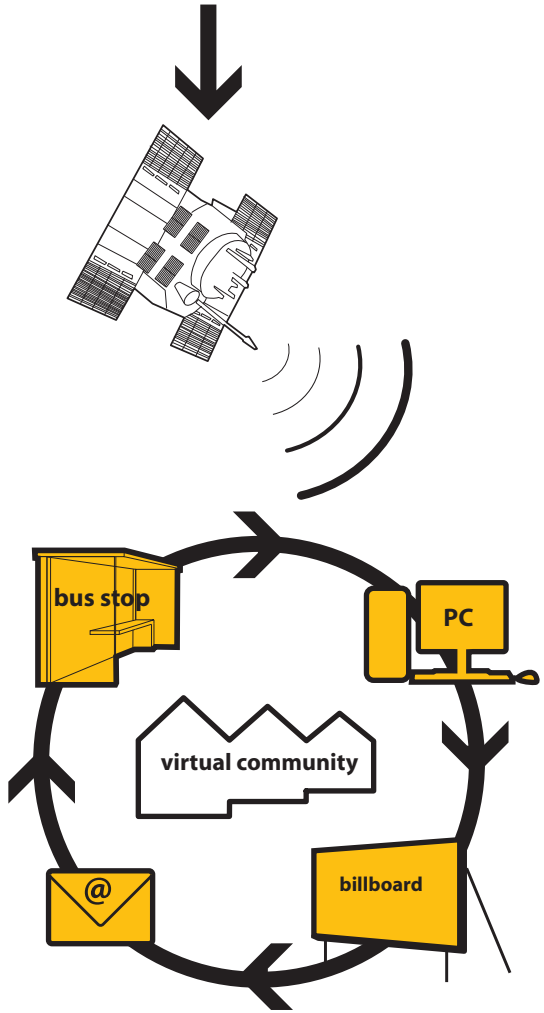
i] email address swap; a simple action like giving everyone in a development the email address of other residents can help enable communication.

ii] resident website where details about key services, events or blogs can be held; the website could operate inter and intra social housing communities, this may be particularly useful for immigrant / minority communities who can be isolated in their geographic network but can communicate with others aspatially.

iii] opportunities to embed communication into the local environment to improve communication flow and provide an asynchronous communication medium i.e. digital bulletin boards, neighbourhood tagging, audio echoes etc.

iv] enabling communities by providing key spaces and opportunities for people to undertake activities and experiences together.

a-spatial forms of communication



Community Communication Tools : Events

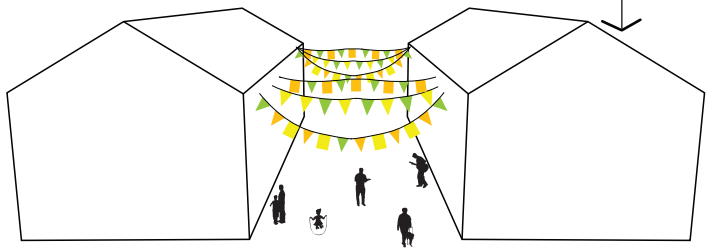
Local events are a fundamental framework in creating trust, communication, and community. Consequently they should be diverse in nature and undertaken frequently to help generate repetition of encounter and be inclusive to new residents. Events help to build collective and individual memory increasing association with place as well as providing a neutral, safe and inclusive mediated environment for Face to Face communication.

These events may be laid on by the social investment agency in the first instance but should attempt to engage residents in the planning and delivery whilst raising awareness of the potential for future events. Events should be both formal and informal i.e. street parties with entertainment through to providing the space for more informal gatherings i.e. barbeques etc.

Events should be dynamic and engaging such as music, theatre events, street markets, film and event screenings, and game evenings. They should be held in a prominent place that welcomes the whole community including those living outside the social housing estates. Some events can be undertaken fairly inexpensively i.e. street parties local drama groups and bands etc., but some could be paid for from the proceeds of a dedicated social enterprise i.e. community pub or café

EVENT CALENDER

	01	02	03	04
jan			football league	
feb	film night	football league		
mar				play
apr	film night			
may			street party	
jun	film night			music concert
jul				
aug	film night	summer bbq		
sep			football league	
oct	film night	football league		
nov			football league	
dec	film night	football league		christmas party

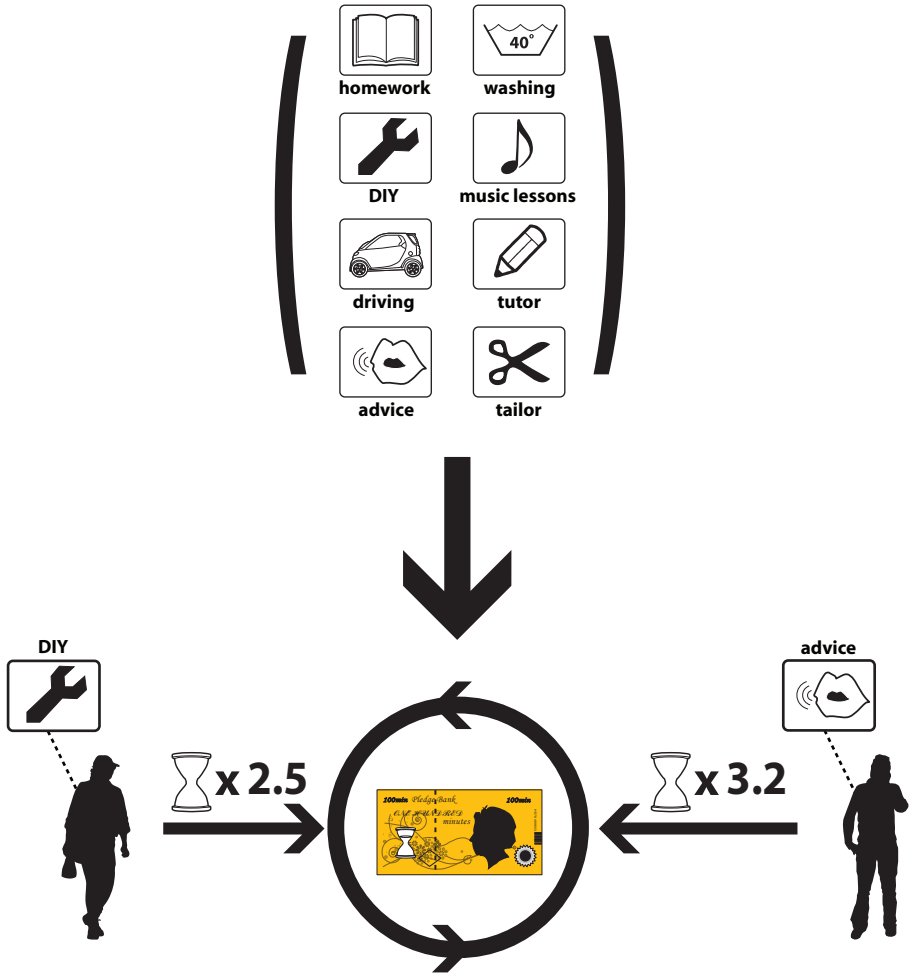


street party

Collective Efficacy Tools : Time Bank/Pledge Bank

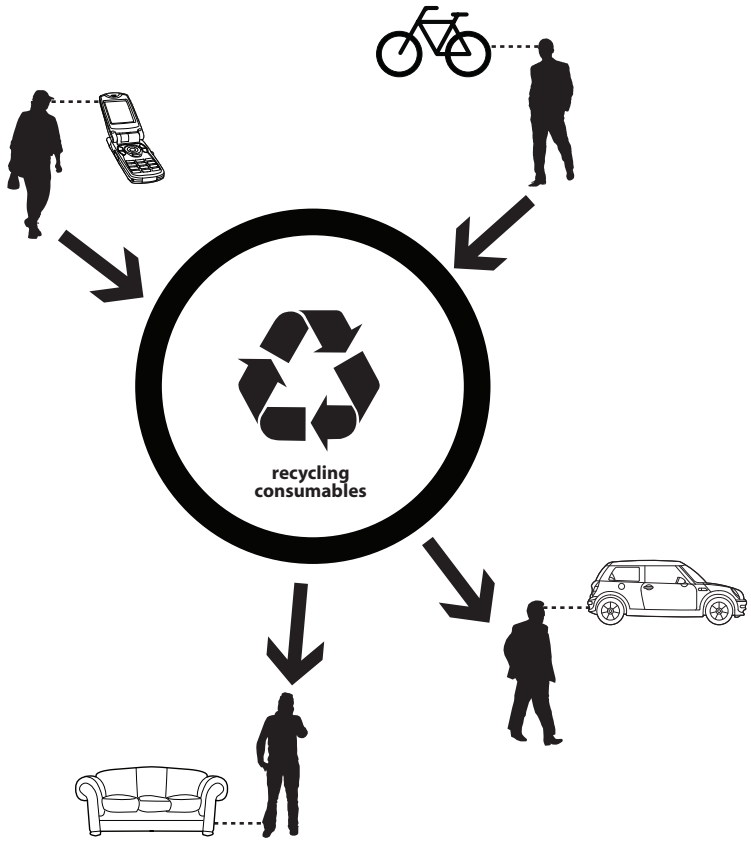
Time banks provide a framework to build a reciprocal and neighbouring economy, particularly useful for individuals with limited economic resources to buy services. This can be used formally and informally for example to create large community events / services, or for peer-to-peer arrangements of reciprocity.

An extension of the Time Bank principle, Pledge Banks allow people to participate in a reciprocal economy when they have less spare time to be engaged in continuous arrangements but can promise to do something of an appropriate scale in the future.



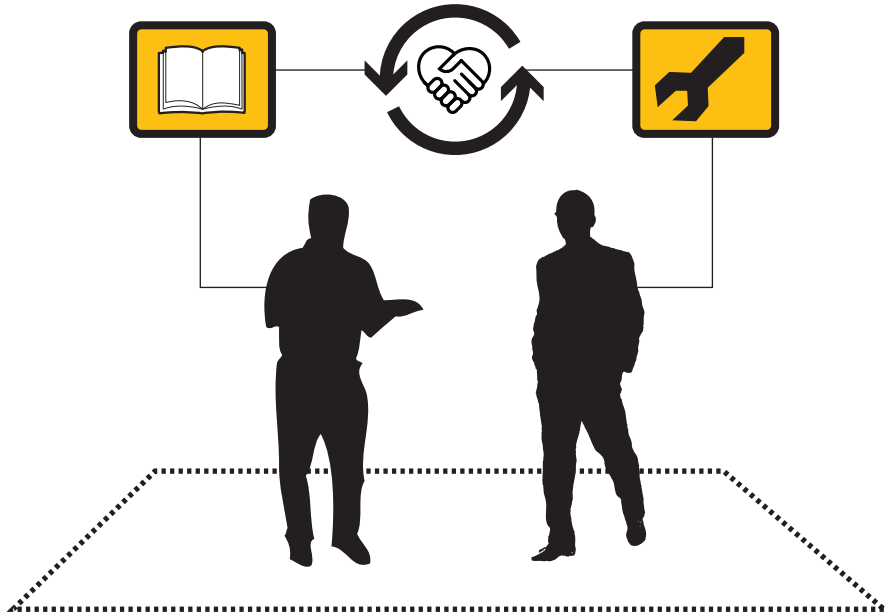
Collective Efficacy Tools : Swap Bank

Swap Banks provide a framework to build a material exchange economy. This can be used to recycle products within a community/neighbourhood. By providing a framework for you to post details of goods you no longer need and provide information about things you may require. This service not only supports the minimisation of waste and maximisation of reuse, but also enables the non-cash economy.



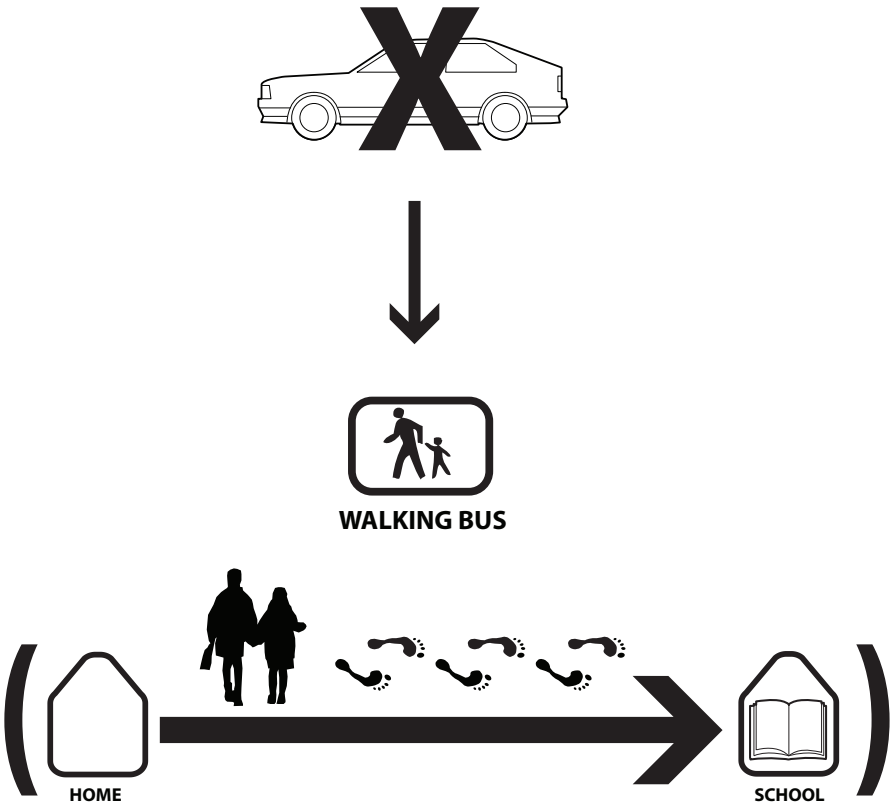
Collective Efficacy Tools : Skills Exchange

This can provide members of the community who may not traditionally interact i.e. retired professionals, with a framework to act as mentors, optimising the latent human capital in a mutually beneficial framework and generating positive outcomes across lifestyle barriers.



Collective Efficacy Tools : Walking Buses

Creating alternatives to a private car culture and making explicit the motivation for this by designing a system where parents can take it in turns to walk children to school. This has additional health and environmental value as well as generating sociability and reciprocity into the everyday life of the community.

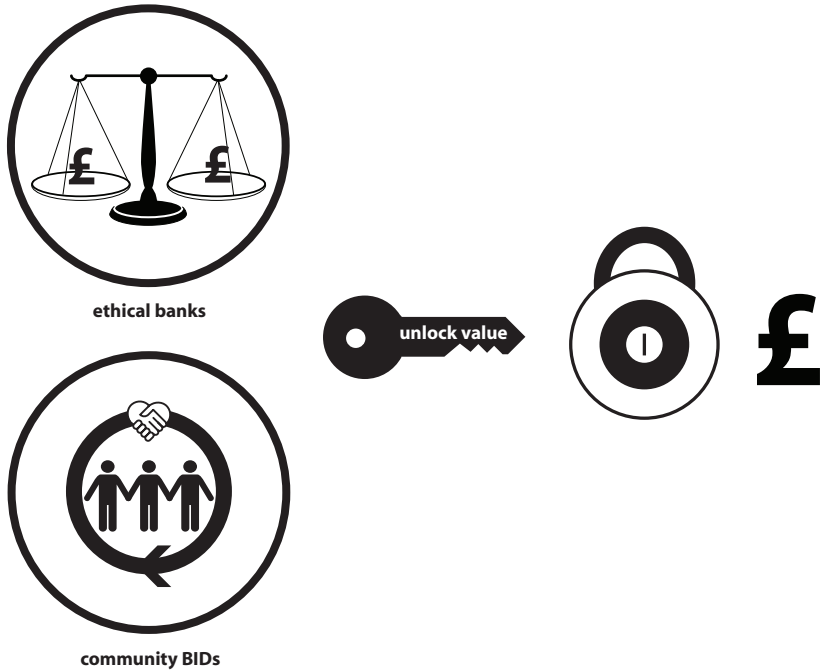


Empowerment Tools : Community Development Agency

Social Housing Providers can support new financial arrangements that empower communities to generate inclusive wealth creation frameworks. These may include;

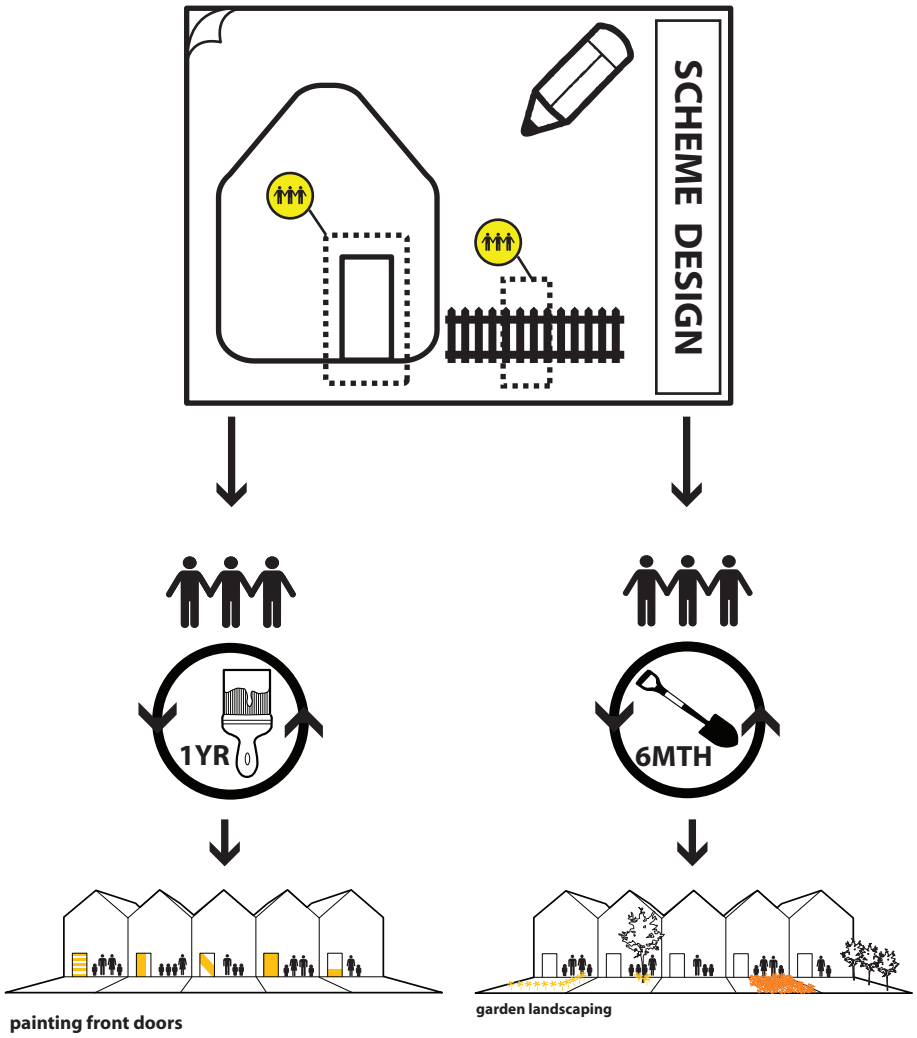
i] Ethical 'banks'/credit unions to help residents secure loans where the interest can be reinvested into the community.

ii] Community BIDs schemes, as mechanisms to collect investment, and catalyse the ability to act within a dedicated zone of influence.



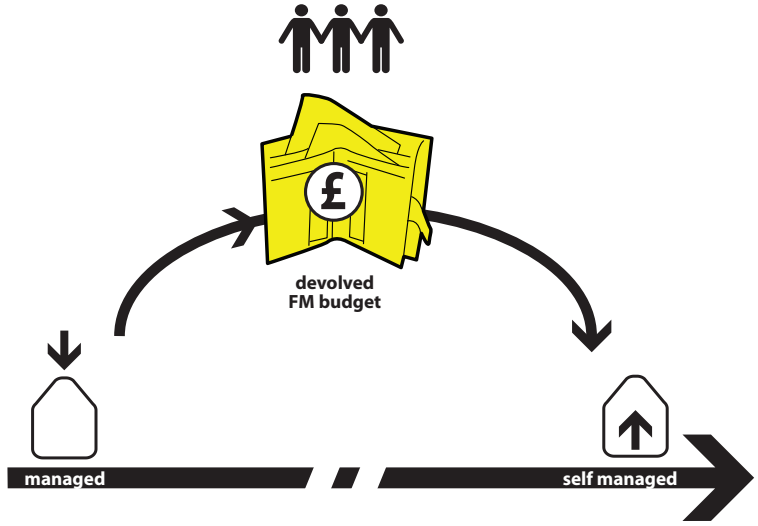
Empowerment Tools : Embedded participation in design process throughout lifecycle

Opportunities to embed participation into the lifecycle of buildings should be a fundamental feature of the design from the outset to create structural opportunities for engagement. This may include specifying materials that residents can themselves redecorate or giving communities the opportunity to repaint / refresh street signage when it needs to change.



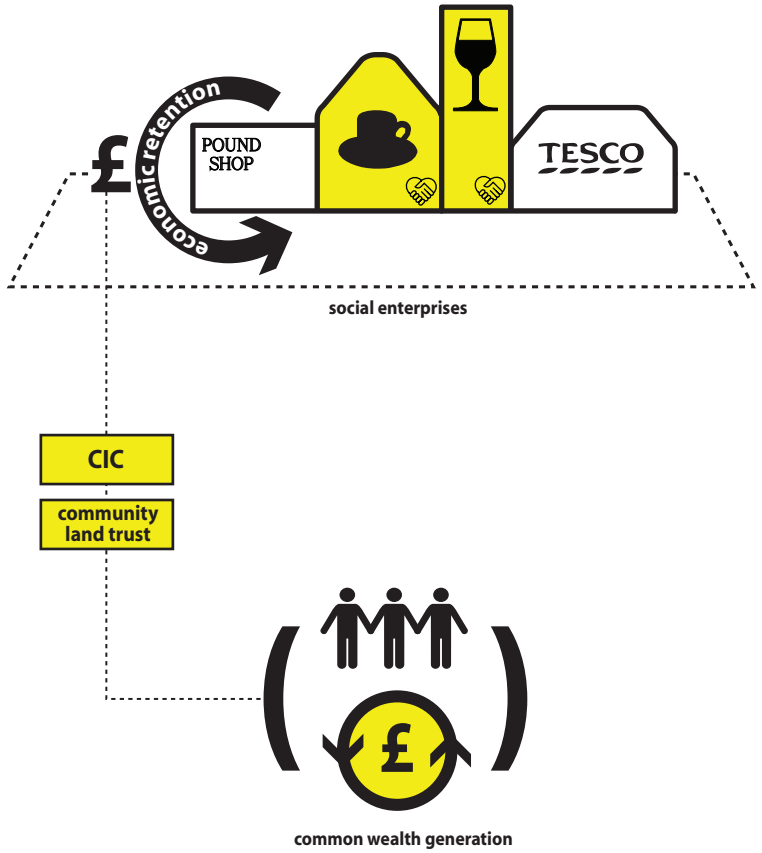
Empowerment Tools : Devolution FM and assets

The devolution of FM budgets so that residents are in control of managing the upkeep of their common areas can help to increase ownership and gives greater degrees of responsibility for the environment, hopefully generating tendencies of custodianship towards places. It also means that communities can be intelligent in how they spend money, perhaps preferring to clean and maintain them so money can be spent on other improvements. This is an effective bridge toward asset devolution a key aim of the sustainable communities agenda.



Empowerment Tools : Social Enterprises

Social enterprises provide an inclusive framework for common wealth generation. There are various operational models such as community investment companies, community land trusts, but broadly speaking they can be vehicles for the design, delivery and management of common services and assets.



The design "hardware" considerations are presented at two scales within the neighbourhood;

06/02/01 House / Block
06/02/03 Street / Neighbourhood

And within four key areas for consideration;

06/02/03 Environment
06/02/04 Materials
06/02/05 Universal Design
06/02/06 SMART Homes

/06/02/Physical Hardware Design Considerations

/06/02/01/home + block

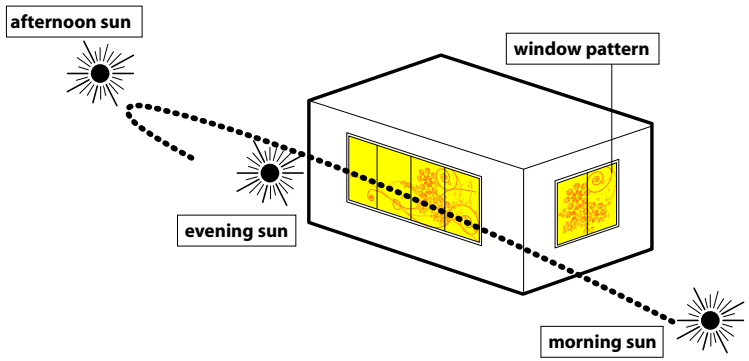
The following design examples at the level of the house and block suggest how design can support social capital positive environments. The designs are contextually appropriate to the nature of the resident, size of household and they utilise different physical and software tools to enable communication and neighbouring inter-unit and intra-unit.

