Mental health was talked about specifically in relation to the psychological impact of the evacuation of the Chalcots and the strain and uncertainty of the ongoing building works.

People also talked about their mental health more generally, with issues such as depression, anxiety, and stress, some wanted activities to combat it whilst others have sought professional help. A few residents mentioned a few more serious cases and were unsure about the level of care received by those residents.

To be honest, those that are in charge will never really understand the impact that it has. Regardless of how strong and resilient residents are, they will never understand the impact that it actually caused. Some people actually had visible sight of what was occurring in Grenfell. Then to realize corners were being cut, choices are being made regarding the safety of things, because of austerity, because of tight budgets, because of heating of that kind of thing. To be valued as that, they will never understand the impact.

Once you realize that you need help that’s the main thing. Right now, me personally, I’m looking for counselling. You can just go to a GP book an appointment and they’ll hook you up with a counsellor. It’s just realizing where you need help and it’s available.

It could help others like get people out of the house to do different things, get them moving. People are suffering depression or anxiety, like me.

Decisions get made that you’re unable to challenge. I think that’s where you get people feeling really, really depressed and powerless.

I know there’s a lady here, it looks like schizophrenia that she has. How they managed to get her out of the flat, I don’t know.

Who are the stakeholders?

- Residents
- Swiss Cottage Surgery
- Adelaide Road Surgery
- Camden Council (mental health support after the evacuation)
- Anna Freud
- The Hive
- Young Minds
- Mind in Camden
- The Brandon Centre
- The Tavistock and Portman NHS Foundation Trust
- Camden and Islington Foundation Trust
- Women and Health
- Catch 22
- The Winch

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Chalcots Estate Residents Interview Results

Mental Health

What we know

<table>
<thead>
<tr>
<th></th>
<th>Camden</th>
<th>London</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Satisfaction</td>
<td>7.56%</td>
<td>7.65%</td>
</tr>
<tr>
<td>Worthwhile life</td>
<td>7.71%</td>
<td>7.86%</td>
</tr>
<tr>
<td>Happiness</td>
<td>7.35%</td>
<td>7.51%</td>
</tr>
<tr>
<td>Anxiety</td>
<td>3.38%</td>
<td>2.90%</td>
</tr>
</tbody>
</table>

Source: Camden Neighbourhood Profile, January 2019, London Borough of Camden

How many people are talking about it?

*out of the total number of interviews conducted by the Community Organisers.

What you told us

"To be honest, those that are in charge will never really understand the impact that it has. Regardless of how strong and resilient residents are, they will never understand the impact that it actually caused. Some people actually had visible sight of what was occurring in Grenfell. Then to realize corners were being cut, choices are being made regarding the safety of things, because of austerity, because of tight budgets, because of heating of that kind of thing. To be valued as that, they will never understand the impact.

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"I know there’s a lady here, it looks like schizophrenia that she has. How they managed to get her out of the flat, I don’t know.
Residents feel that the community is fragmented and older people are socially isolated. There is not the same amount of community spirit as there used to be. There are a small core of people that make things happen.

Residents are particularly concerned about the social isolation of vulnerable older people. Younger people and parents of young children also feel lonely and isolated. People have also become divided with different opinions about the building works. People tend to stay in their own communities and do not mix with others.

Residents have really enjoyed the opportunities to come together at events such as the Christmas party and the Chalcots Summer Fun Day. There is an appetite to get involved, to volunteer and bring the community together.

And people being aware of who lives here, who lives with them. Who is their neighbors? Who is around them? Having that community cohesion, which you won’t get if everybody just goes to their flat and walks in and barely says hello.

There’s so many different communities in this area but they all stick to their own community. The Albanians stick with the Albanians. The Somalis stick with the Somalis. The Bangladeshis stick with the Bangladeshis. The blacks stick with the blacks.

If you need help, they will help you bring your shopping up. If you’re struggling with anything, the neighbours will come and knock at your door if you need any help.

I don’t think they really cater for a single parent. I don’t think they cater for people my bracket, age bracket. I don’t think they cater for, and my boy, out of school, kind of thing.

Just giving back to the community. Bringing a sense of community back to this community because I feel like we’ve lost it after all this stuff that’s been going on. Everyone just seems a bit stressed and worn-out now. I think getting that community spirit back would be nice.

That’s one thing that, if anything, I would say the Chalcots estate community needs to work together, is to improve the livelihood of the elderly here. Because they really are isolated. They really are on their own. Having projects where those elderly people are able to come and access. Have a place where they can come together and be introduced to each other. If we live here, we are right next to each other. They are our neighbors.