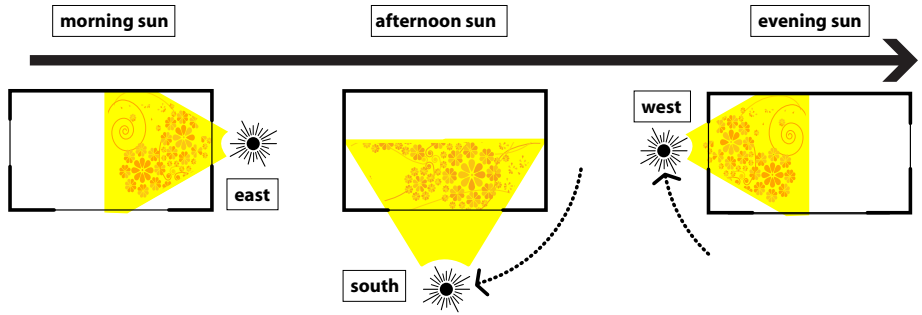
internal atmosphere

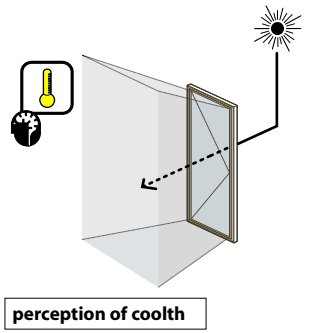
The internal atmosphere of people's homes is particularly significant for those with low mobility who spend significant time within the home.

The design of these homes should seek to enhance relationships with the outside world making individual and social transference from home-to-street-to-neighbourhood more fluid. This example demonstrates one of many small interventions contributing to this.

The use of coloured shades and the orientation of windows to compliment the time of day helps to denote the passing of time and the changes in climate, making the home more responsive to outside stimuli.





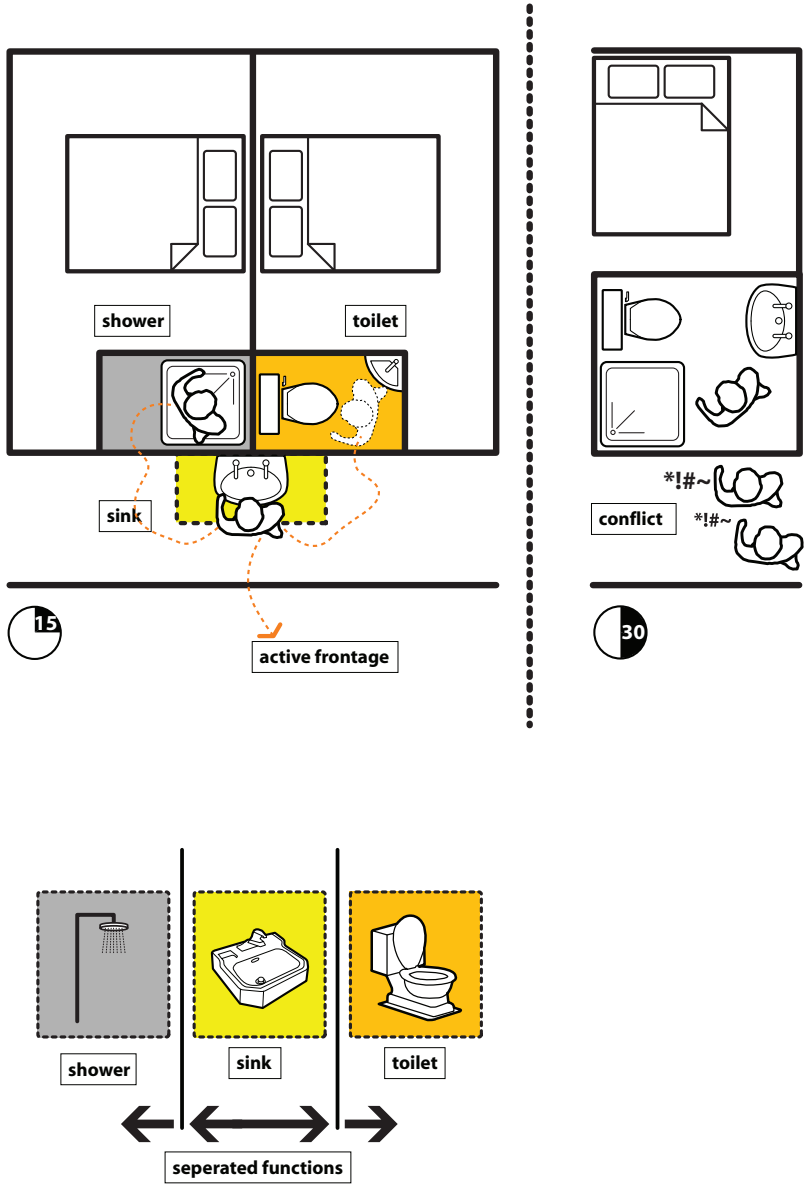


separate bathroom / toilet

Urban densification requires us to optimise the house plan to its full capacity to reduce feelings of overcrowding, improve the liveability of our environments and manage conflict and anxiety in the home.

This design demonstrates how reinterpreting traditional spatial arrangements may help to create greater opportunities for autonomy i.e. splitting up the composite elements of the traditional family house plan to create more separate spaces.

For families who spend significant time at home where there are 2 or 3 children going to school at the same time it may be useful to consider how the bathroom is utilised each day and then if appropriate compartmentalise each function in a different space.



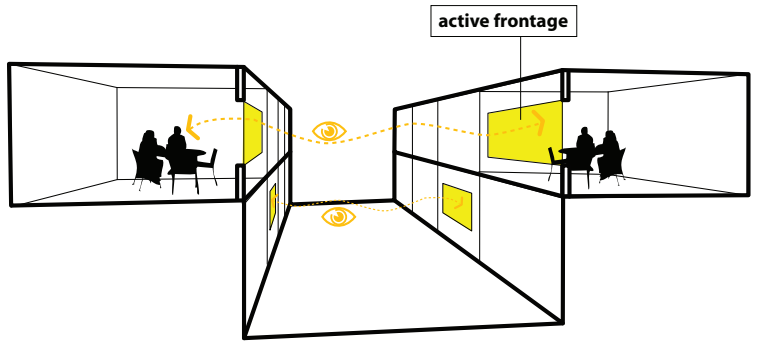
communal dining

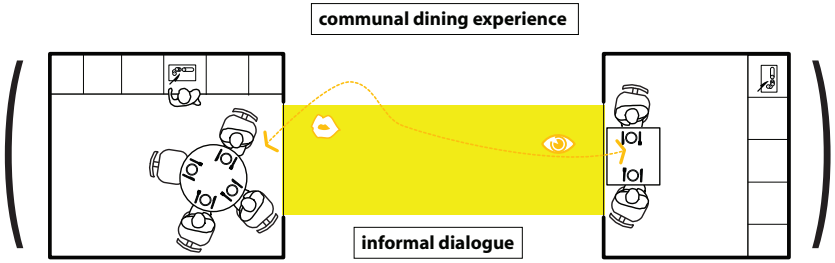
Housing designs should seek to create opportunities to develop neighbourly interaction, direct and indirect, while maintaining a critical distance to protect the autonomy of the tenant.

This design example demonstrates how this may be achieved by locating common spaces in the centre of micro-communities and orientating a sociable area of the home toward it such as the dining areas of neighbouring households facing onto a common courtyard.

These design changes can help to develop mediated shared ownership of common space and through micro-clustered communities there is increased likelihood of synchronicity i.e. similar dining hours. This may also help to generate familiarity through complimentary activity at an informal level and distance.

The common space will also benefit through informal surveillance and implied ownership which can help to limit the likelihood of misappropriation.



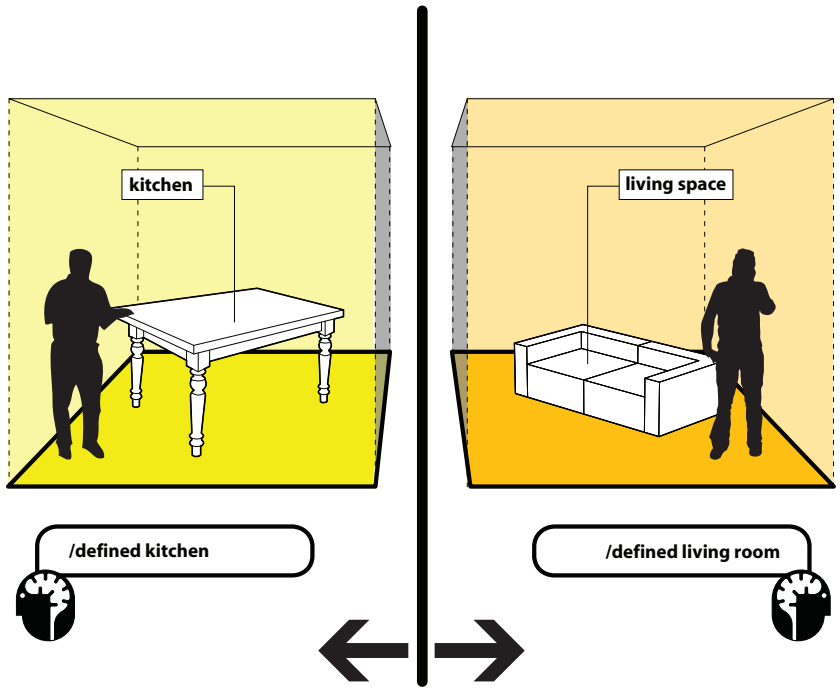


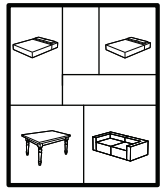
seperated living areas

Open plan arrangements have the benefit of creating a large perceived volume of space which is tempting to designers; however for neighbourhood dependent families who spend a significant quantity of time in the home unit it proves more appropriate to have multiple and separate spaces.

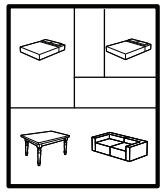
Neighbourhood dependent families need to be able to share a home unit while maintaining autonomy i.e. to live together, but live apart. This design demonstrates how a traditional house plan with separate dining, cooking and living rooms may be most appropriate to families who are neighbourhood dependent.

This type of home plan is able to accommodate various utilisation patterns, i.e. young people doing homework while younger children play in a different room.





seperated living areas



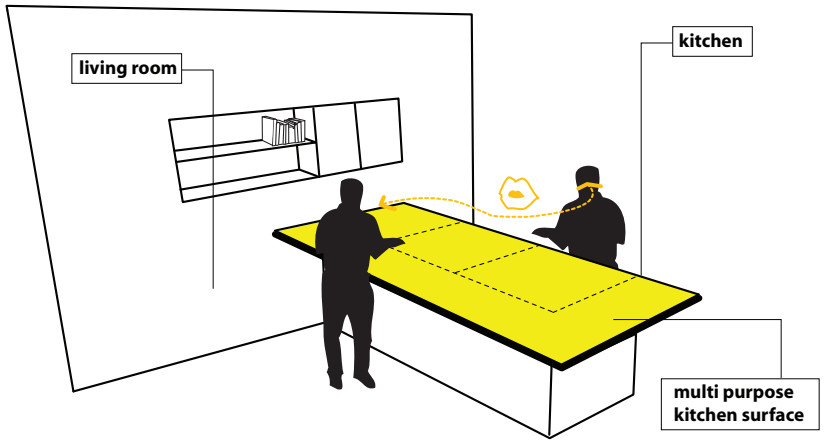
open plan living

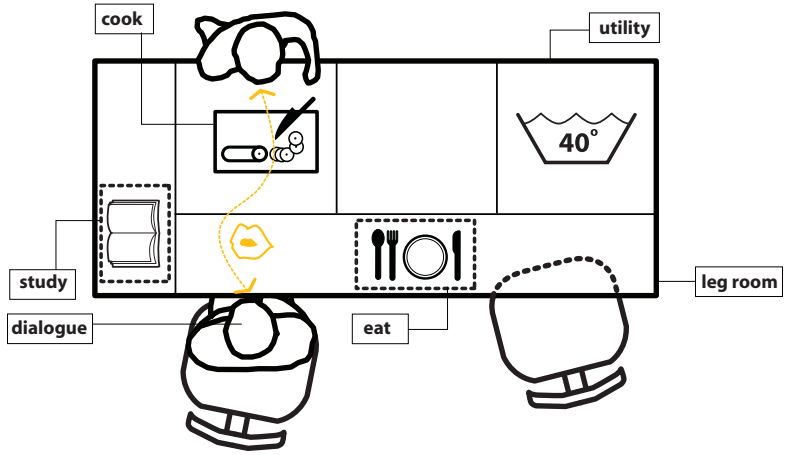
sociable kitchen

Mobile couples and individuals may prefer homes which are more adaptable in order to encourage sociability and communication. In households where residents have asynchronous lifestyles design should seek to embed opportunities for communication within the house plan.

This design demonstrates how inherent sociability in housing design will compliment neighbourhood independent lifestyles and increase opportunities for social capital generation between residents.

The sociable kitchen is a multifunctional open plan living space that facilitates interaction between family members who tend to spend limited time together at home. It is designed to facilitate multiple simultaneous activities, thereby providing opportunities for overlap across variegated schedules.





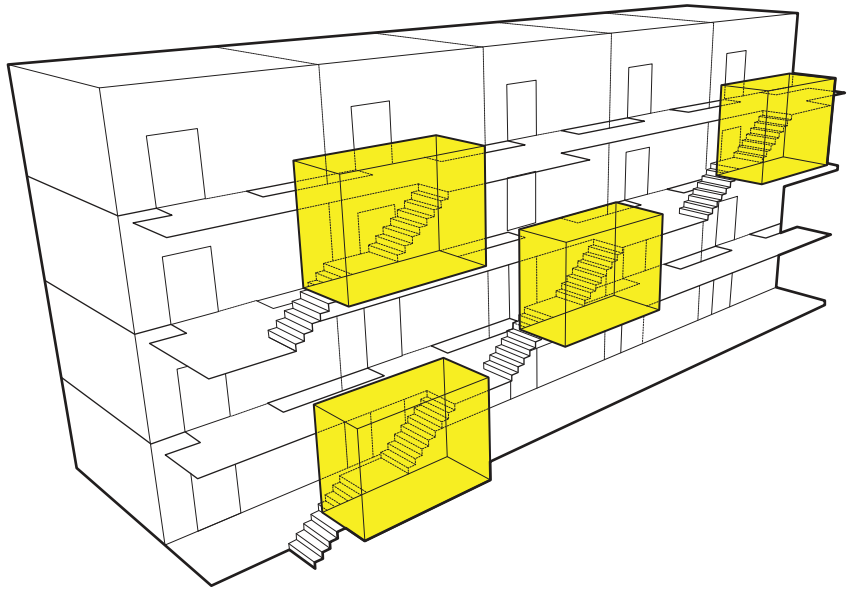
the spare room

This design demonstrates how thresholds can be re-imagined so individuals can take ownership of environments in common territory without infringing on other residents.

The "spare room" is an additional secure room that is located outside the home unit whilst maintaining a direct relationship. This enables residents to implant some of their unique identity into the common street level infrastructure eg.conservatories, home offices etc.

This may afford greater opportunities to meet like minded people with similar lifestyle patterns therefore increasing opportunities to generate social capital, i.e. from individuals who require additional home working space to others who are interested in gardening etc.

Footpaths should stretch between the home unit and the "spare room" increasing opportunities for chance encounter, generating informal surveillance and recognition while creating a more diverse and vibrant streetscape.



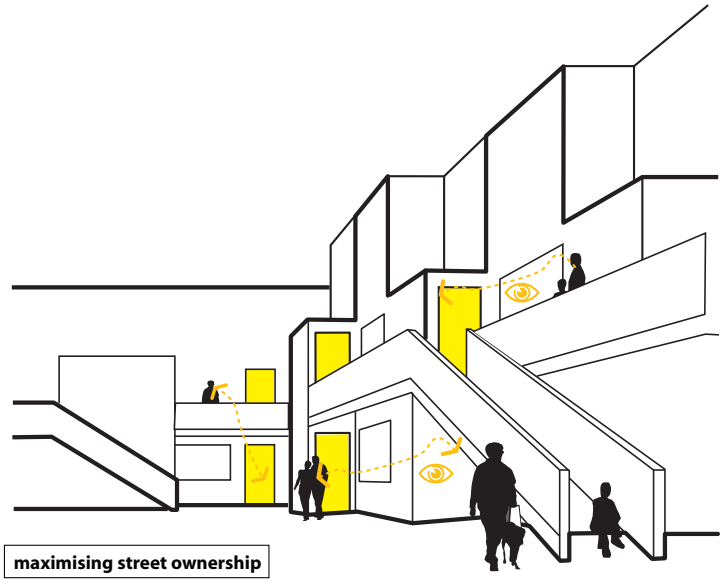
ground access, front door

Good street level access is psychologically significant in developing community belonging. When housing units are disjointed from the streetscape transference between the home and community becomes less fluid, adding to feelings of atomisation and de-territorialisation.

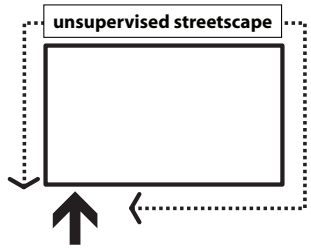
In many social housing schemes access is created through a series of external walkways and stairwells. These often lack the infrastructure for communities to territorialise effectively becoming a no-mans-land, neither public nor private. Without adequate ownership these common spaces are often neglected or misappropriated for anti-social behaviour which can have substantial negative impacts on the relational quality between home and neighbourhood.

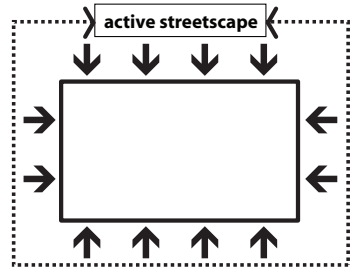
The design demonstrates how multiple exits onto one street or courtyard creates a manageable scale of people sharing access routes, to increase opportunities for encounter and create more active streetscapes.

As part of a managed to self-managed framework it may be possible to devolve management of common spaces more formally to enable structured as well as implicit shared ownership.



maximising street ownership





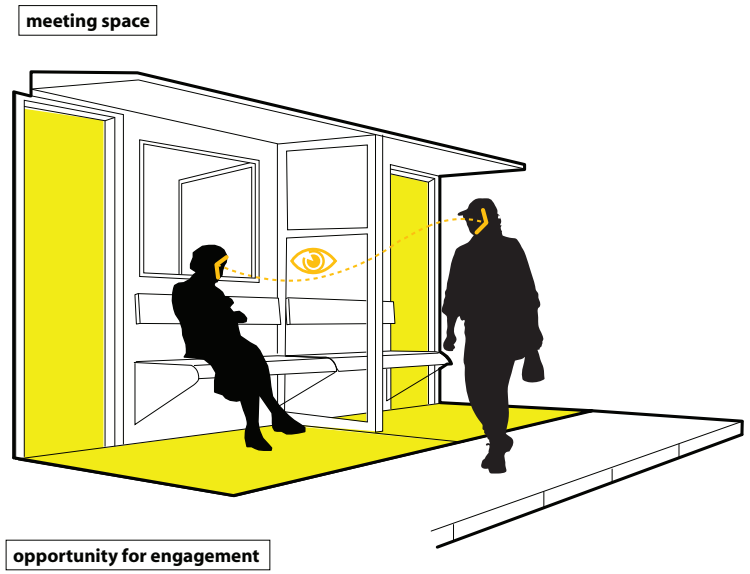
active frontages

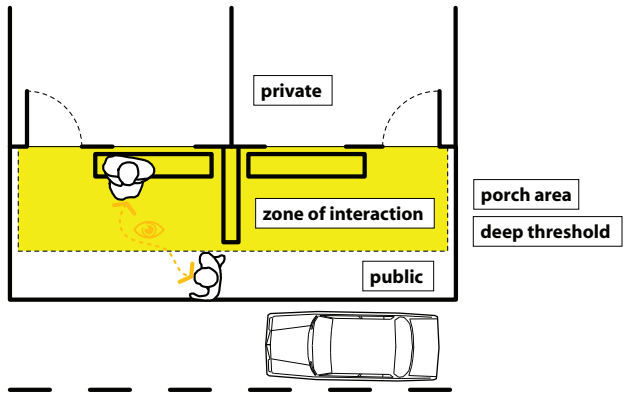
Active frontages are vital to creating liveable neighbourhoods, the presence of people is integral to how safe and secure we feel in environments. It can generate the critical mass for the transference of social norms and help to suppress anti-social behaviour as well as providing opportunity for informal neighbourhood surveillance.

This design demonstrates how to create space directly outside of the home unit for people to sit and observe the neighbourhood, and engage in conversation with neighbours in order to cataylse neighbouring.

Individuals become implicated in the daily routine of the neighbourhood helping to generate belonging. This can be particularly important for elderly people living alone so that neighbours can informally 'keep and eye out' for one another.

This semi-public / private space will also encourage people to come out of their homes and will help to generate shared ownership of the spaces in-between neighbours. The front porch for example provides a defined threshold that empowers individuals to inhabit the zone between public and private space.

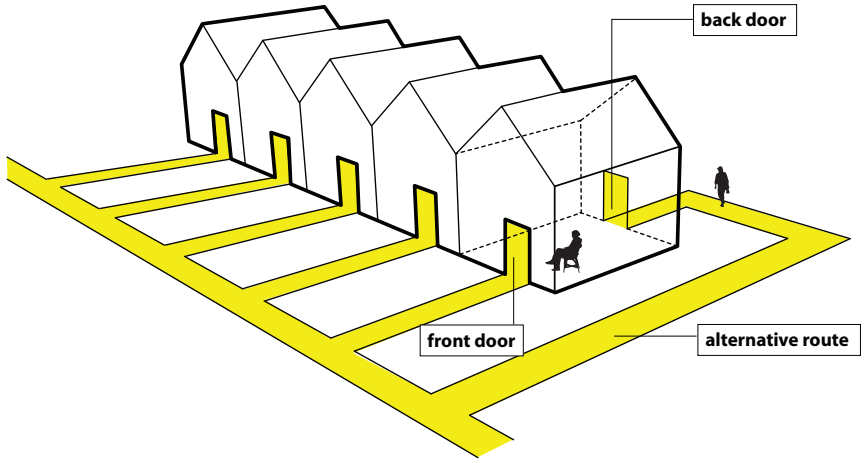


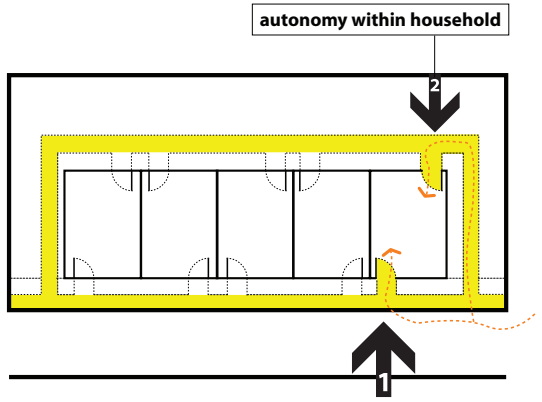


back door

Having a back door which connects to the neighbourhood can help to alleviate perceptions of density by having choice over how to navigate the neighbourhood. It also protects the anonymity of the individual allowing them to decide what level of engagement is preferable.

The back door may also become a point of sociability i.e. the entrance neighbours use to enter the house, or it might serve a functional need in managing different lifestyle patterns to minimise disruption to family members.



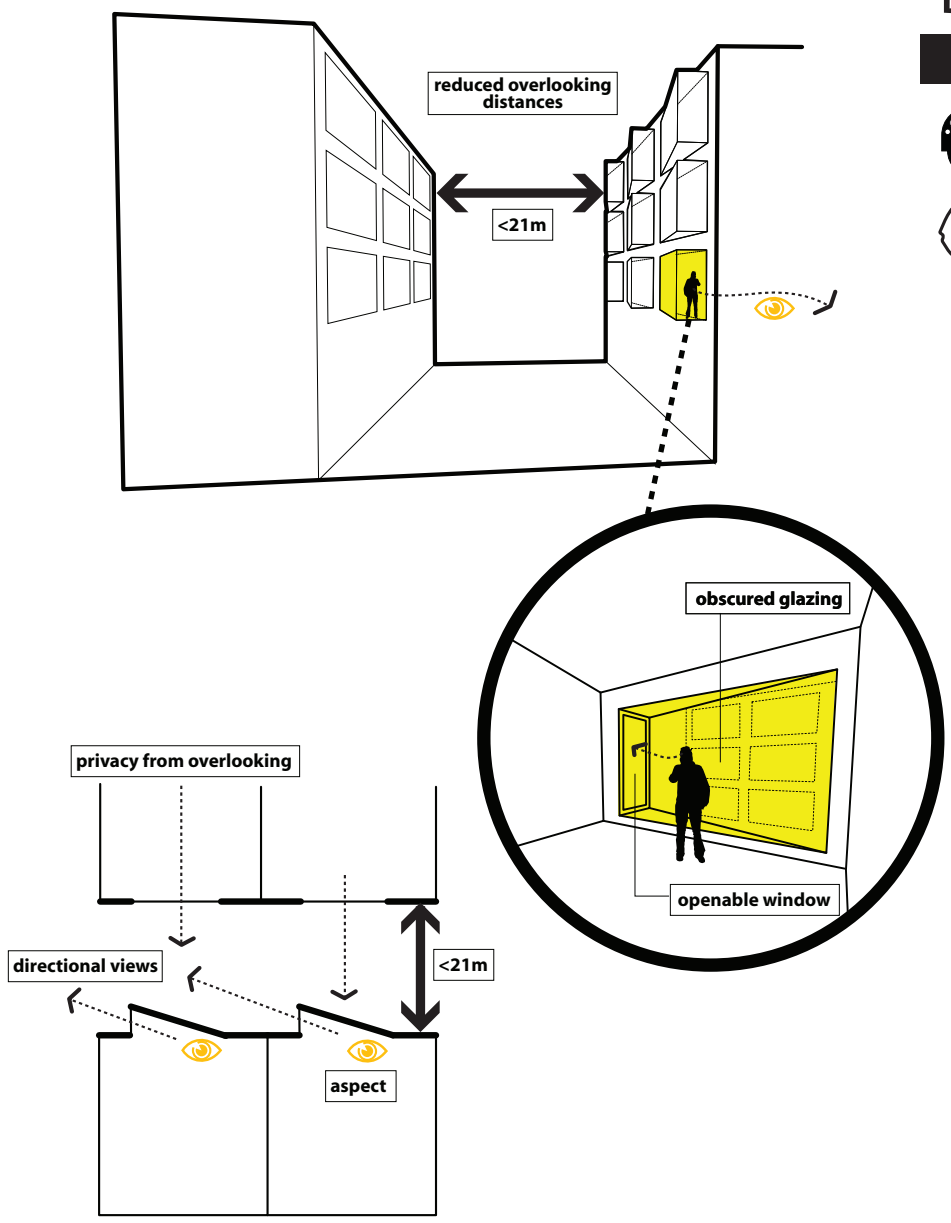


private views

Privacy and overlooking issues are critical factors that dictate and limit housing densities. Planning consent depends on facing windows having a width of 21 metres between them.

This design demonstrates that outward facing glazed glass with directional clear glass can maximise privacy without compromising ventilation or natural light, and can decrease the current 21 metres regulatory minimum distance.

Privacy windows can also help reduce perceptions of density by protecting the privacy of residents.

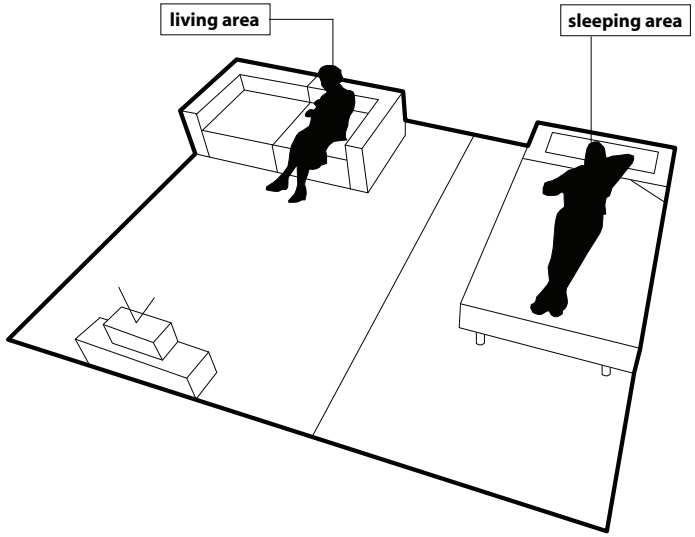


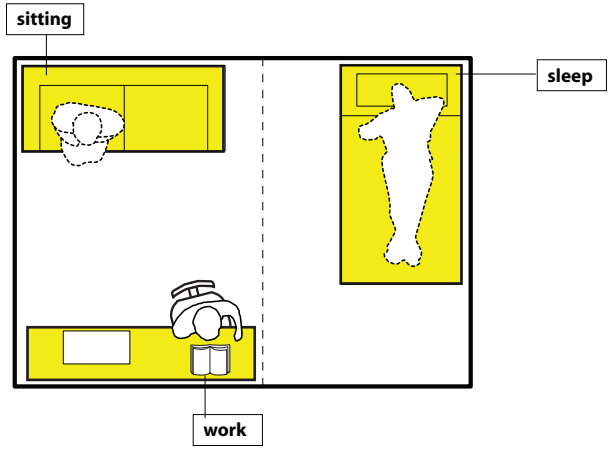
bed sitting room

Multi-use spaces within the home help to give people control over their lifestyle and increase their levels of autonomy. In family homes where people have different requirements the private spaces should be designed to accommodate this divergence.

This design example of the bedroom can be used as a more integrated living environment i.e. for home work, or entertainment.

Adaptability in design will also ensure environments are more resilient to changing needs over time.



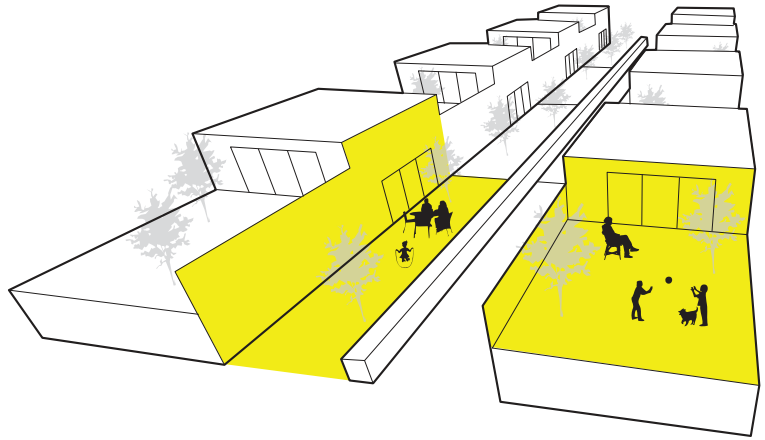


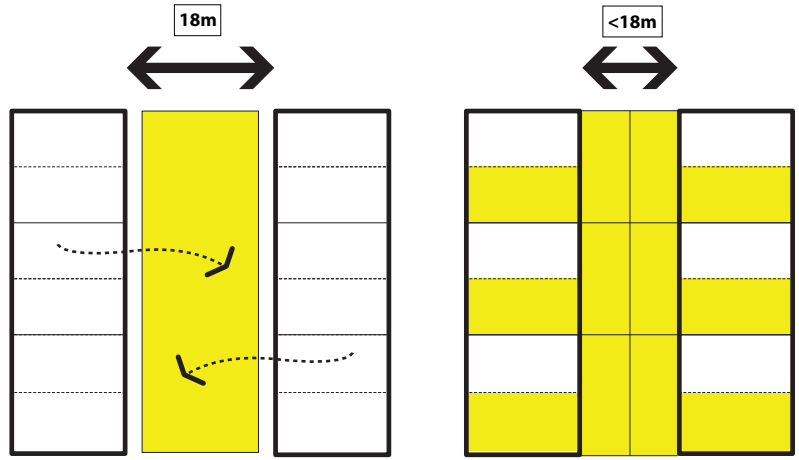
private outdoor space

Outdoor space is key to managing perceptions of density, designers should try to provide a combination of shared and private spaces.

Private outdoor space is particularly important for families so that young children have secure areas to play in where they do not have to be continuously watched by a guardian.

This design demonstrates how intelligent arrangements of maisonette typologies can provide outdoor spaces which minimise overlooking from other houses.





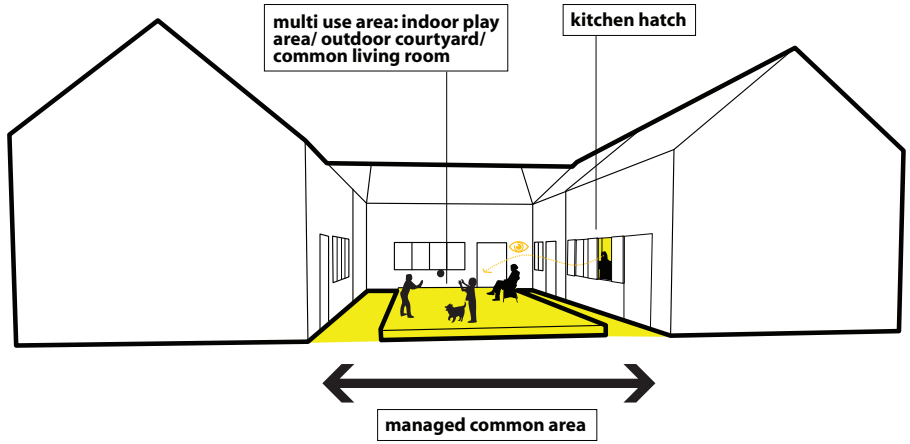
managed common space

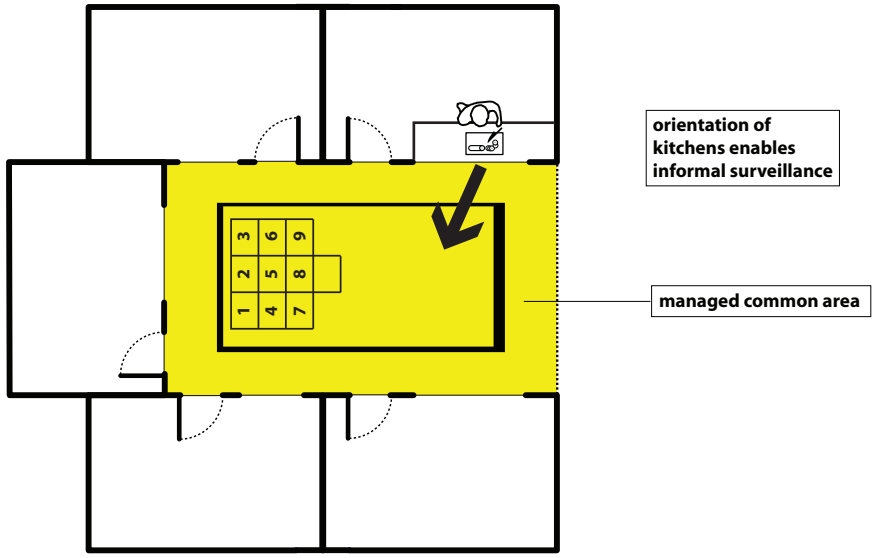
Common spaces help to generate feelings of ownership and belonging whilst creating the conditions required for neighbouring. Common areas shared between 6 – 8 housing units can help to reduce the impact of child densities whilst encouraging belonging.

This is particularly important for people who spend the majority of their time in the neighbourhood and who require the immediate built environment to cater for all their daily requirements and sociability frameworks. Common spaces afford greater spatial savings at the level of individual housing unit and generate greater social benefit.

Common spaces are an effective tool for building collective efficacy. They can start out as managed environments and through an incremental process the management can ultimately be devolved.

This design depicts a micro-community of families sharing an outdoor play area. Similar spaces may include courtyards, common living areas, dining rooms and IT suites which can evolve to accomodate other functions and services.



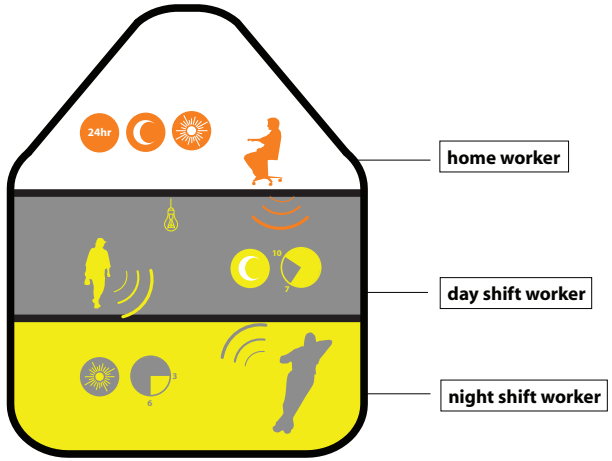


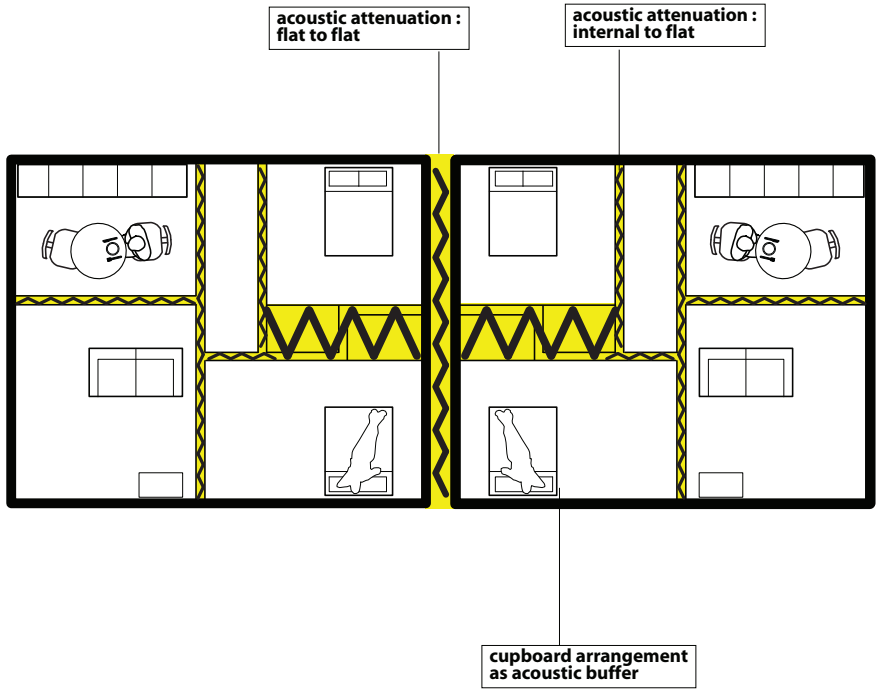
acoustic attenuation

In high density environments, noise pollution can become a primary factor in reducing liveability.

Diverse neighbourhood utilisation patterns resulting from asynchronous lifestyles means homes need to be more resilient to noise with acoustic attenuation within households and between flats.

The design demonstrates that this can be achieved through intelligent arrangement i.e. using storage space as buffer zones, creating distance between sleeping and living areas between rooms and homes. The location of entrances and exits should also be considered to help minimise impact on other residents.

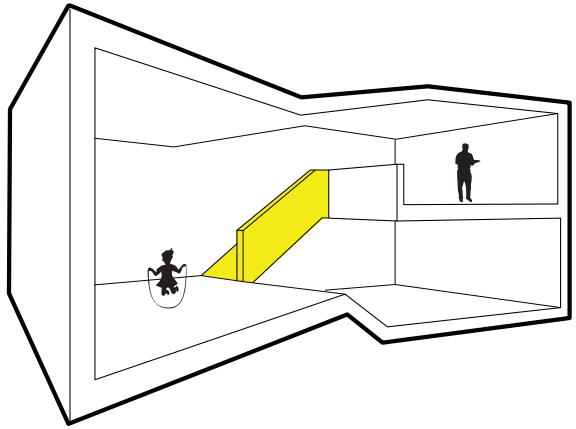


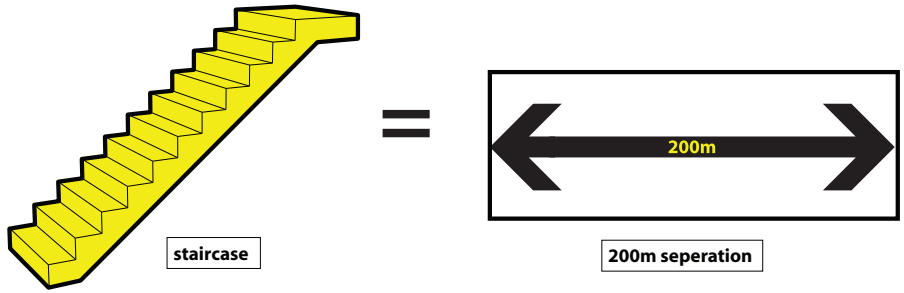


split level

Households that are occupied intensively by families require degrees of separation to manage conflict and perceptions of density.

Split level typologies such as maisonettes can be utilised to create psychological separation without compromising housing densities. Studies have shown a staircase can add up to 200metres of psychological distance within a home.

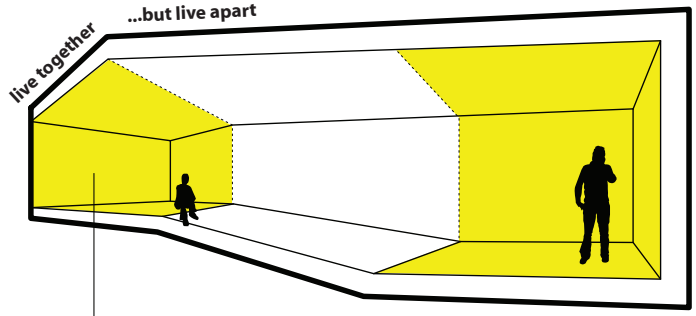




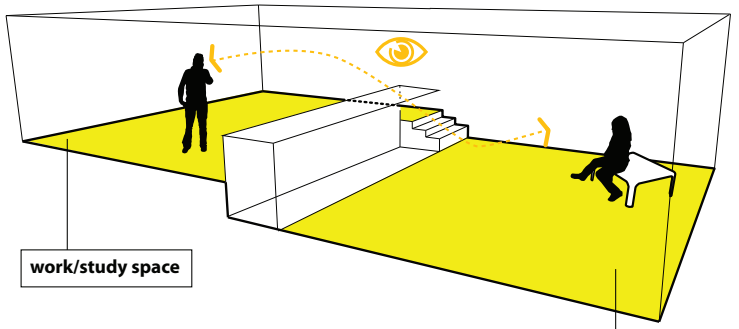
sloping spaces


Households where the home acts as a node within a larger network need the home unit to support communication and adaptability, therefore an open plan arrangement is most beneficial, however one large volume can also create a dead space which is hard to inhabit and impress identity onto.

This design demonstrates how slopes can be used to change the perspective of the room so smaller areas can take on different arrangements and functions. Sloping will continue to enable inter-household communication whilst enabling degrees of divergence.



different scales of space encourage different forms of activity



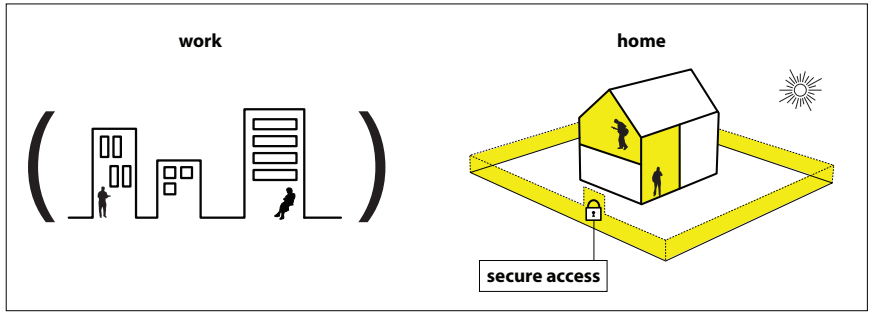
work/study space

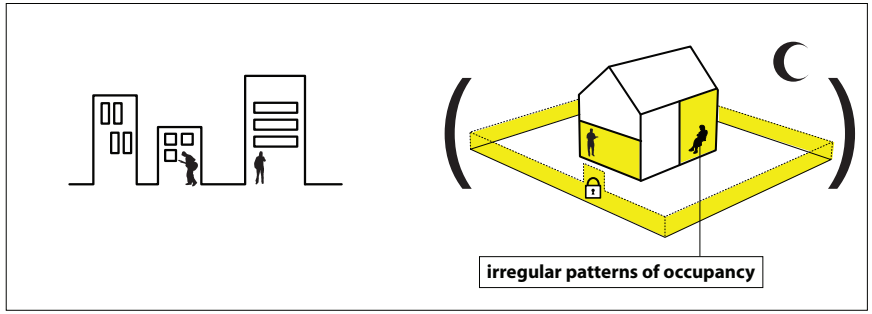
living/play space

security

Creating a shared external lock for micro-communities of 6-8 units can help to generate higher levels of trust and the consequential benefits.

This is equally important for people with higher levels of mobility who need assurance of the security of the home for quite significant periods of time when they are away.



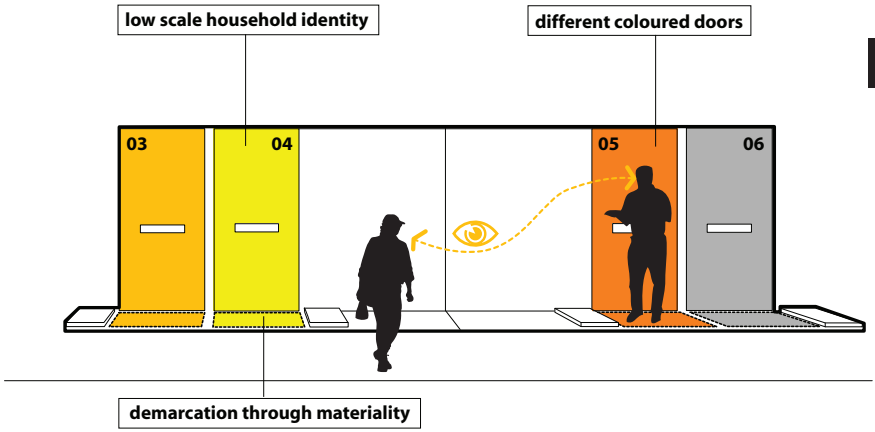


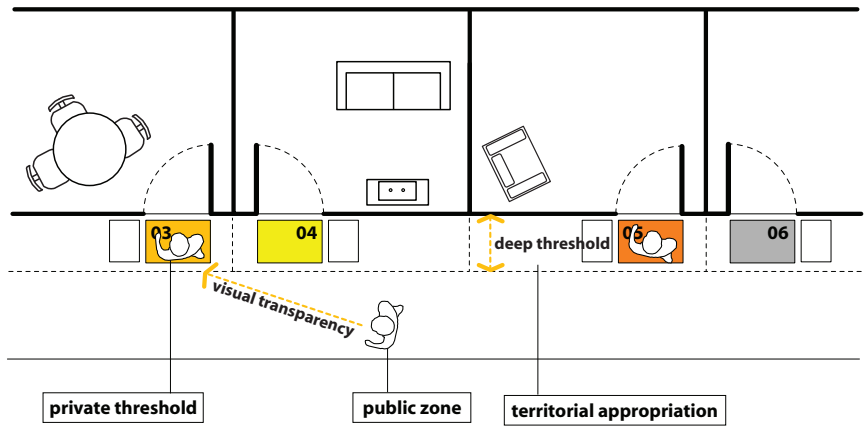
painted doormat

The growth in high rise housing has had a significant impact on the designs of thresholds and processes of territorialisation over common areas, whereas traditional housing had front gardens, or a front step, many high rise units have very immediate relationships to public space.

Territorialisation of thresholds between households and the immediate public realm plays a key role in fostering identity, ownership and communication between neighbours.

This design illustrates how ownership can be established in a cost and spatially effective way by painting doorsteps onto the ground outside front doors. Unlike traditional raised steps which can obstruct walkways this allows people to inhabit the space outside their front door so they can tend to a plant or look for door keys.



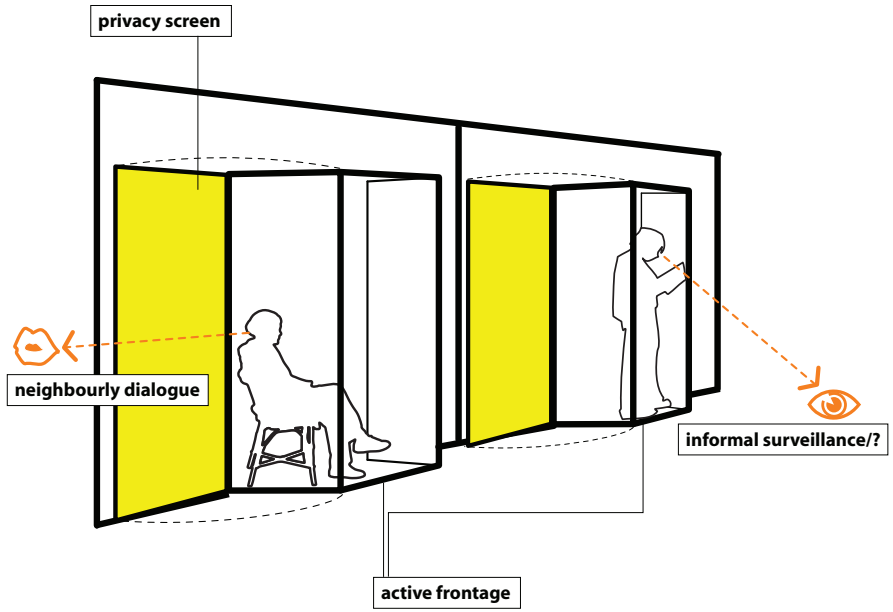


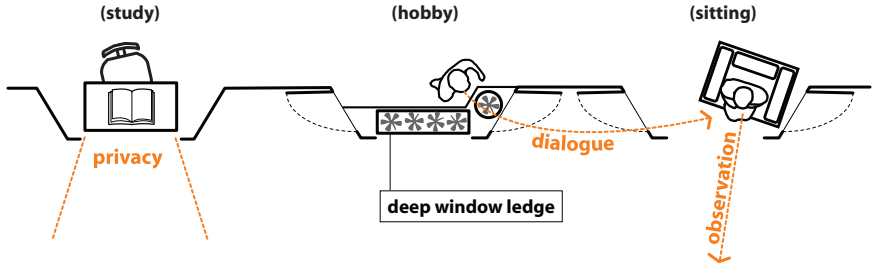
activity bay window

Neighbourliness within a community is built upon varying thresholds of interaction and the development of trust over time.

The activity bay window, if designed appropriately, is essentially an extension of the home which can be used to foster mediated interaction.

Due to its visible nature it is possible for individuals to casually observe and engage other residents , and see if they are undertaking similar activities i.e. home working etc. This activity based activity bay window also makes the street feel safer through informal surveillance.

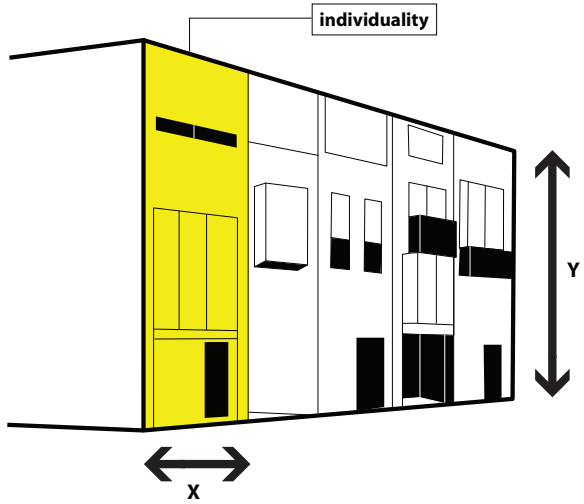


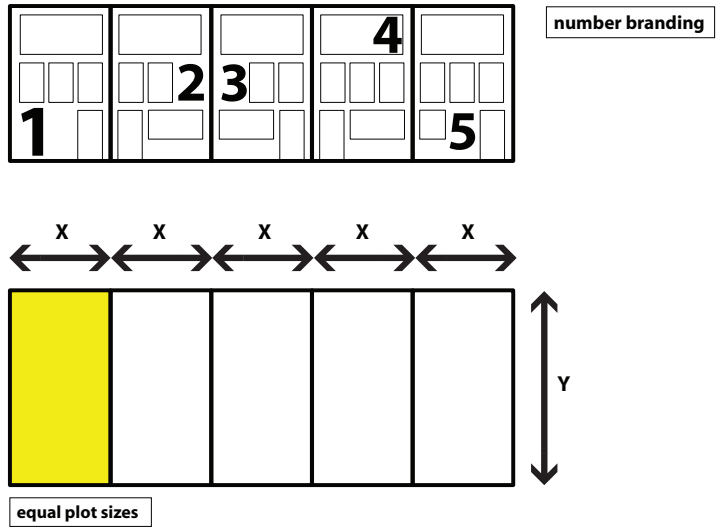


atypicality

Social housing is negatively associated with monolithic design which is often misjudged as being the same as low cost mass produced environments. This is damaging to the external perception of the estate and can reinforce residents alienation.

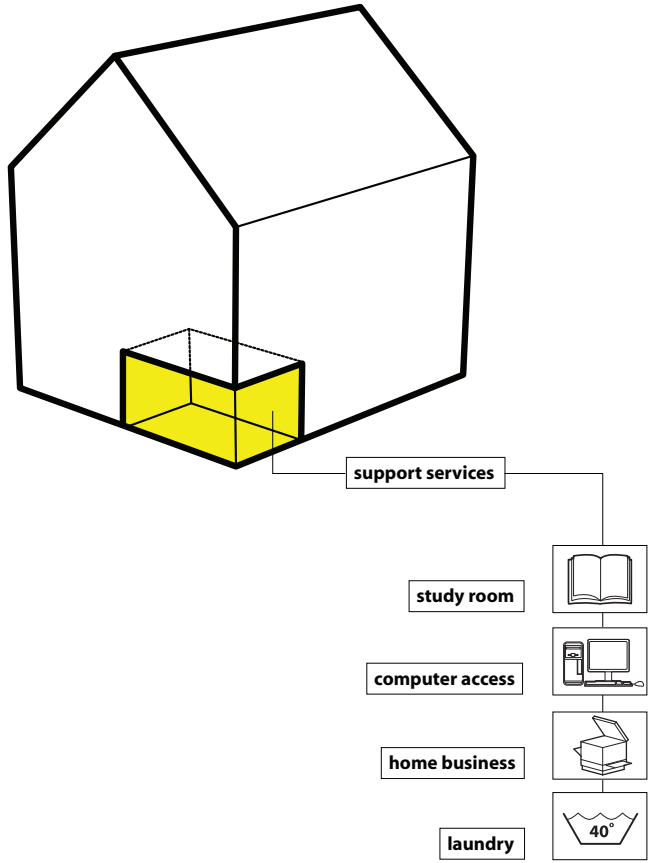
This design demonstrates how atypicality and uniqueness of design can aesthetically individualise the house making it easier for residents to articulate belonging.





shared workspace

Shared workspaces at the level of the block can help to generate communities of production in a sociable way. This facility also provides a low cost alternative to equipping every home with office facilities to overcome the well researched digital divide. Centralising energy consumption also has associated environmental benefits.

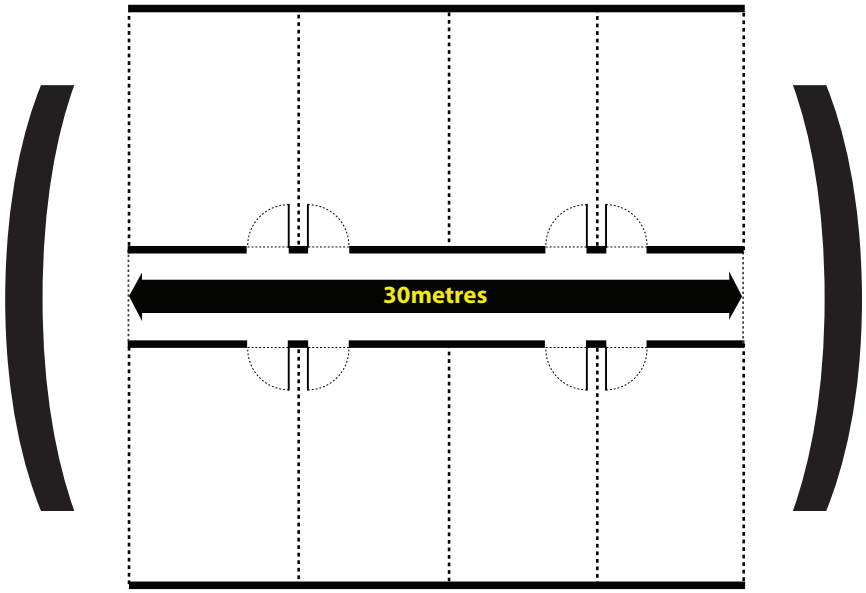


corridor

The length of corridors and number of households directly linked to them can be critical in defining scales of community.

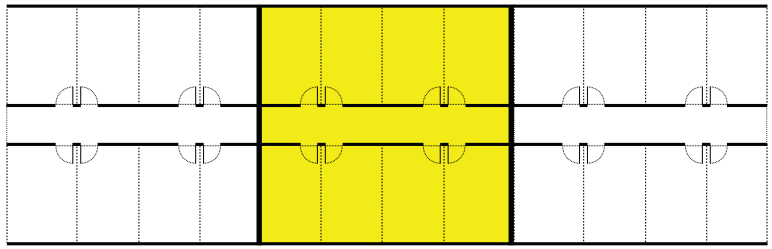
Research shows that a maximum length of 30 metres enables an optimum atmosphere of security and familiarity, and helps define a zone of shared use for a micro-community.

microcluster



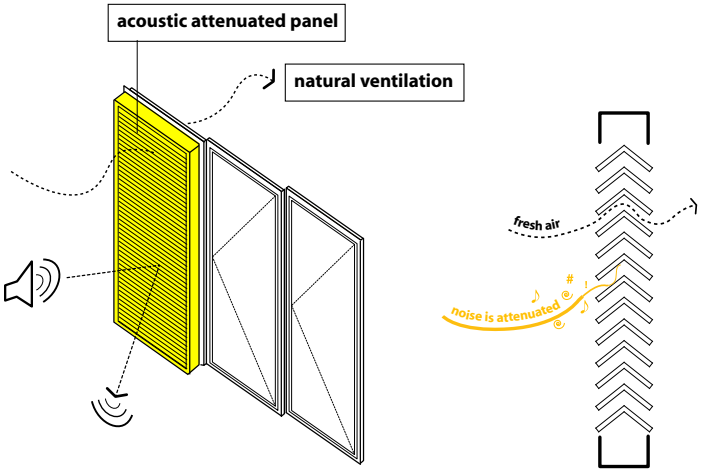
30 metres maximum length of corridor

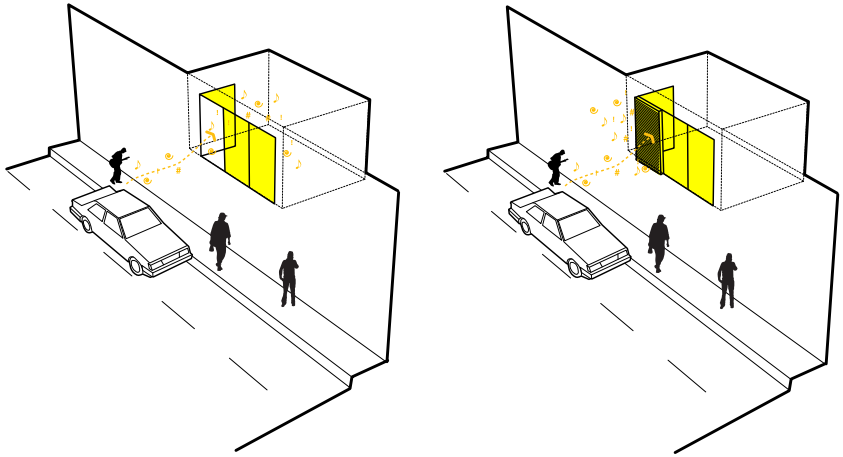
scale of familiarity



acoustic attenuation

Noise is a significant contributor to perceptions of density. Noise pollution can be managed by using acoustically attenuated panels that allow natural ventilation whilst dampening the impact of noise. This can also help to manage climate change by increasing ventilation without the noise implications of open windows.

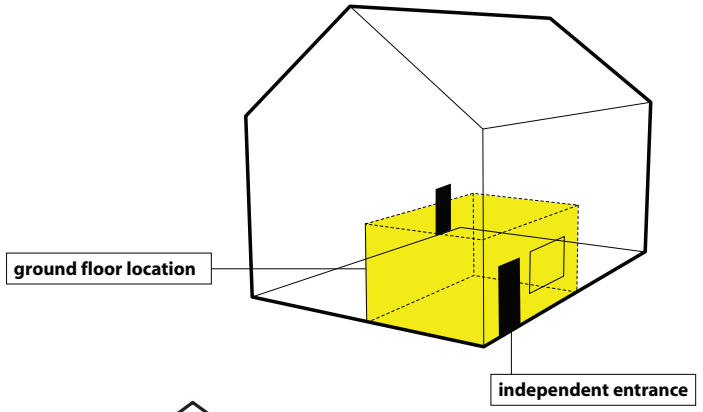


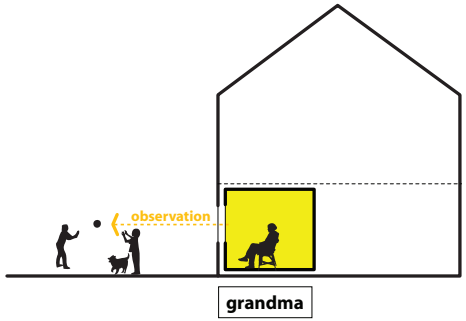


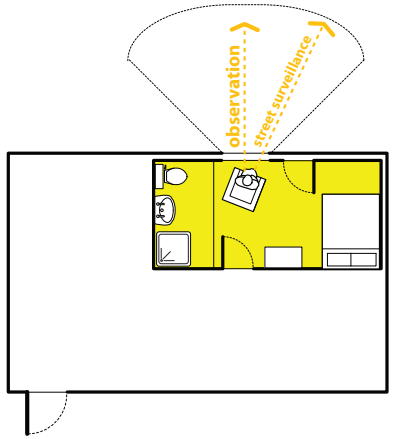
intergenerational flat

The rise in double end caring will require a revised housing typology to support the independence of everyone in the unit. A self contained flat within the house enables elderly members to live with their families whilst maintaining levels of autonomy and independence.

This design example demonstrates how extended family flats should be arranged on the ground floor with an independent entrance maintaining maximum independence. These units should be positioned over looking public life i.e. street level activity such as children playing and therefore contributing to the self regulation of the local environment and generating opportunities for elderly residents to be implicated in the community.

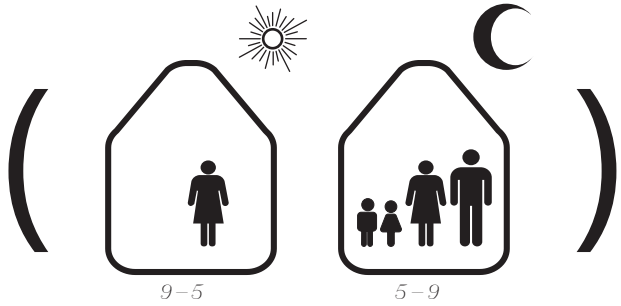






space standards revision

Outdated space standards such as the Parker Morris need to be reviewed to accommodate 21st century lifestyles and home as node, home as world and new patterns of co-habitation.

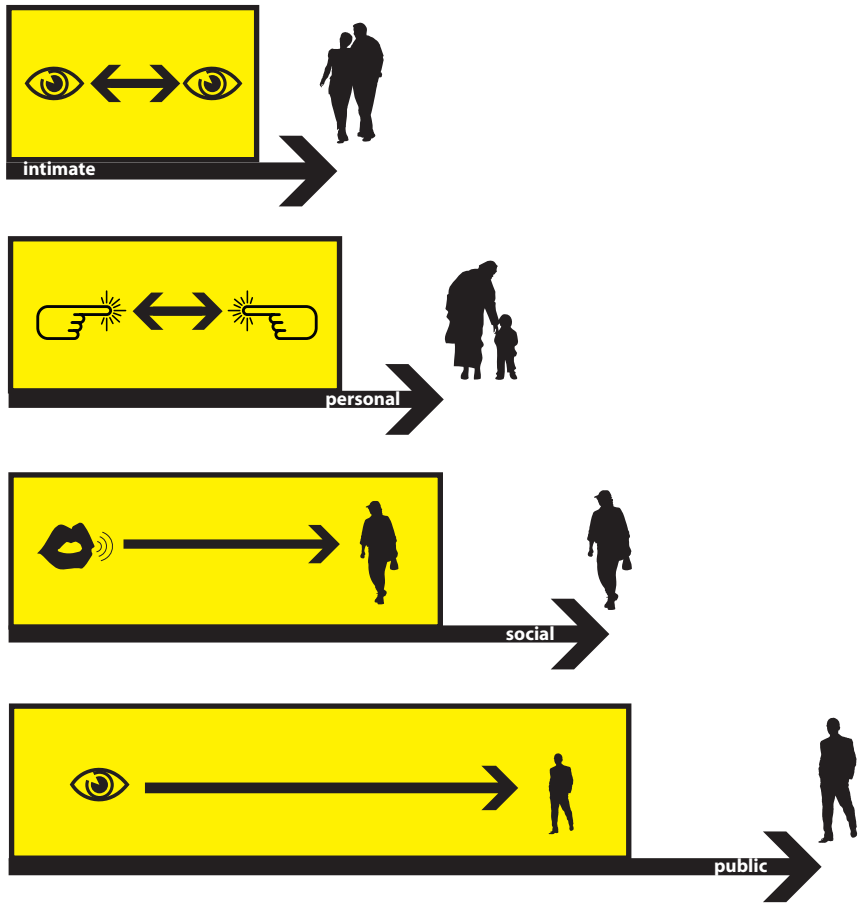


1950 space utilisation patterns

2006 space utilisation patterns

social distances

The design of social capital environments needs to reflect and accomodate a multi scalar experience to create socially navigable environments ie sight, sound and smell can be employed to define intimacy at different scales. For example, it is possible to perceive a human figure at distances up to 1km it is only at 100 metres that figures become individuals. Recognition is also affected by the direction of vision i.e. horizontal distances are not comparable to vertical distances.

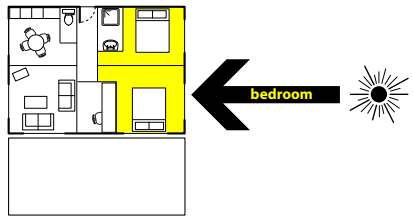


design by distance

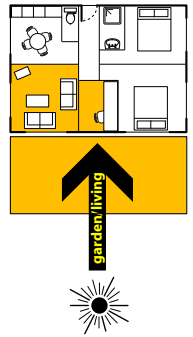
orientation : high occupancy

Households with high occupancy rates benefit from internal environments which maximise interaction with the external world.

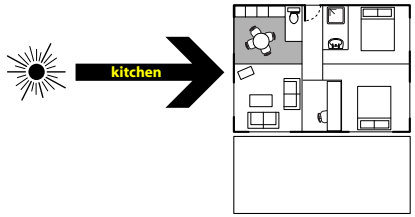
This design shows how the orientation of the house can compliment patterns of home utilisation, i.e. bedrooms directed toward the morning sun, kitchens toward the evening sun.



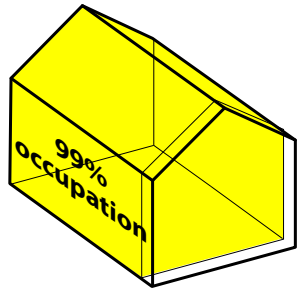
hours of use
morning sun



hours of use
day sun

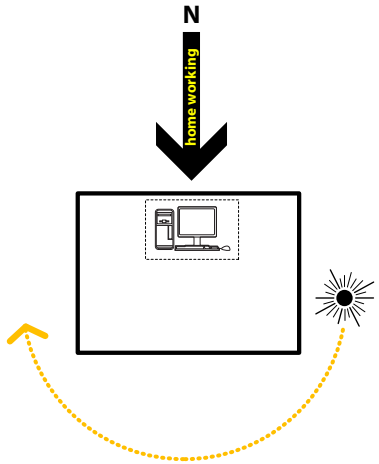


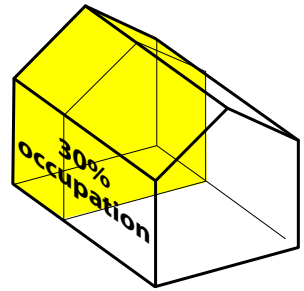
hours of use
afternoon/evening sun



orientation : low occupancy

Orientation for neighbourhood independent people is not as important, however for specific high use areas of the environment such as the office it would be optimal to position them facing north light.

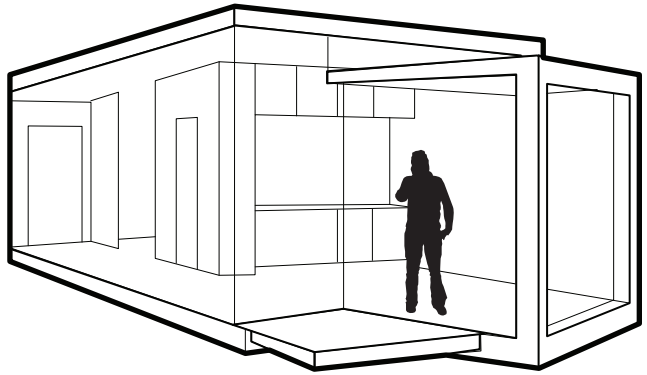


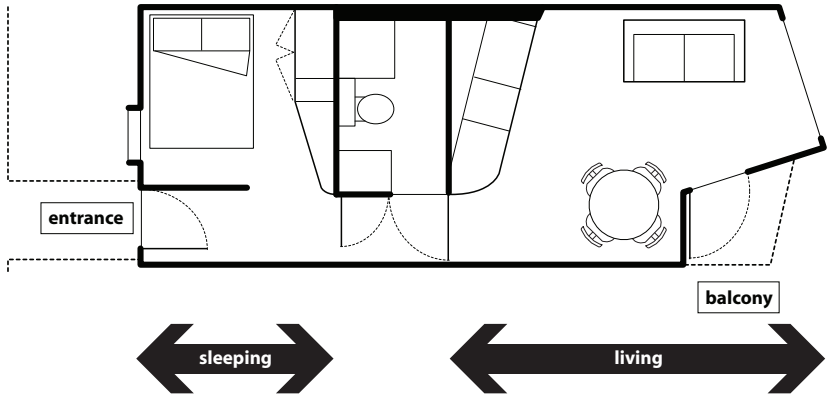


micro flat

Neighbourhood independent single people spend very short periods in the home unit, they tend to eat out more and use the home as a base, or node from which to connect to the rest of the world. These individuals may be better suited to a flexible open plan micro flat based on the minimum requirements of sleeping and living.

This design demonstrates a micro-flat plan which optimises space by creating adaptability so that the sleeping or living areas can alter in size to compliment the utilisation habits of the user.



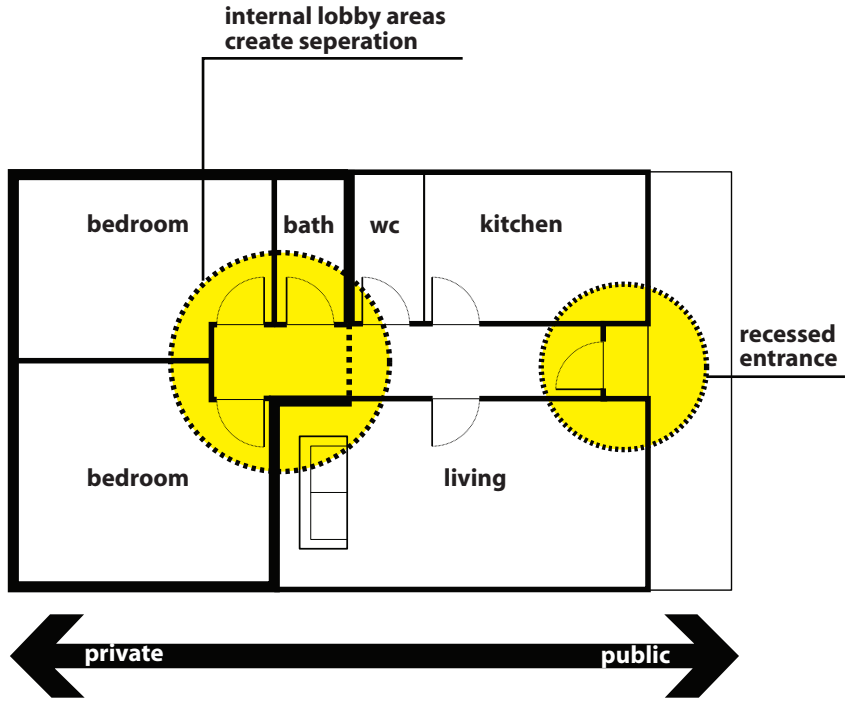


micro flat < 24 sq m

deep threshold

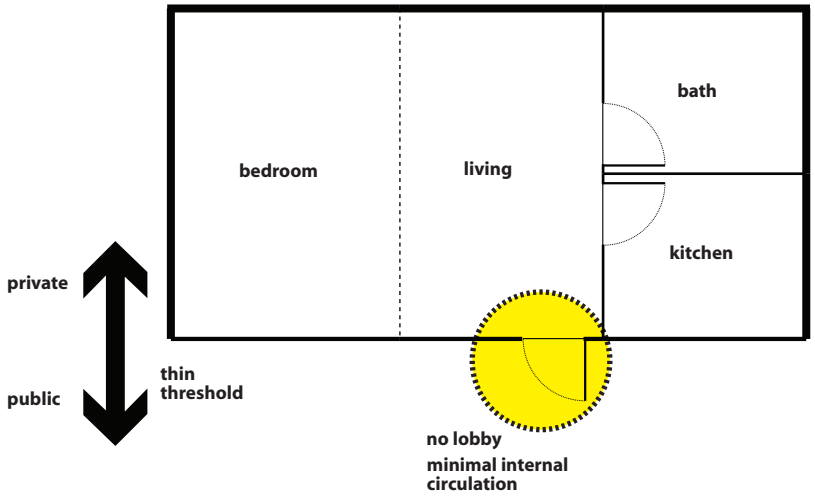
For high density living and where the home acts as world and a place to socialise with friends and family, the progressive scaling from public to private can significantly reduce the perception of overcrowding within the home and neighbourhood.

The housing plan needs to accommodate this by ensuring that private areas such as the bedroom are positioned toward the back of the flat, with public areas i.e. the kitchen, living area toward the front. This avoids having to pass through private areas so that the sociability of the flat can be optimised.



thin threshold

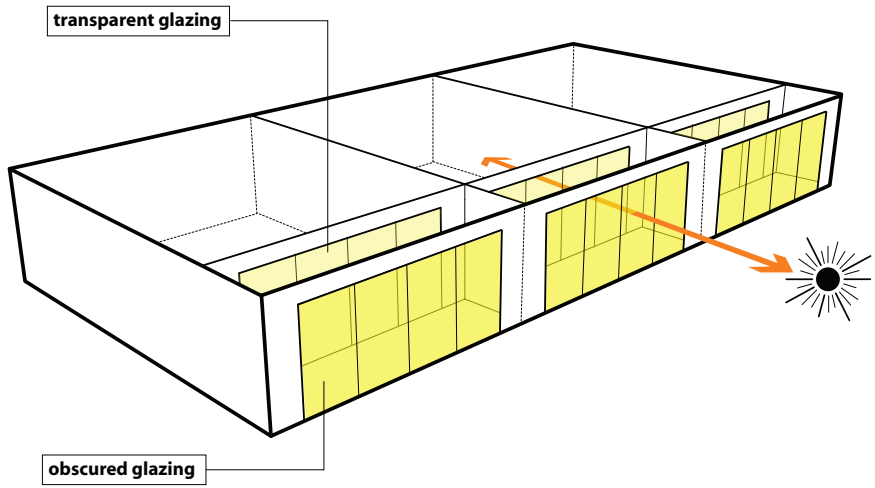
For people with high levels of mobility it is important to preserve anonymity within the neighbourhood and the internal organisation becomes less significant, therefore thin thresholds are preferred characteristics will be more optimal.

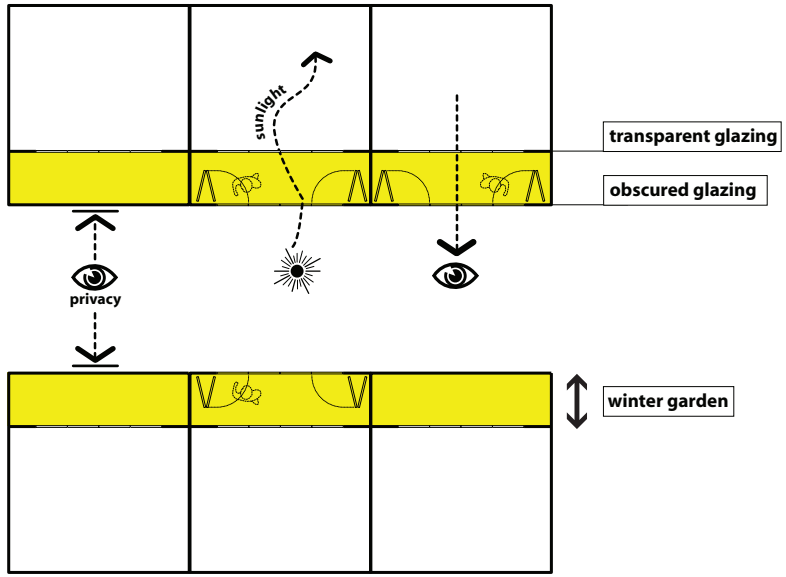


winter gardens

In high density environments te capacity to deliver independent outdoor space becomes more difficult.

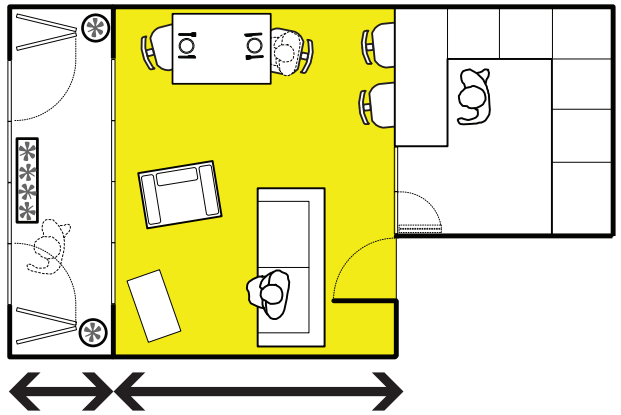
The winter garden design solution demonstrates a spatially efficient way to achieve outdoor space with the maximum opportunity for utilisation in a temperate climate.

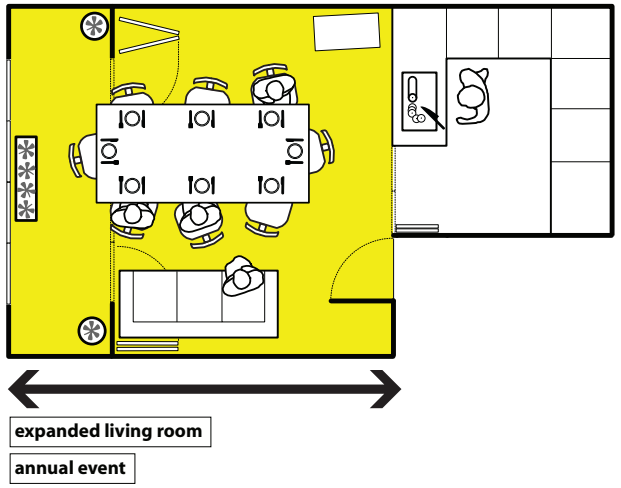




adaptability

Adaptability of the home unit is a key requirement for neighbourhood independent lifestyles to accommodate infrequent but essential uses of space. This may include occasionally accommodating larger functions i.e. a dinner party, or more intimate sociable and private uses.

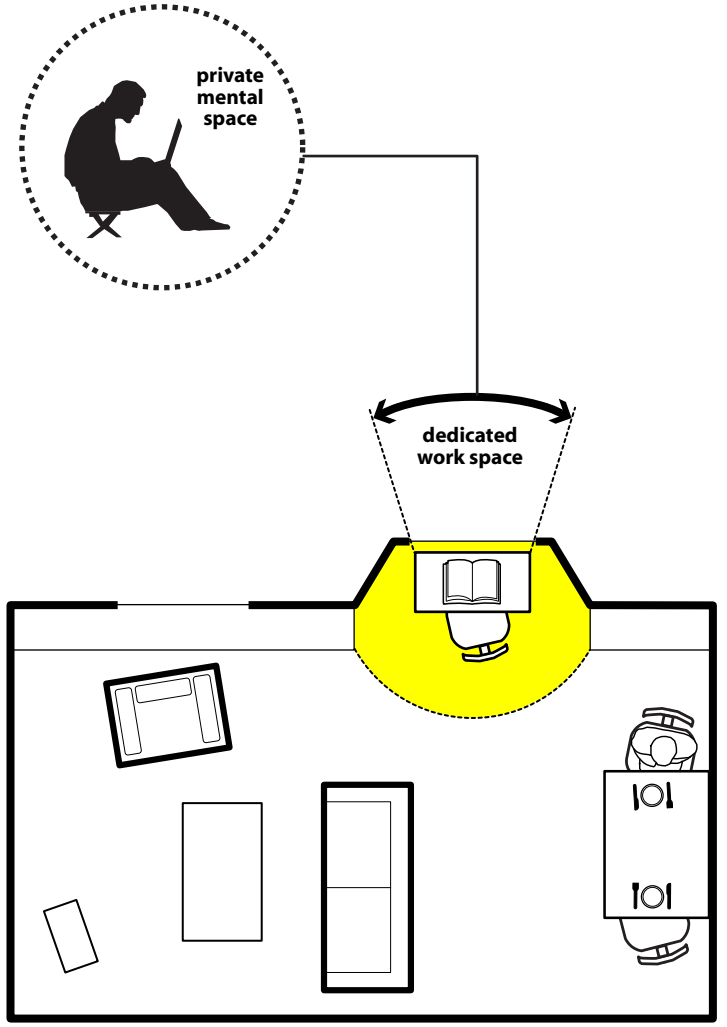




home working


With an increasing trend towards home working, along with the need for homeworked space for school aged children the home needs to integrate dedicated desk space.

This environment could be designed as a bay window or somewhere in the home unit that is self contained and affords privacy. The bay window model also provides a mechanism for people to engage with the community by looking out onto the street.



co housing

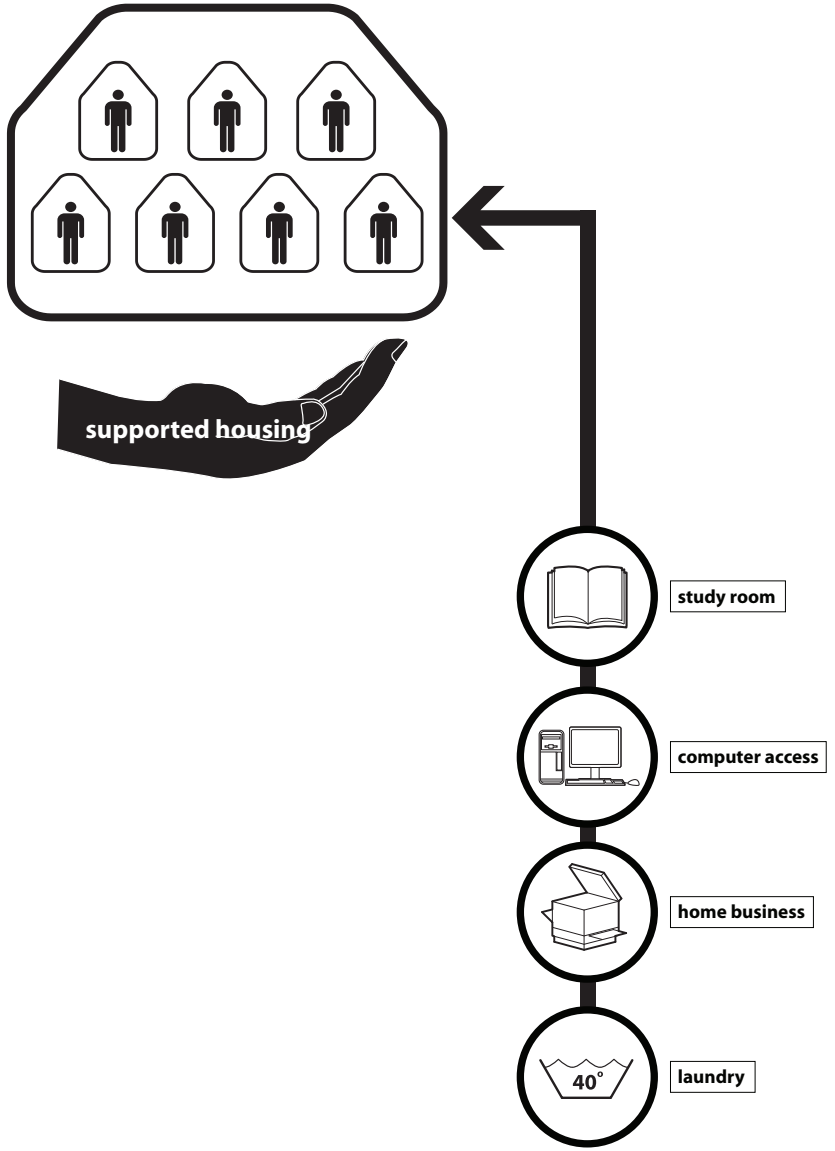
Single person housing might best be delivered in a co-hosing framework. This would provide additional facilities to supplement the micro-flat and can help to generate social capital for neighbourhood dependants.

Co-housing typologies have the capacity to deliver social and environmental benefits, along with more efficient use of space.

These areas can initially be managed, and then if appropriate, be devolved into a self managed framework with FM budgets to support this.

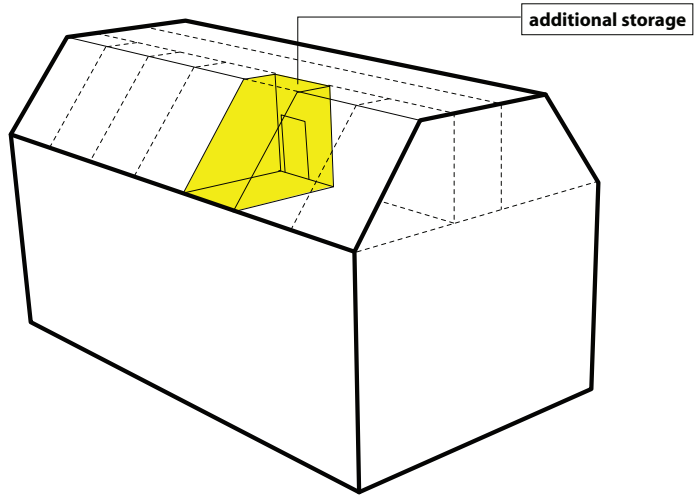
This form of micro clustering can help manage density by offering alternative spaces outside the home unit that are shared by a limited number of households.

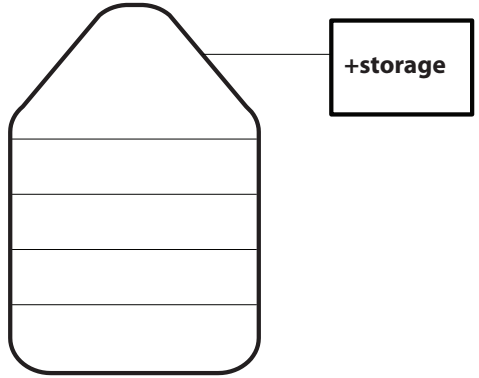
It is also economically viable to share facilities (such as a bathtub, dining rooms, laundry service), helping to minimise fuel and energy consumption and costs.



extra storage

Storage is a significant issue for the modern household; Intelligent design can optimise the use of residual spaces. This design demonstrates how the roof could be used for additional storage.

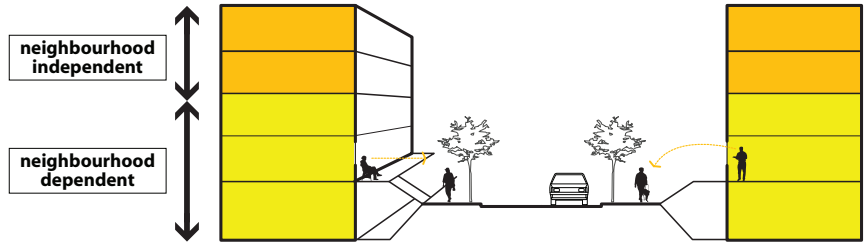


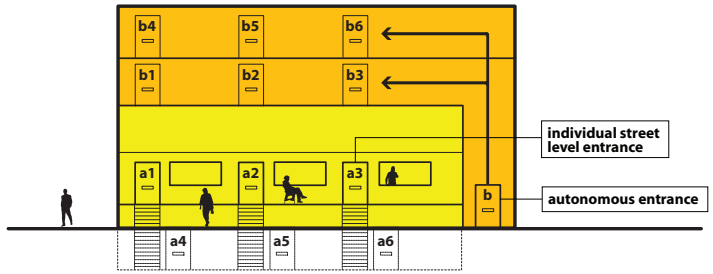


household arrangement

Trust between neighbours is a key issue that affects perceptions of safety and security and, as a consequence how we interact with other members of the community in public space.

Designing neighbourhoods and streets to enable moments of communication [including visual relationships such as sight lines to common places so people can recognise each other] may help to build social capital. The intelligent arrangement of household types can physically enable these opportunities i.e. placing neighbourhood dependant residents on the bottom floor with independent street access will enable greater inhabitation of public space. This could be coupled with neighbourhood independent households located on the second floor with direct street level access.



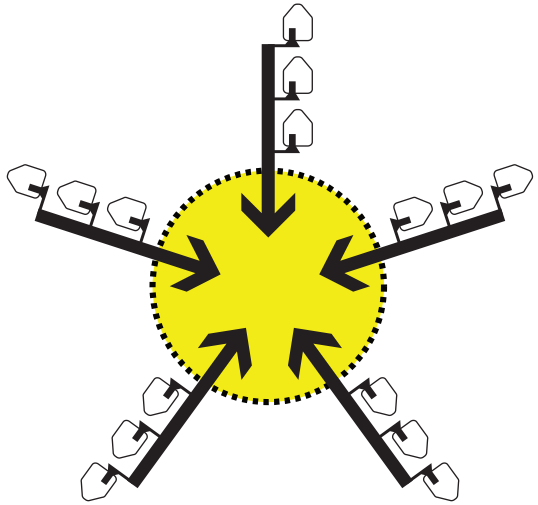


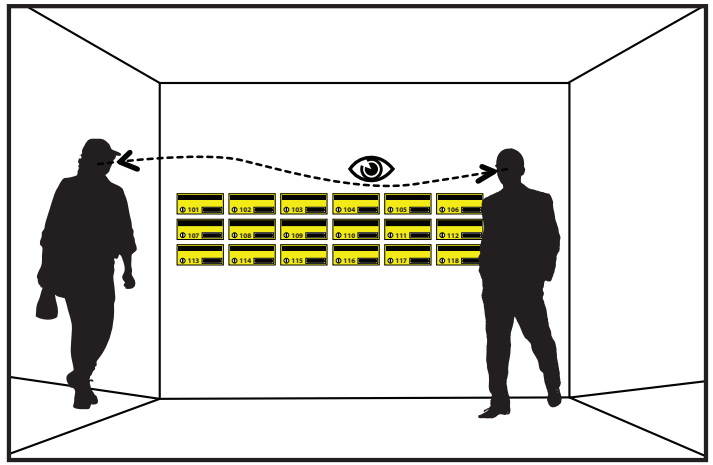
internal roundabout

Corridors are typically designed to enable people to move through them quickly effectively acting as a connection path between destinations.

In social housing developments corridors are the like streets of suburban neighbourhoods; the defined zone of shared territory between neighbours, the neutral territory on which to engage. However social housing corridors are not designed to optimise encounter or facilitate passing conversation.

This design demonstrates how corridors can be widened at certain points to give people space to interact should they chose to. These spaces are known as slow spaces akin to lifts or lobbies.



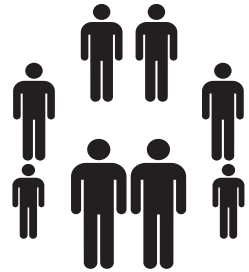


accomodating diversity

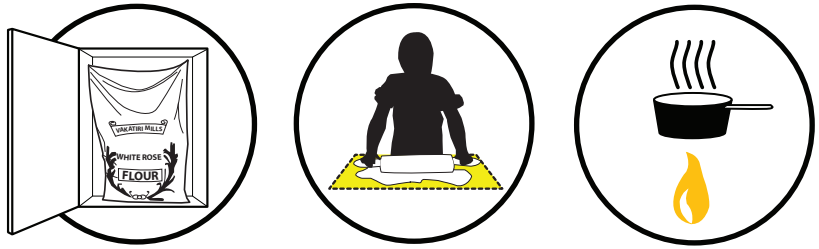
The current post development allocation model has made it increasingly difficult to create environments which are appropriate to residents, a situation exasperated by increasing diversity and more divergent basic requirements.

This design demonstrates how small changes to the home unit undertaken post allocation will make these homes more appropriate to an inclusive social housing sector and neighbourhood model. These changes may include choice over having a gas or electric cooker, or the material of side boards so that people can prepare the food from their culture.

This sense of ownership and choice is likely to engender a greater sense of belonging with positive impacts on the lifecycle cost and viability of the built environment.



ACCOMODATING CULTURALLY DIVERSE LIFESTYLES

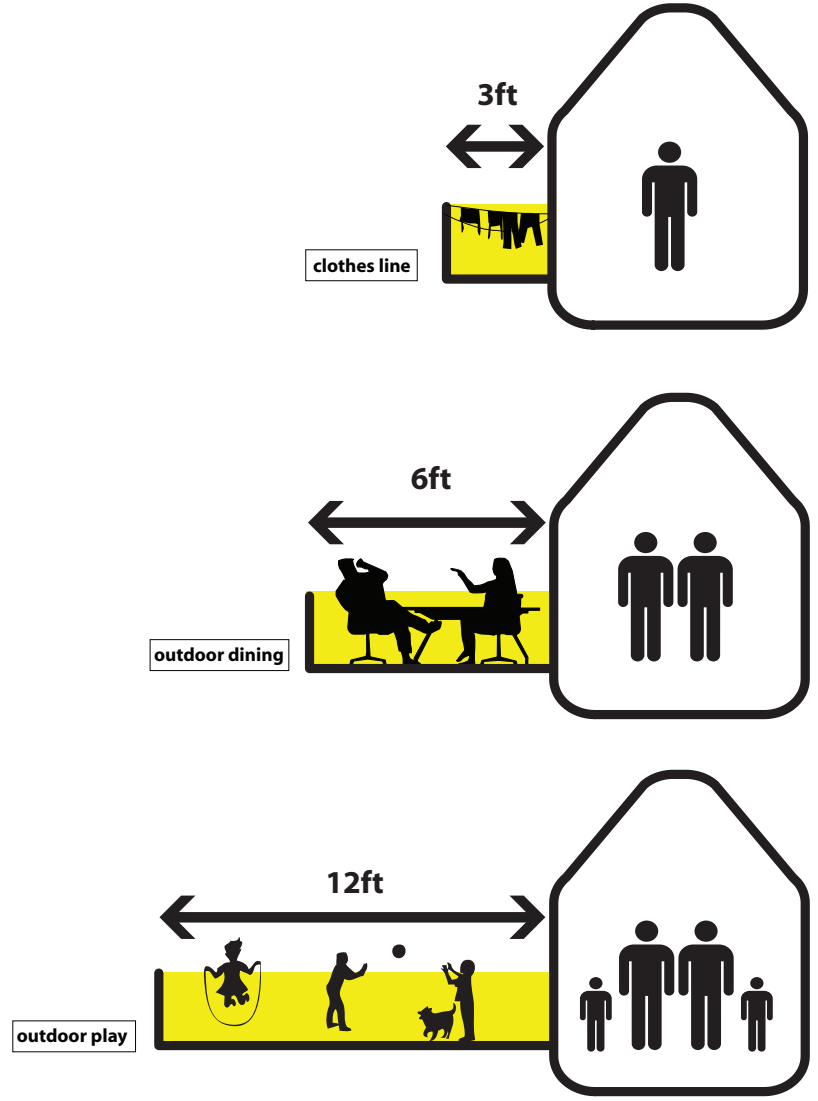


storage for large flour bag | marble kitchen top | gas cooking

balcony amenity

The perceived density of households, in particular of flats, can be greatly reduced with adequate outdoor space.

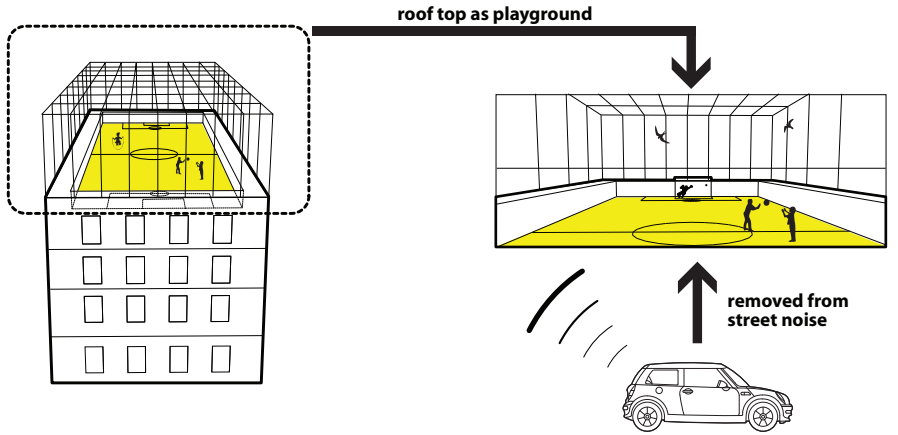
Housing blocks should design external amenity such as balconies to scales that compliment the household size. For example, a single person household would require a balcony of 3ft depth to enable minimal activity such as a washing line; a 2 person household would require a 6ft balcony to enable outdoor dining; a family household would require a 12ft balcony depth to enable outdoor play area.

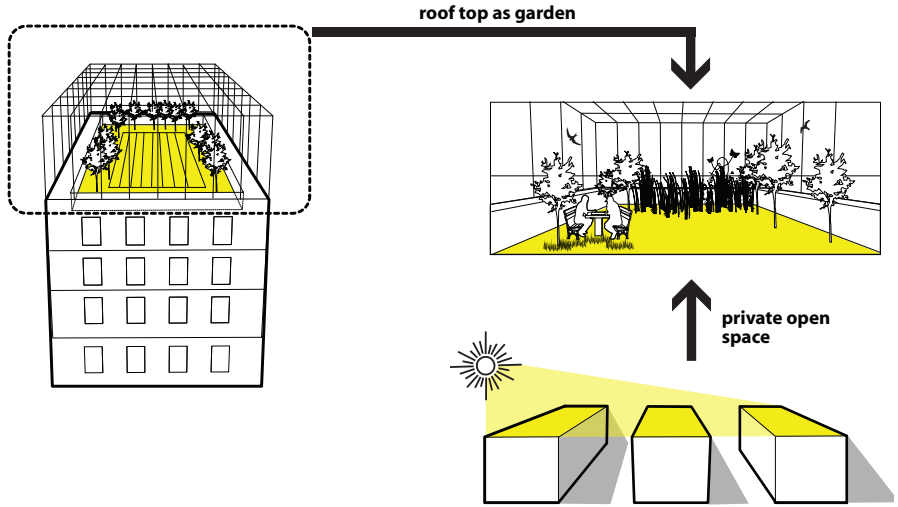


rooftop function

Rooftop gardens are a spatially efficient way to create accessible common space in close proximity to peoples homes. These solutions will create safe, secure environments.

This design can also support spatially effective development in sites where land values make it increasingly difficult to provide traditional gardens and public space.

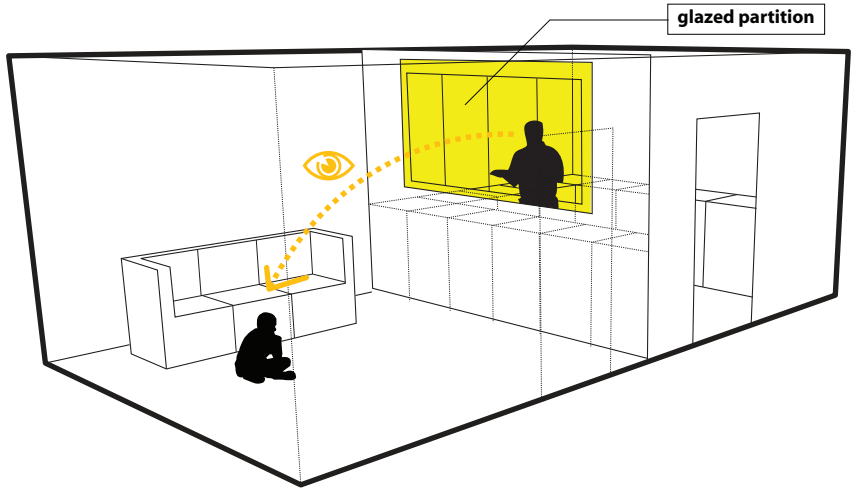


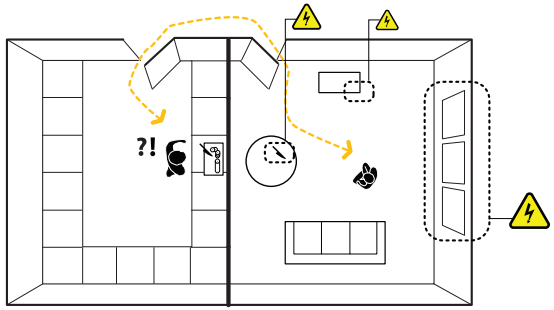


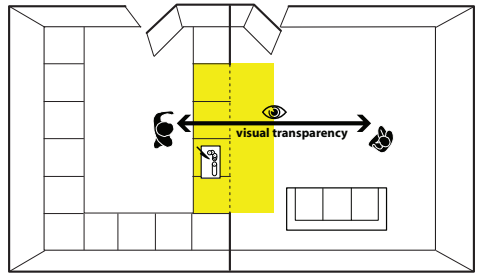
interhousehold transparency

In homes where there are young children it can be difficult for parents to supervise them at all times. Designers have accommodated this by creating open plan living spaces and kitchen / diners. However the open plan format is problematic during food preparation times as it may not be a safe environment for children to play in, similarly an open plan format is not necessarily appropriate for people who spend significant time in the home and require varying degrees of spatial separation to mitigate feeling confined.

This design demonstrates how a glazed partition between the kitchen and living area can create transparency while maintaining separation. Interior blinds or curtains could also be fitted to increase privacy if required.







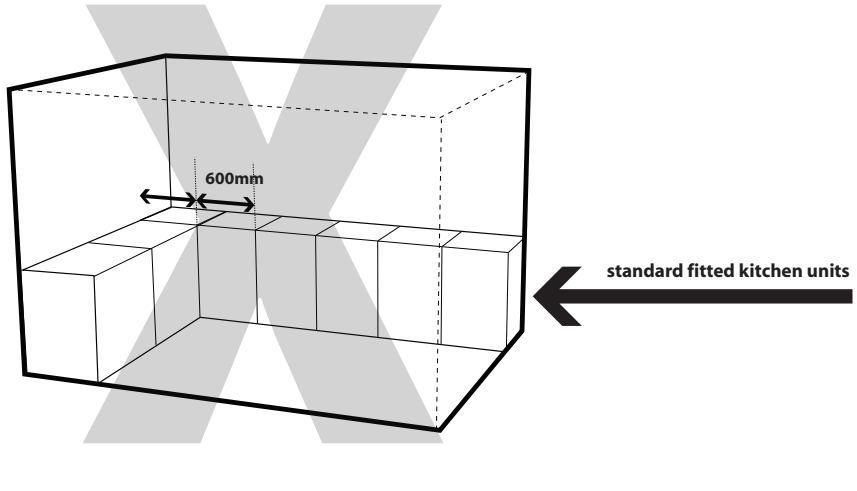
flexible design

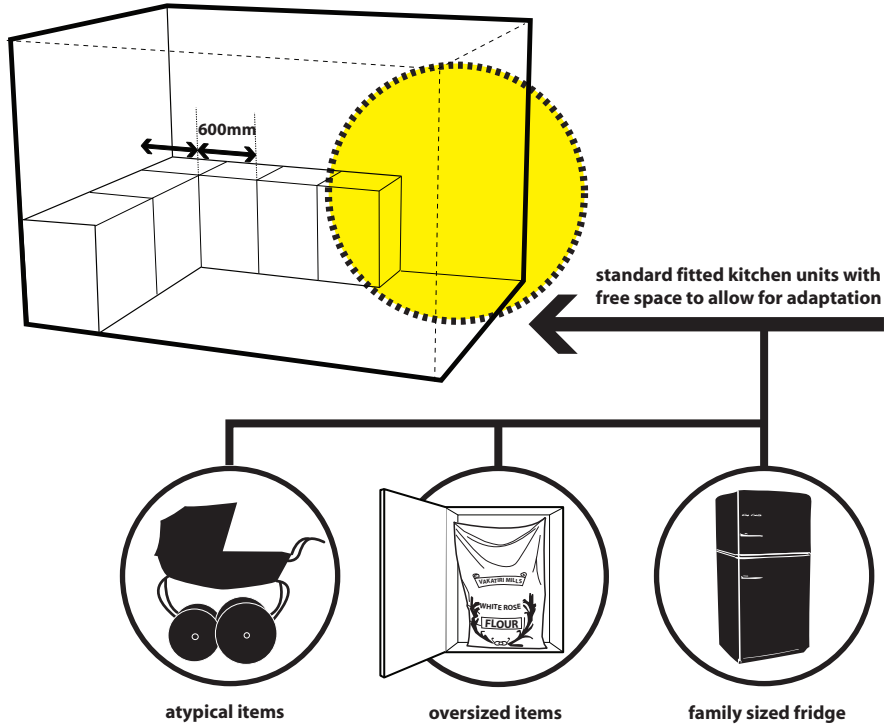
The use of fitted furniture in social housing accommodation can make it difficult to create environments which are appropriate to residents or accomodate changes in how we live.

This is true of fitted wardrobes and beds which make it impossible to reconfigure the bedroom, thorough to the nature of the kitchens which have neither the space or flexibility to accommodate change i.e. the need for multiple rubbish bins for recycling which is recognised as being increasingly critical and yet not feasible due to spatial and storage inflexibility.

This design depicts how homes could be designed with greater flexibility i.e. leaving some space without fitted furniture or making the shell of the furniture itself more adaptable.

Flexibility in interior design can also encourage residents to personalise and adapt their environments to suit their needs.





The following selection of Design Considerations at the level of street and neighbourhood are driven by an ethic to create socially inclusive equitable environments; from local economies to public places to community enabled and led service delivery. These designs make manifest the role of the neighbourhood in accommodating lifestyle diversity, to generate social capital.

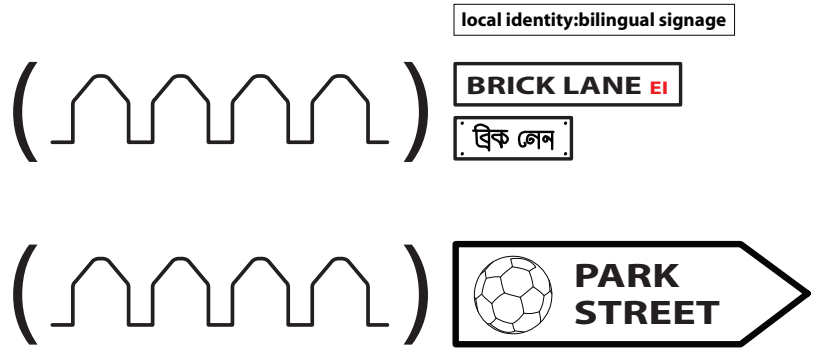
/06/02/02/Street + Neighbourhood

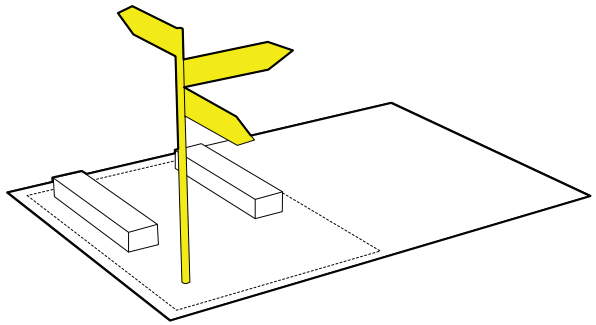
street signs

Identity is a key quality affecting the ownership and territorialisation of place. Identity needs to be continuously refreshed to ensure it is applicable to the current community and to new users.

This design demonstrates how street signage can help to generate a sense of place. Signage should be designed through participation with the community and opportunities for it to be redesigned should be embedded into the design cycle so it can refresh to include new users This activity should be undertaken once the neighbourhood has witnessed significant residential churn, or in the case of stable communities whenever is appropriate to maintain quality and relevance.

This affords the community an opportunity to embed something of themselves into the physical structure of the neighbourhood and can help to promote collective local identity.





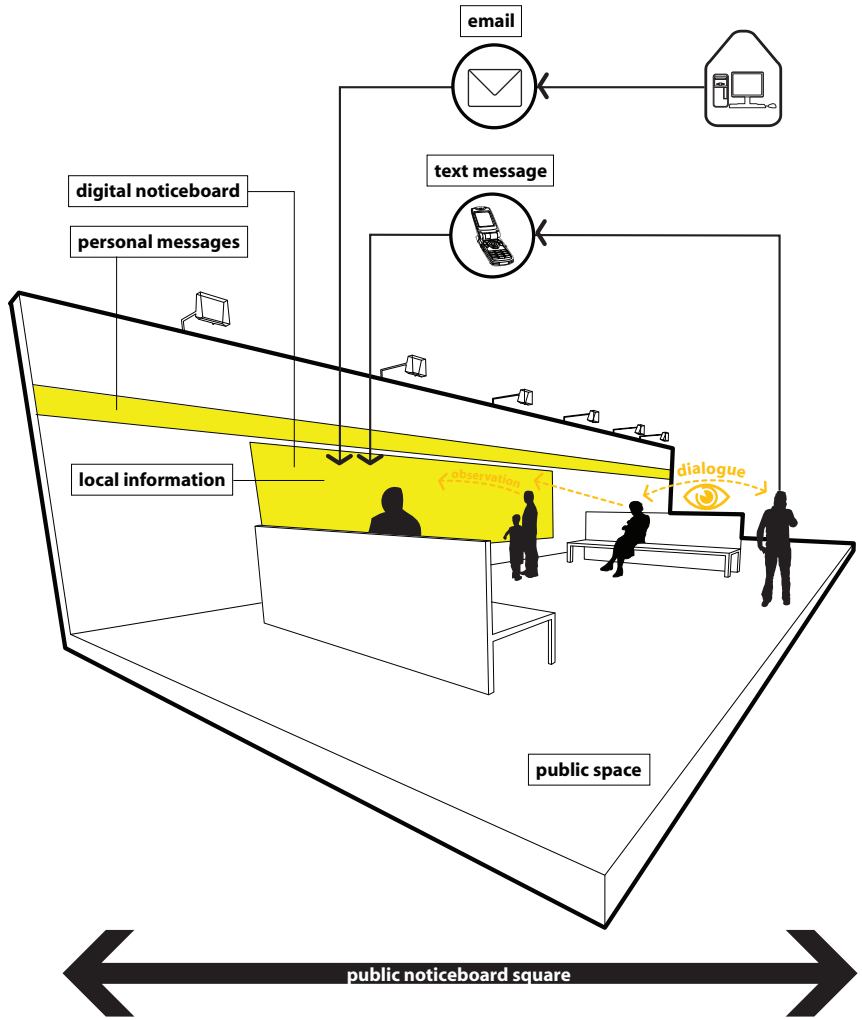
street neighbourhood noticeboard

Mobility and lifestyle divergence have reduced opportunities for community residents to be present in the same space at the same time. Therefore we need to develop mediated, inclusive communication frameworks.

This design demonstrates the use of a digital community noticeboard which people can post messages on using email or text. This is supported by a website; if you wanted to get a message to someone at home you could post it here for them to pick up.

The digital board will also contain information about the local area i.e. local events that are coming up.

The nature of an information point will create a place in the street where people are likely to congregate, generating a local landmark which works in a real time communication medium.

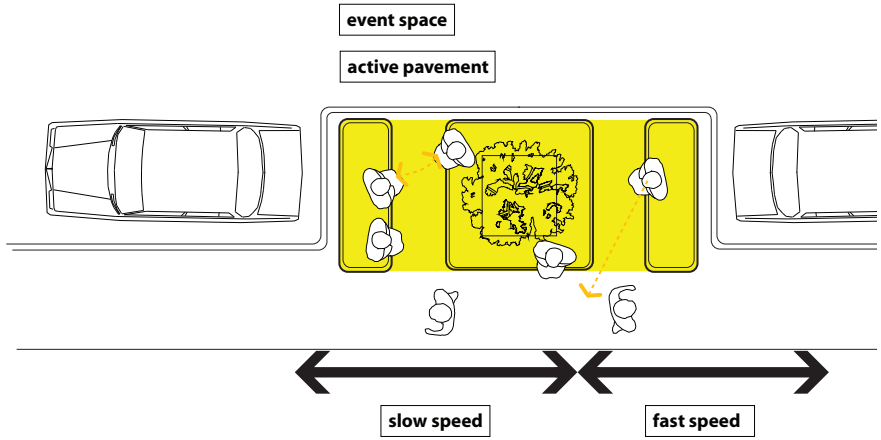


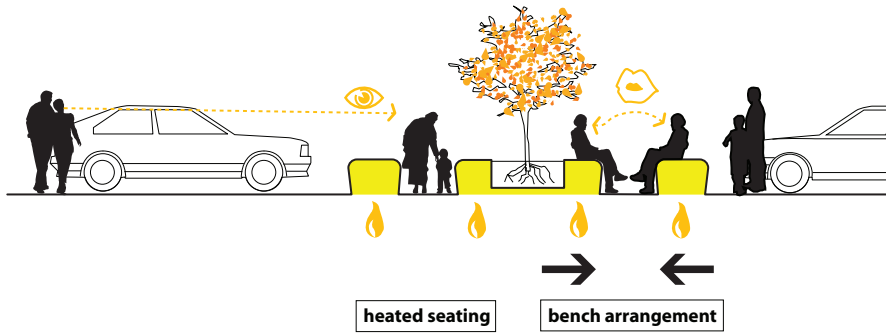
street landscape

The demise of the public realm and its appropriation by cars means that streets and pavements often inhibit opportunities for communities to interact on their streets and congregate.

Street landscapes need to allow people to re-territorialise and use the public realm as a place to engage informally and formally.

This design shows how street furniture placed between parking spaces can help pedestrianise the street landscape by creating stopping places to encourage "slow" traffic along the pavement.

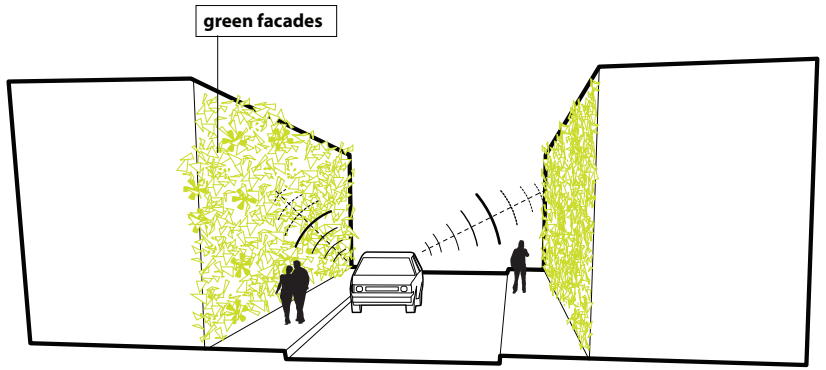


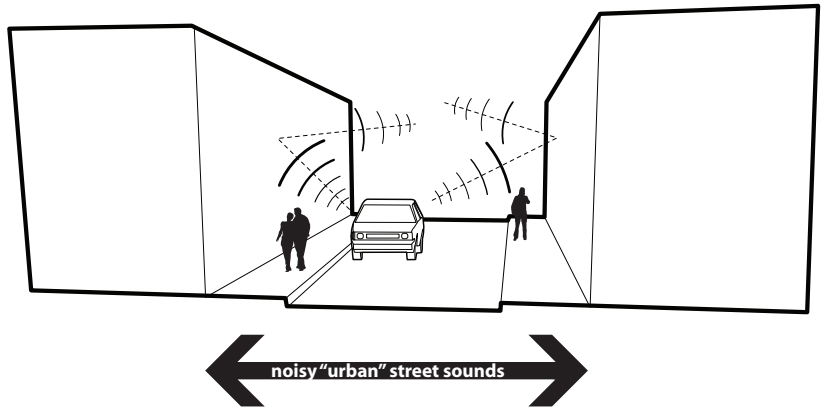


acoustics

Street noise, mostly generated by traffic, can greatly affect the quality of the environment at both street and household scales and deter the liveability of the neighbourhood.

This design shows how intelligent design of façade materials provides an opportunity to perceptionally mitigate noise levels on the street. For example, the use of plants on building façades could help to dampen street noise while adding character to the design.



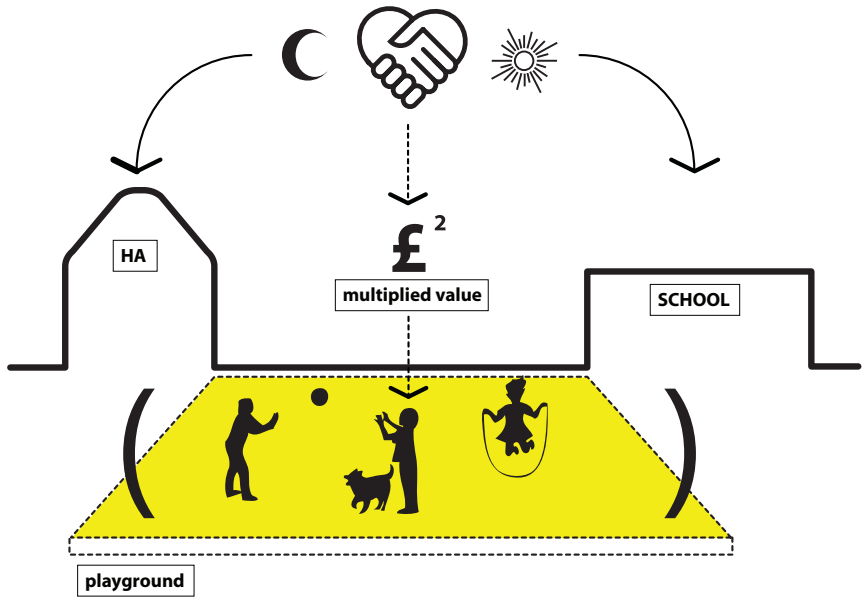


extended schools agenda

The extended schools agenda creates a neighbourhood framework for collaboration across service provision.

Social housing providers should explore how estate infrastructure could support this agenda and outsource provision.

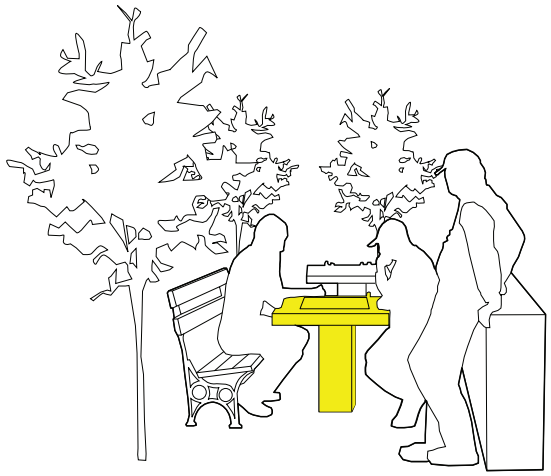
Shared community spaces will have economic and space saving benefits. More fundamentally this agenda generates a significant opportunity to build inclusive local social condensers for young people from all over the neighbourhood.



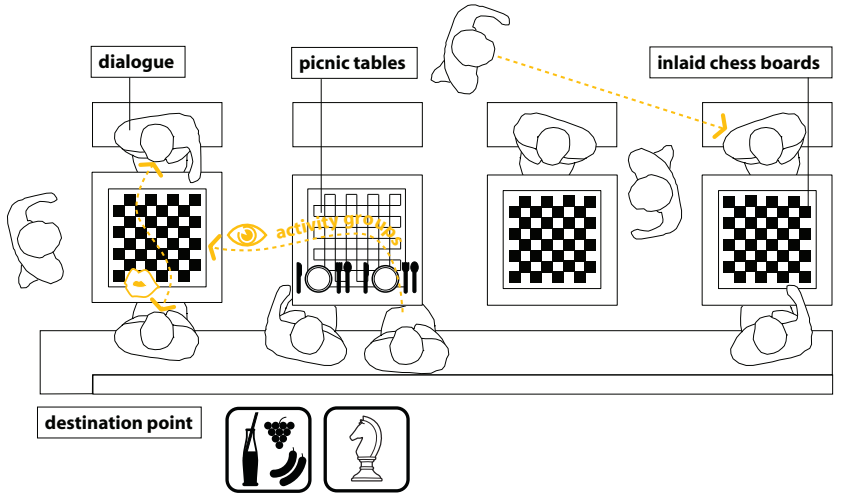
public play areas

The social design of public places is increasingly recognised as vital to generating social cohesion, providing democratic places of exchange whilst enabling interaction across private and social resident communities.

The design of street furniture to form public play areas in parks i.e. tables inlaid with chessboards and benches facing each other to form picnic/lunch tables will help to encourage sociability and inclusive activity, while creating multi-functional environments that appeal to a diversity of users.



outdoor living area



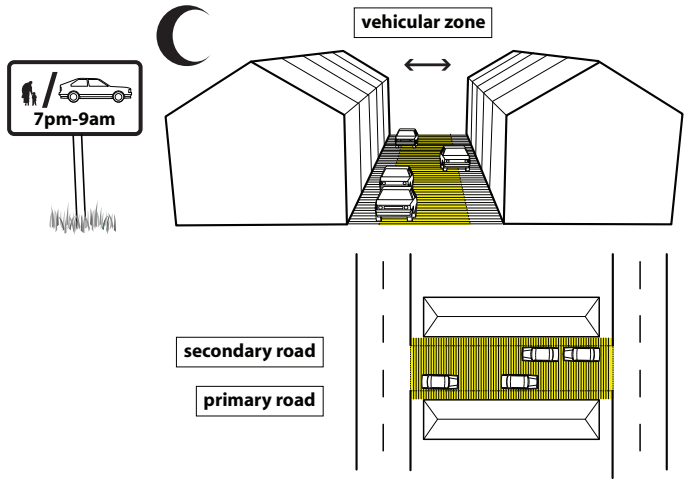
homezone

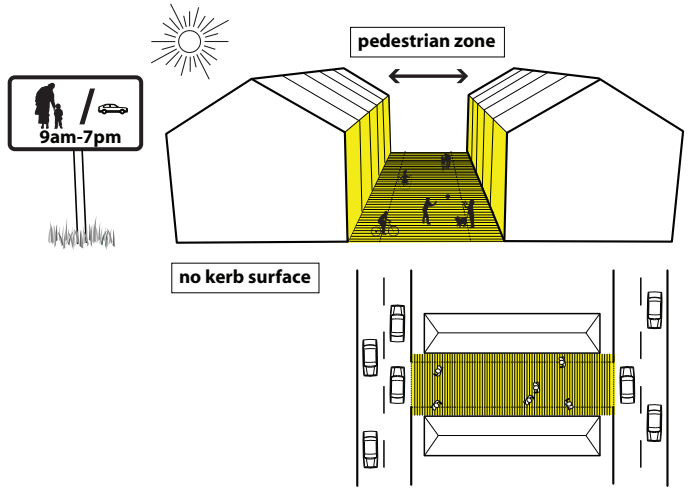
Ownership of streets has become increasingly difficult as car use has increased; streets are now treated as generic car parks and through roads, with limited opportunity for other neighbourly interaction or activity.

Homezones are a mechanism to reappropriate streets as public spaces for everyone by co-coordinating space utilisation patterns and enforcing slow moving traffic.

Vacant car parking spaces left unoccupied during the day afford spaces that can be territorialised by children as play areas.

The street landscape rebalances the pedestrian and the vehicle by removing "hindrances" such as kerbs and street edge barricades.

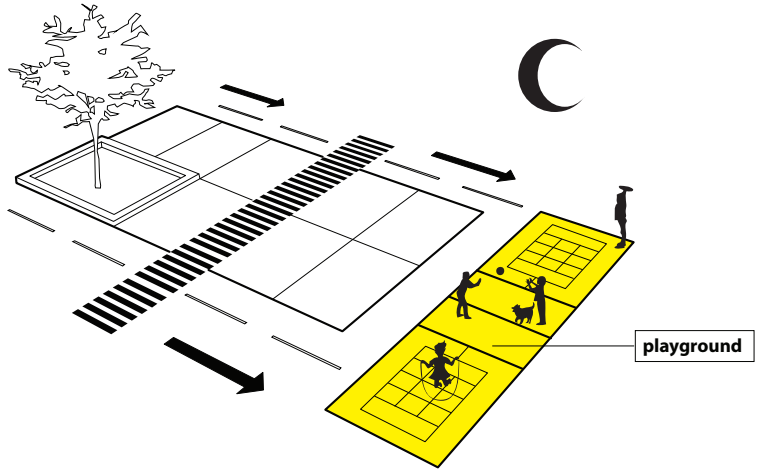


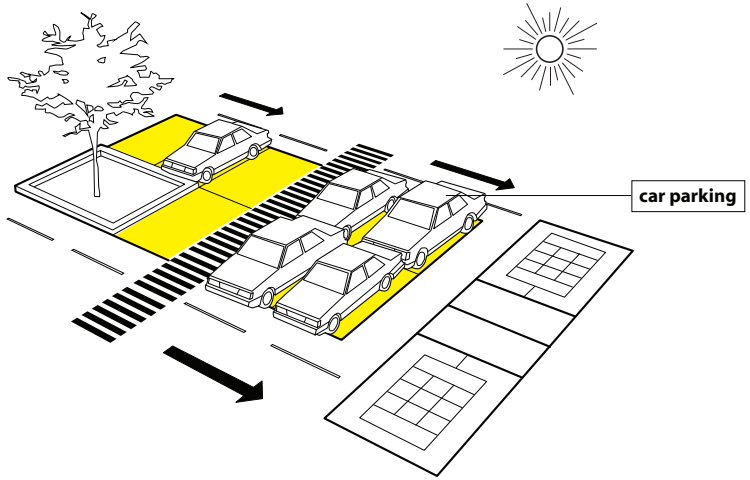


landmarking

Our neighbourhood streetscapes are inherently anonymous and often under or mis-utilised. Places such as car parks have a latent capacity for alternative space utilisation at various times of day, i.e. when they are unoccupied it can provide an opportunity for temporal territorialisation for other activities.

The ground can be "designed" like a carpet with a series of markings using colour, or various materials, to denote different possible inhabitation of that space over time – a car park at night, a sports venue by night.

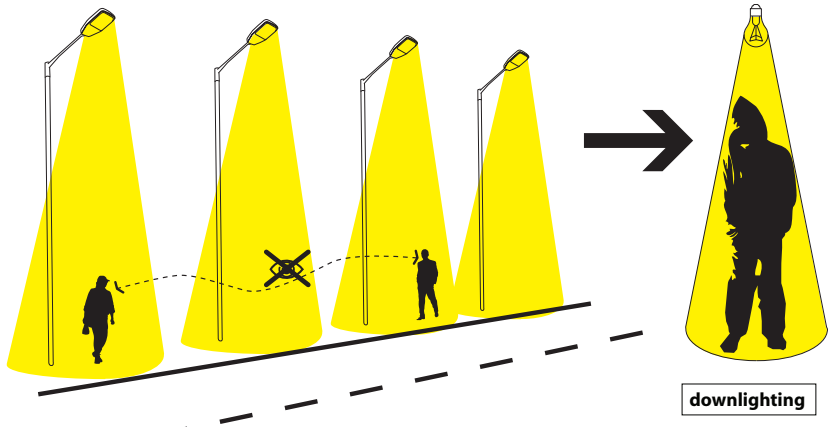


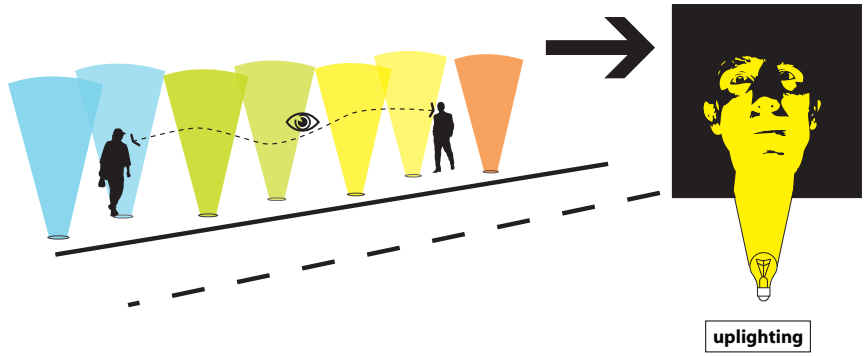


street lighting

The street environment is a major signifier of neighbourhood identity that is often neglected and therefore discourages communities from caring for their local environment and possibly invite vandalism. Creating particularities at a small scale can help to create a sense of place to re-engage residents with the street.

Lighting can be used as a way of affecting an environment without heavy infrastructure, for example, fitting colour filters on street lights can create various atmospheres depending on the season.

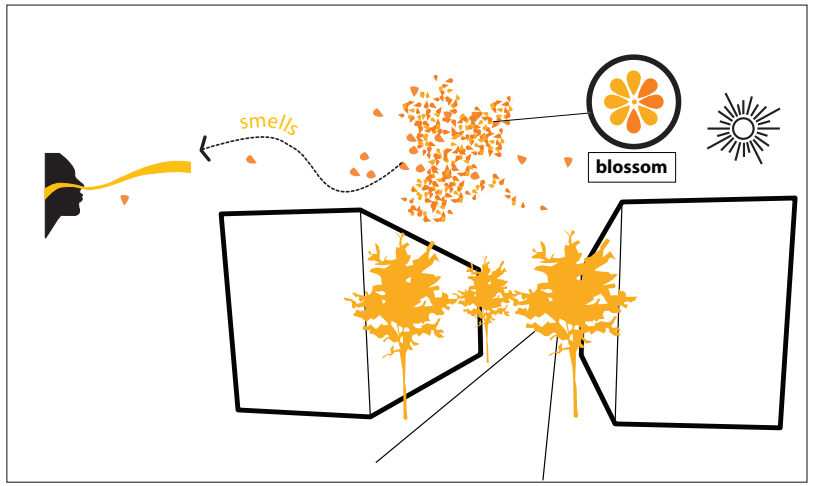




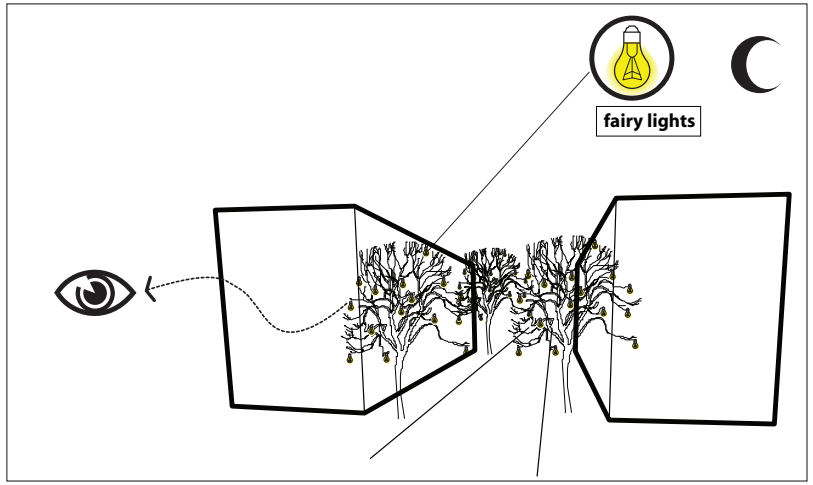
seasonal planting

The anonymity of neighbourhoods and their streets is a significant contributor to the disengagement of the individual from their surrounding environment.

This design example demonstrates how seasonal planting can be used as a means of creating identity of place and "refreshing" the environment to mitigate monotony. Planting of blossom trees along certain streets can stimulate olfactory senses to create a sense of identity through experience and an environment that is reactive to the passage of time. During winter these trees could be lit up using fairy lights to define alternative seasonal atmospheres.



summer



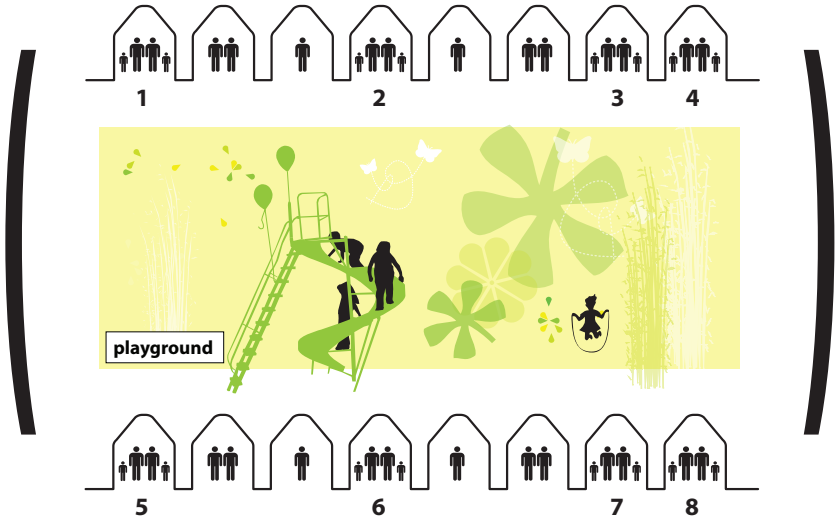
winter

child playground densities

Children need to have play areas where they can socialise, this is particularly important for young people that rarely leave the neighbourhood.

However young people in contrast to their parents lead predictable synchronous lifestyles enabling very high synchronised population densities. While this provides oppportunity for community development in young people it can be perceived as a threat by less population synchronised people ie the elderly. This can often be threatening to other community members as it is easier for them to dominate and territorialise the environment, therefore the scale of these groups needs to managed.

This design examples demonstrates how shared play areas should be allocated to 6 – 10 families rather than centralised. This typology will also enable informal supervisory arrangements between parents with the potential for FM devolution.



1 : 8-10

playground **households with children**

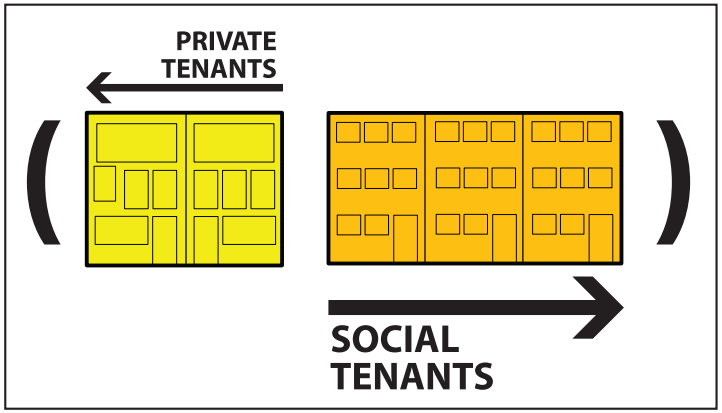
micro branding of playground to neighbourhoods

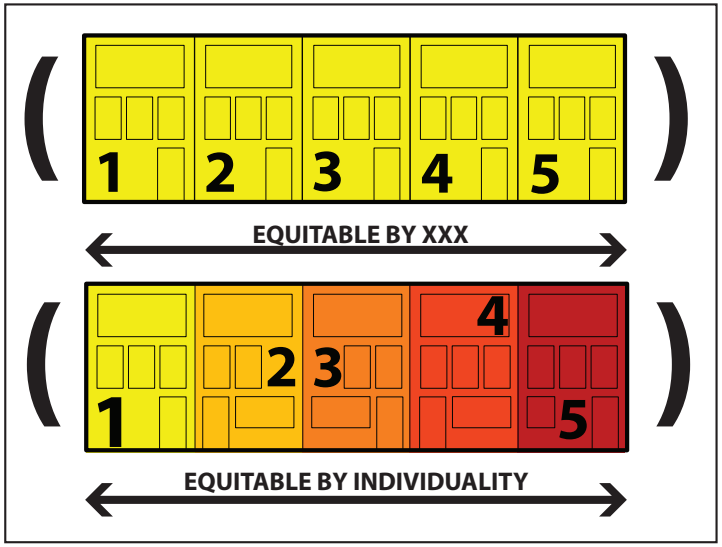
Playgrounds can often be misappropriated by older children which can discourage younger ones from playing there or render the culture of the playground inappropriate.

This design shows how a micro branding strategy can help to create environments which are particular to specific age groups, helping young people to feel ownership and making the environment less attractive to children of other ages.

design equality

Wherever possible it is important that the external design of social housing and dwellings for low income home buyers is identical or very similar and that you can't perceive the difference between private, affordable and social housing. This will help to limit social division and prevent the stigmatisation of social rented dwellings.





/06/02/03/Environment

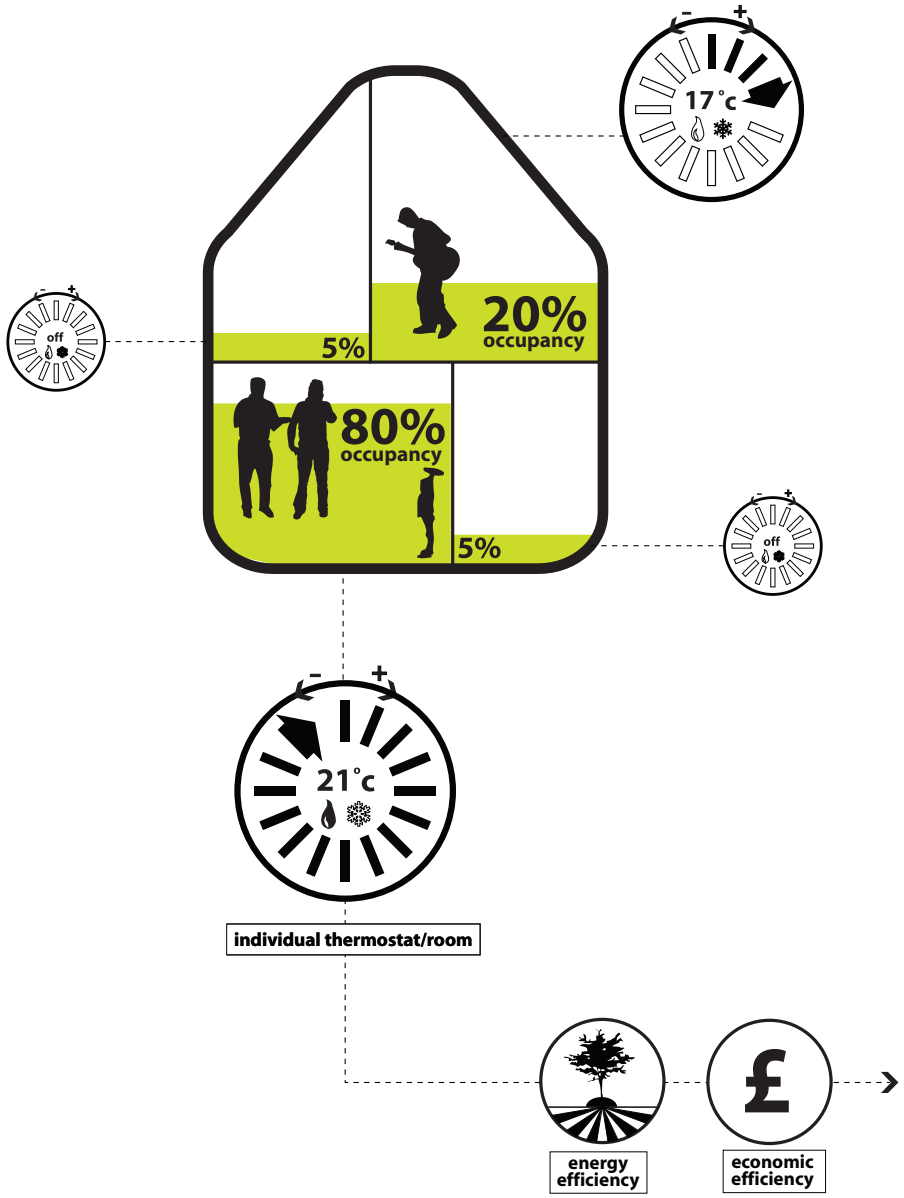
The significant factors affecting design at the level of the environment are waste, energy, climate change, carbon, biodiversity and natural resource depletion. These are and will continue to affect the nature of dwellings and neighbourhoods we design, but of equal significance they need to support citizen level awareness of the impacts of consumption, action and lifestyle, effectively relinking cause and effect which have become increasingly dislocated.

household micro-climates

Built environment design should seek to optimise energy savings, this design demonstrates how individual thermostats in each room can enable micro-climates within households

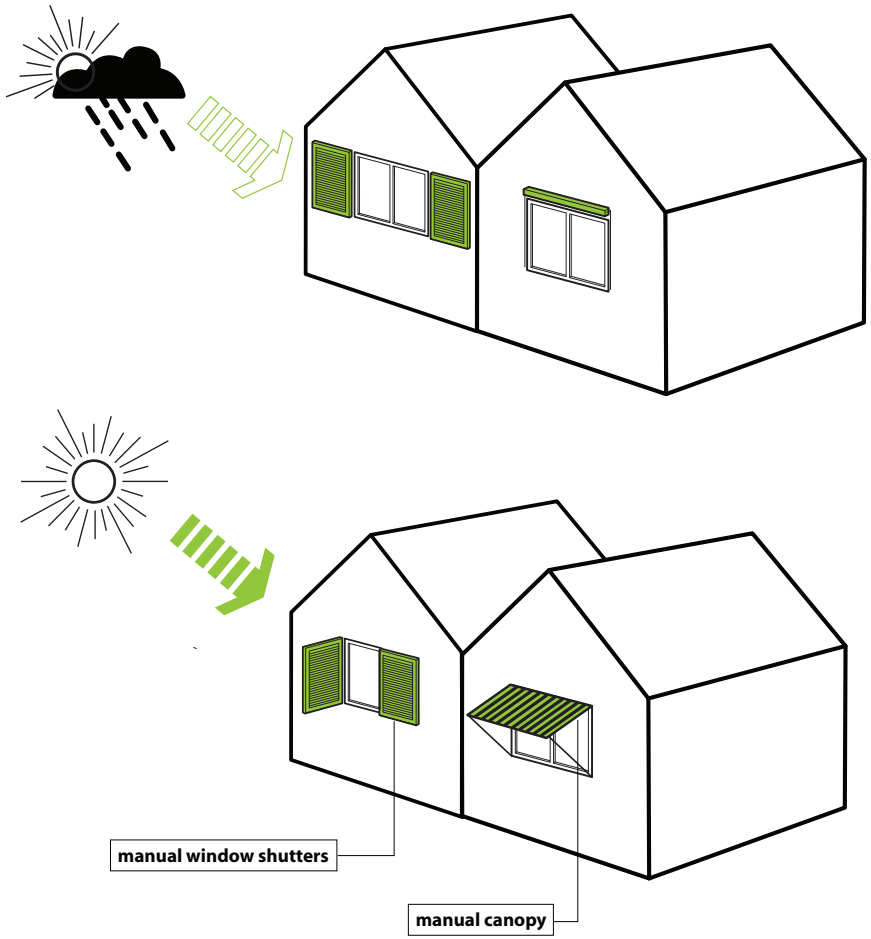
This allows the temperature in each room to be individually controlled to suit occupancy patterns and activity.

This minimises energy consumption and cost by only heating occupied spaces.



solar shading

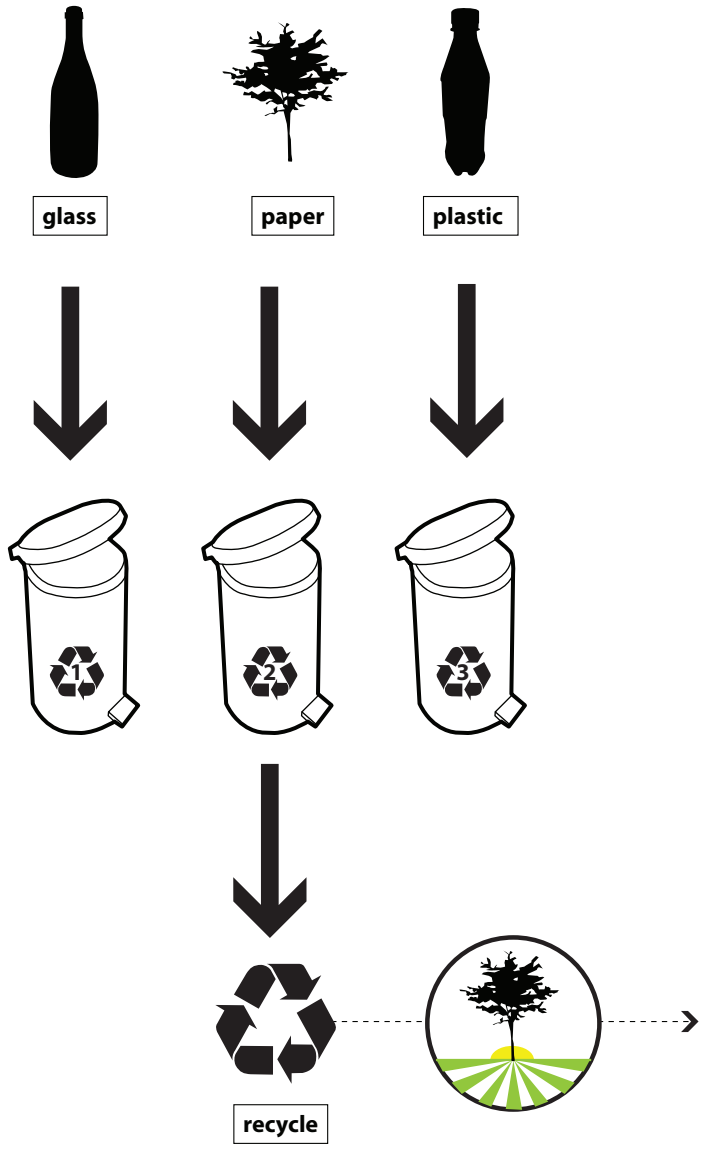
Personalised solar shading for each household is a cost effective cooling method which utilises external windows / shutters or canopies.



recycling

Recycling of domestic waste is becoming increasingly commonplace and necessary.

This design shows that kitchens need to accommodate the space for multiple bins to encourage a culture of recycling.

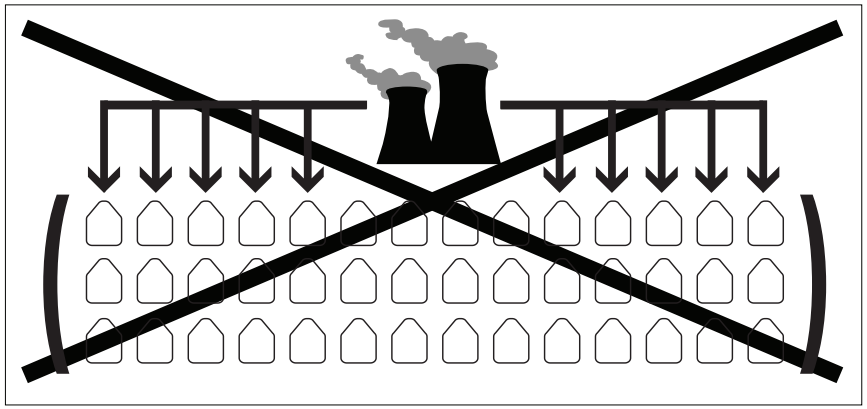


localised energy

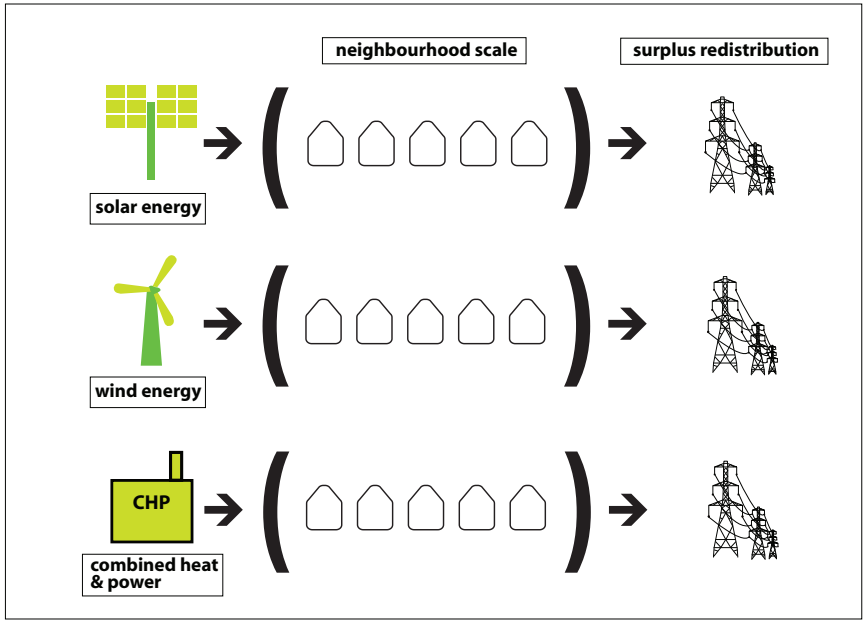
Energy supply is an increasingly critical issue, impacting on how we build and manage environments.

The move towards clean and sustainable energies has raised the viability of localised energy via on site energy generation. Surplus energy could be sold back to the national grid for economic gain.

On site generation acts as an awareness engine in order to affect cultural change by demonstrating the entire energy ecology.



nuclear power



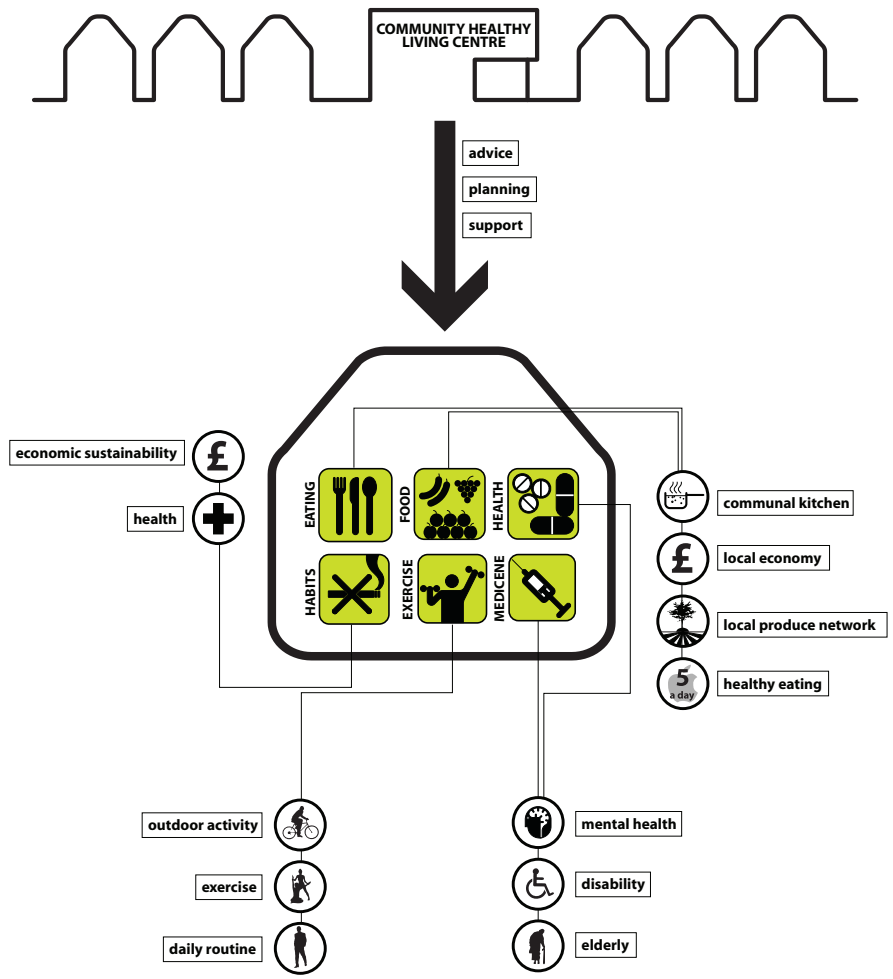
micro power generation

healthy living centre

Health issues such as obesity are recognised as being critical issues that impact our communities. There is a pressing need to enable communities to affect change in attitudes towards health by supporting/enabling local food chains and healthy living infrastructures.

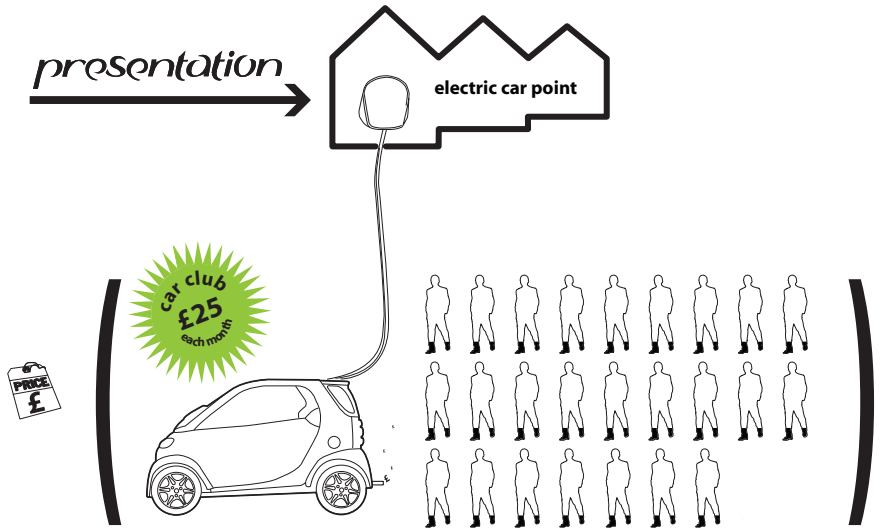
This design shows an on site healthy living centre providing advice, planning, support and facilities to enable individuals to map out ways of living a healthy lifestyle through awareness and education.

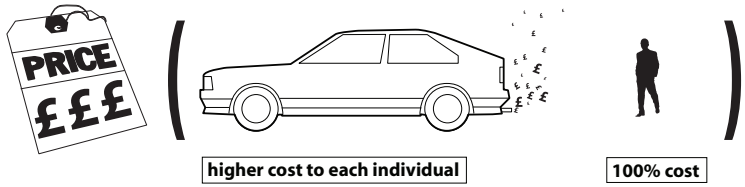
The centre would be an inclusive community space developed in partnership with local health care service providers. The centre could help to support local food ecologies through a local produce network.



car club

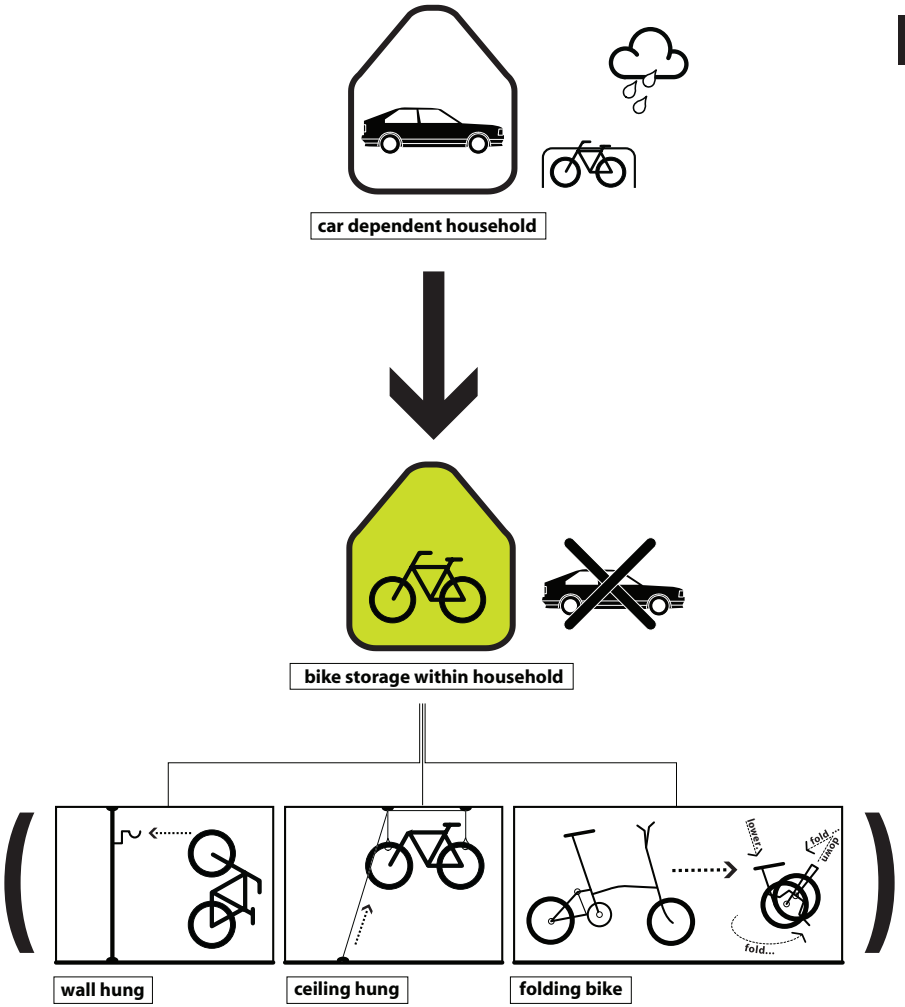
The green agenda and density constraints are driving sustainable transport solutions. These need to be reconciled with the reality of lifestyle patterns. A car club is a means of providing a cost effective model of car use that allows members to participate in a shared ownership model with associated social capital benefits.





bike storage

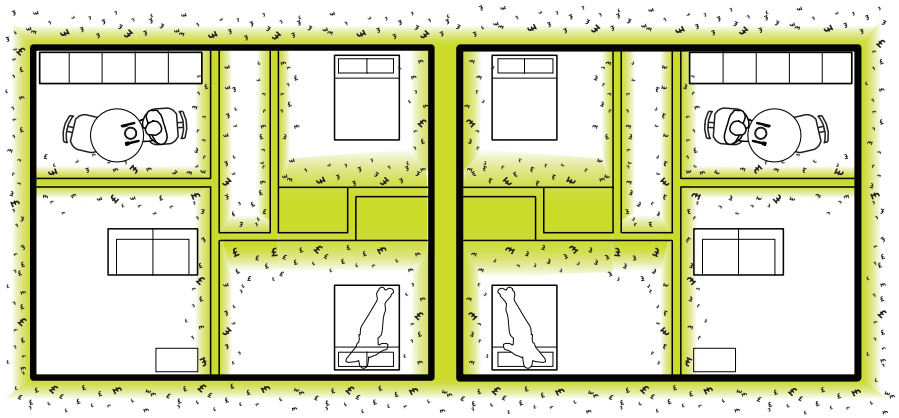
Housing design needs to accommodate the aspirations of the sustainability agenda by enabling culture change. This can be as simple as providing a means of storing bikes within each household to support alternative means of transport. A housing association might encourage this agenda further by supporting an assisted purchase scheme and developing secure bike storage outside each apartment.



thermal insulation

The impact of energy insecurity has inflated energy costs leading to increasing levels of fuel poverty among social rented households.

This design demonstrates how thermal insulation should be used between rooms and households to maximise energy efficiency.

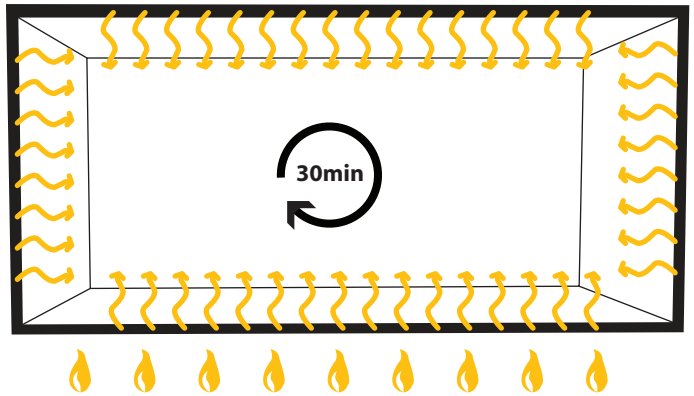


thermal loss = cost inefficiency

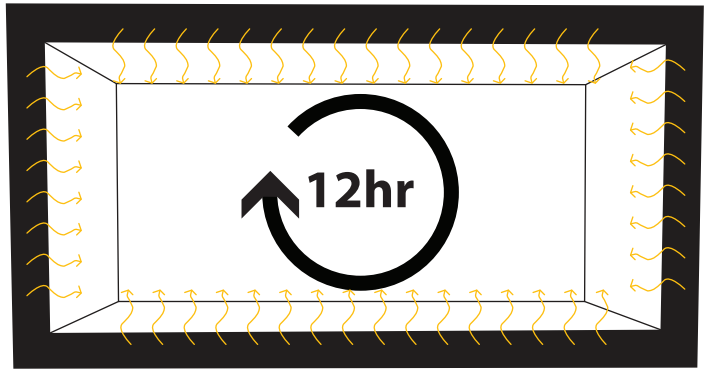
thermal mass

Divergent lifestyles such as those led by neighbourhood dependent and neighbourhood independent people have different requitrements in term of thermal performance. Traditional thermal mass has been perceived as a universally good thing, however shift working and unpredictable lifestyles change this prerequisite. Predictable lifestyles need thermally responsive environments whereas predictable permanent inhabitation can best utilise thermal mass in a more efficient manner.

Consequently, design for key worker and shared ownership should tend to highly insulated, thermally responsive models and social rented properties highly insulated thermally massive models.



thermally responsive rapid heating



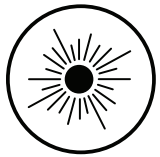
thermally massive consistent temperature

energy efficiency in circulation space

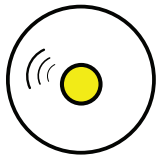
Wherever possible circulation spaces at the level of home and block should seek to optimise energy efficiency by utilising natural light and ventilation and technology such as motion sensors to turn power on and off.

Apart from the obvious energy savings natural light can dramatically increase the liveability of environments.

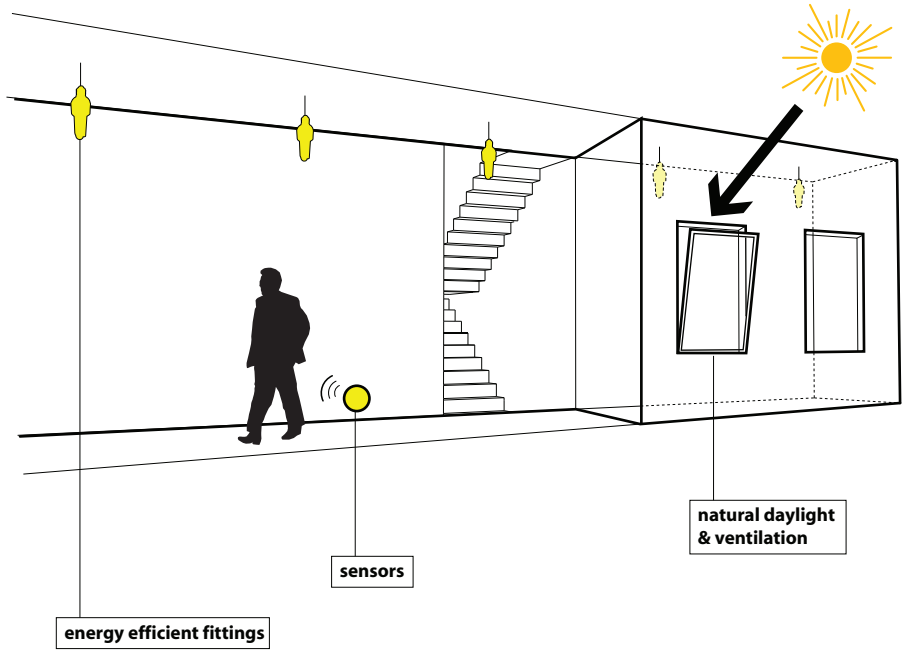
energy saving fittings



naturally ventilated/dalyight

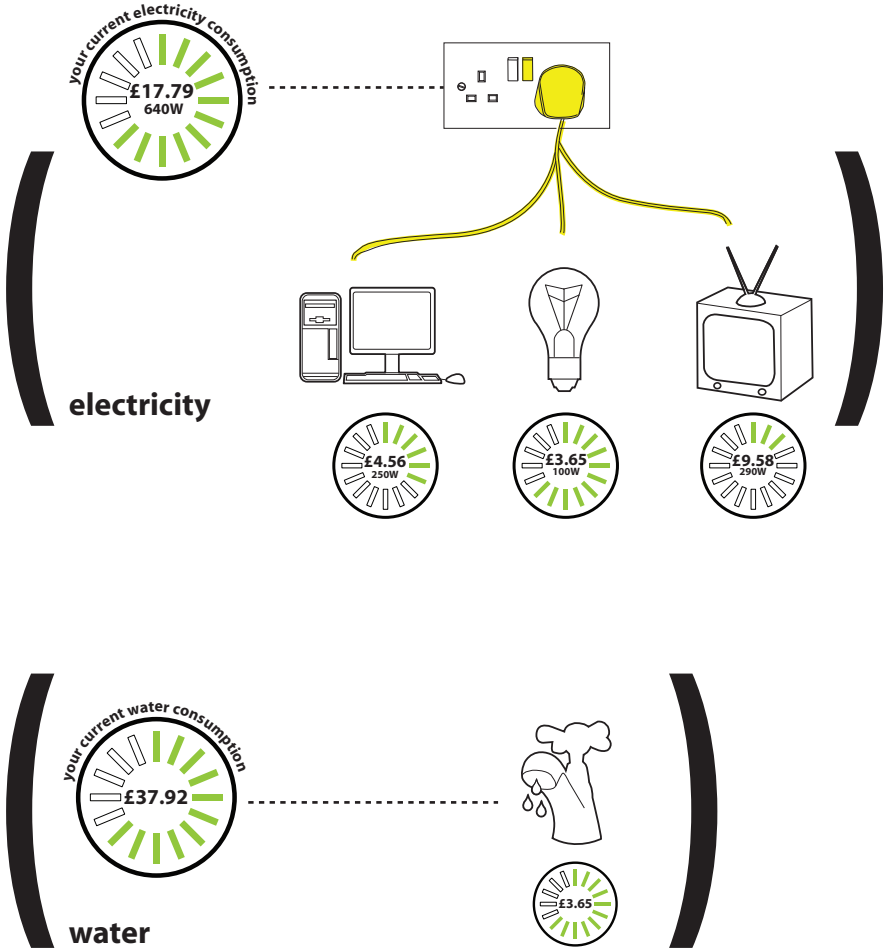


motion/use sensors



consumption awareness

The need for responsible consumption of energy and water is dependent on building awareness at the level of citizen. This design demonstrates how technology can be used to make this transparent. This will raise awareness about the environmental impacts of waste along with the financial implications of utilisation. Awareness models are fundamental to behaviour change and to making any meaningful impact on fuel poverty and water waste.



The specification of appropriate materials has significant impacts on
a] how people perceive the quality of their environment over time i.e. if fixtures and fittings consistently break this will affect how people perceive the quality of where they live and subsequently their ability to feel belonging and custodianship toward it.
b] the environmental sustainability of products used and if they can be recycled to minimise excessive waste contamination of which the construction industry is one of the major contributors.

/06/02/04/Materials

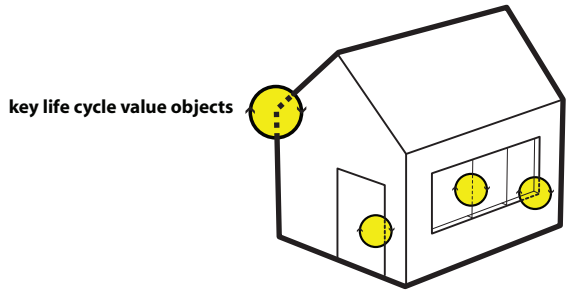
key lifecycle value objects

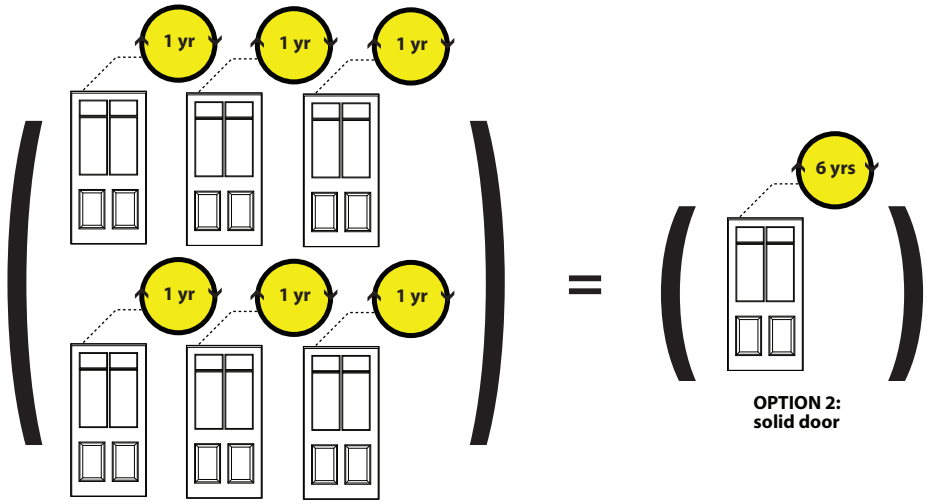
Insufficient capital investment is contributing to excessive FM liabilities when inappropriate materials consistently require maintenance, labour or replacing. Over the lifecycle costs become escalatory.

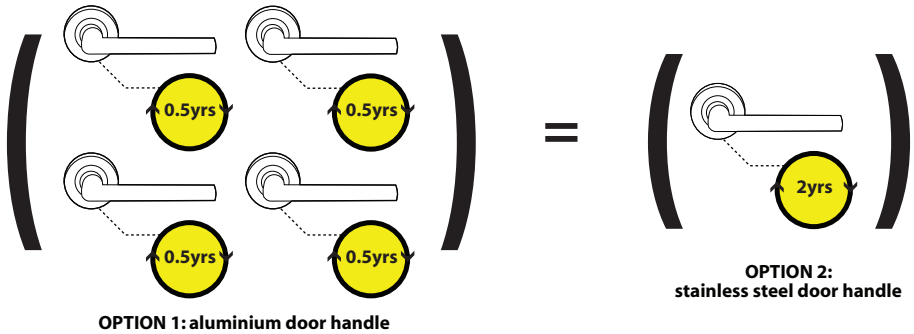
Many of these costs could be avoided by adequate capital investment which recognises that the building has a 60+ year legacy. For the asset to return value overtime it needs to understand lifesycle value as well as capital cost. This needs to be built in to the specification of appropriate quality materials.

This is vital to developing sustainable environments where the key objects within the home, block, street and neighbourhood are durable over time; this includes items such as taps, door handles, light fittings and switches, bannister railings and floor surfacing.

Material quality is significant as it can limit excessive FM liabilities and help prevent resident alienation due to dissatisfaction with the environment.







The principles of universal design have been well researched and documented and have been adapted into basic design guidance for architects and Social Housing Providers which they are obliged to deliver. For the purpose of this guide we indicate the key considerations for universal design environments. Core supplementary documentation is listed in the last section of this guide.

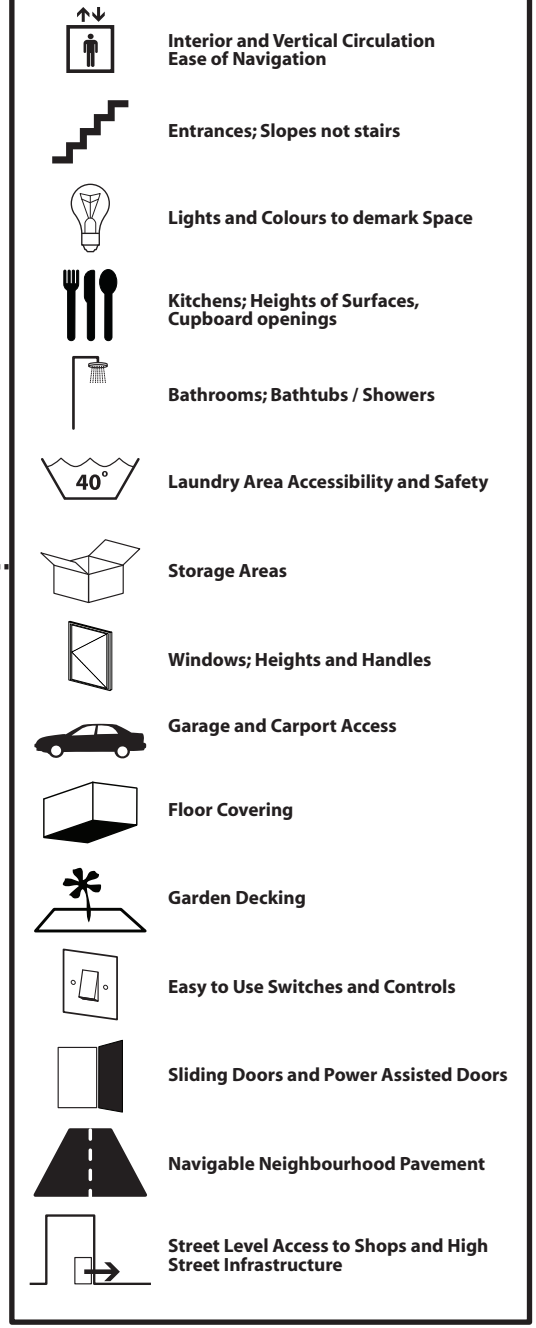
/06/02/05/Universal Design

universal design

Universal design, which is related to "inclusive design" and "design for all" is an approach to the design of products, services and environments to be usable by as many people as possible regardless of age, ability or situation. Typical solutions include the use of lever handles for opening doors rather than twisting knobs, light switches with large flat panels rather than small toggle switches, use of meaningful icons as well as text labels, use of appropriate size and colour graphics to aid navigation.

UNIVERSAL DESIGN

examples include:



As with universal design principles SMART homes have been well researched and documented. This guide outlines some of the key considerations designers should take into account. Core supplementary documentation is listed in the last section of this guide.

In order to accommodate an ageing population and an increase in independent living for disabled people homes should be designed so that they can be retrospectively fitted with SMART technology.

With the advent of wireless communication this is becoming significantly easier and less expensive.

/07/06/Smart Homes

smart homes

Smart home technology has regularly been discussed as part of a technological utopia, but increasingly it is being recognised as an essential value effective method to support and maintain independence amongst rapidly ageing populations. Research shows a range of techniques and technologies can be used to help remind and advise users of things they may have forgotten or provide controls to prevent accidents or support additional safety security features. These include bath level controls, cooker pressure switches, recorded voice messages triggered by particular events, colour association techniques, sound devices attached to house keys and remote controls, functions like turning heating on or off, which in turn can promote cost savings to those with limited energy budget etc.

SMART HOMES

examples include :

- Remote control lighting
- Audible and visible options for doorbells
- Motion activated room lighting
- In house call chimes
- Help call pendants
- The garbage disposal safety switch
- Stove timer safety switch
- In house telephone and intercom systems
- Voice controlled telephone systems
- Electronic alternatives to keys

/07/The Future Neighbourhood Map

See pull out A0 poster

/08/Research Methodology

This research has been conducted over a year long process by the 00:/ team, significantly supported by key directors of Presentation Social Investment Agency.

The research methodology has involved significant desktop research supported by structured one-one/group meetings, workshops with key experts in the fields of architecture, regeneration and neighbourhood design.

The process has included the following;

Desk top research: **review of existing literature, policy analysis, study of best practice design exemplars**

Presentation Social Investment Agency workshops: **executive to officer level internal workshops**

Presentation Social Investment Agency client workshops: **both invited workshops, supported by a week long on-site open access workshop conducted in residents' neighbourhoods**

External meetings: **CABE, Demos, Housing Corporation, Young Foundation, Penoyre and Prasad Architects amongst others**

External Forum Workshop: **to be hosted in November 7. 2006 by CABE and the RIBA President in waiting Sunand Prasad**

/09/Core Supplementary Documentation

CORE GUIDANCE

Scheme Development Standards / HOUSING CORPORATION / APRIL 2003 [5th edition]

Building Regulations / DCLG

Housing Quality Indicators Form Version 2 / HOUSING CORPORATION / OCTOBER 2000

Designer's Handbook; Urban Design and Architecture / PEABODY TRUST / 2001

Urban Design Compendium / ENGLISH PARTNERSHIPS AND HOUSING CORPORATION / 2000

Secured by Design Principles / ACPO CPI / JUNE 2004

CULTURAL DIVERSITY

Accommodating Diversity; Housing Design in a Multicultural Society / NATIONAL HOUSING FEDERATION / JULY 1998 [2nd edition]

UNIVERSAL / SMART DESIGN

Universal Design Demonstration Home; Design for a Lifetime / THE CASINO REINVESTMENT DEVELOPMENT AUTHORITY / 2002

Universal Design in Housing / THE CENTRE FOR UNIVERSAL DESIGN / JANUARY 2006 [revised]

Simple Solutions; Home Automation Technology for Easy, Safe, and Accessible Living / THE CENTRE FOR UNIVERSAL DESIGN / 1998

LIFETIME HOMES

Lifetime Homes / JOSEPH ROWNTREE FOUNDATION / 1995

Lifetime Homes; 21st Century Living / WWW.LIFETIMEHOMES.CO.UK

Building for Life / CABE AND HOME BUILDERS FEDERATION / NOVEMBER 1st 2005

ENVIRONMENTAL

21 Steps Chart / ZEDFACTORY / OCTOBER 7th 2004; Data Provided by Best Foot Forward

The Green Guide to Housing Specification; An environmental profiling system for building materials and component / BREPRESS / 2000

The Green Guide to Specification / BREPRESS / JANUARY 2002 [3rd edition]

A Low-Carbon Roadmap to 2050 / ZEDFACTORY / FEBRUARY 2nd 2005

EcoHomes; The Environmental Rating for Homes / CONSTRUCTION RESEARCH COMMUNICATIONS Ltd / APRIL 6th 2000

DENSITY

High Density Housing in Europe; Lessons for London / EAST THAMES HOUSING GROUP / NOVEMBER 2002

Better Neighbourhoods; Making Higher Density Work / CABE / 2006

An IntroductIon to Urban Housing Design, At Home in the City / ELSEVIER / JUNE 2004

/10/Index of Illustrations

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