There’s all this talk about why foreigners don’t integrate and stuff, but then, what’s actually available to help us integrate? We’d love to integrate.

Even the kids in this estate, I don’t think they know each other, really. I know most of the kids go to schools at the end of the street but apart from that, I haven’t bumped in to any mom at the local drop-ins I used to go to when the kids were smaller, that I know live here, and stuff like that.

But sometimes, the diversity may stop people from, you know going... coming together, and connecting. That could be maybe because of language barriers, cultural barriers, religious barriers, whatever that may be.

Sources:
1, 2 Statistics provided by London Borough of Camden
2 Belsize Ward Profile, December 2015, London Borough of Camden
Chalcots Estate Residents Interview Results

For many residents safety is their primary concern and one of the key things they want for the Chalcots.

Residents want the built environment of the Chalcots Estate to be improved and made safer and more accessible. There are issues of safety currently heightened due to the building works. Residents specifically spoke about fire safety and ongoing building maintenance.

Safety & the Built Environment

How many people are talking about it?*

67.5%

*out of the total number of interviews conducted by the Community Organisers.

What we know

All 5 Chalcots blocks will undergo construction work for the next 1 to 2 years. It is possible that the work will impact the wellbeing of the residents through ongoing noise and disruption, reduced natural light and required time off to enable access appointments. The works are likely to severely impact:

- vulnerable residents
- nightworkers and shiftworkers
- children and young people who are preparing for school

Camden Council Housing Officers are working in a new way, with more autonomy, decision-making power and action on the front line.

What you told us

"I don't want it to change drastically. So long as they do the repairs and do them properly this time.

"I'm passionate about making sure there's a safe space for the children to play. I mean, talking of all ages, teenagers, like a somewhere where they can go instead of sitting on the side the streets. Some evenings, there's kids outside the shop just sitting on the railings up to no good.

"It'll be nice to have that peace again. Then when you have that peace, you call your home again. It's not 100% home, there's so many things happening.

"Then if we had all the downstairs really well secured, fully lit, bright, everything, then I would feel safer being down there. When we used to put our rubbish down there, I never felt that safe going down there on my own because it's too dark, it's too damp. I think put a lick of paint on it and better lighting.

"I don't know if you're aware that in my block, Bray, if you're a wheelchair user, or pushing a pram, you are not able to access the building through Adelaide road,

"The only issues I have living here is sometimes the stairs is dirty. The lift sometimes are dirty, sometimes it's out of service so I have to take the stairs

"The fire alarms kept going off. The smoke, you could smell the smoke on the landing. That made us very, very worried and insecure, especially with a young baby.

"Change? If you're talking about a safety point of view, I would love for all the safety aspects to any tower block to be retrofitted with sprinklers, got to make sure to keep people's lives safe.

Who are the stakeholders?

- Residents
- Blashford, Bray, Burnham, Dorney & Taplow TRAs
- Chalcots Action Group
- Camden Council and Elected Councillors
- Wates
- Arup
- Arcadis
- London Fire Brigade

What are the forums where this is discussed?

- Chalcots Works Committee
- Leaseholder Works Committee (new)
- Blocks Work Groups (new)
- Hampstead District Management Committee

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Residents specifically spoke about feeling safe walking around the area. They mentioned fear from becoming victims of anti-social behaviour and crime from fellow residents and non-residents getting into their blocks.

Examples given included homeless people sleeping in the stairwells, weed being smoked in the corridors, people defecating in the lifts, knives being hidden in the scaffolding, young people hanging about being noisy and people throwing stuff out of their windows.

"Even the safety I don't think it's safe anymore because we always got problem with the lift, people throwing rubbish, the people throwing some objects from their floors and is really nasty, it becoming really bad. The area itself is nice but the estates I don't think it's 100% safe anymore."

"Because now anybody can walk in like they just use the--what's it called? The button. The trades button and if anybody can just walk in, like I said in terms of safety.

"I said back to them when I started getting out, where I live on the fifth floor, I got out, I said, "Right. I would advise you to get out here now because I'm going in straight away to call the police." Needless to say, I didn't. The police were too busy to be worried about kids. It was just a deterrent trying to get them off site and off the block.

Because you know we've got drug dealers in here as well. It's not a nice environment to come home to, is it, smelling the weed and stuff.

"Antisocial behaviour, yes especially Fridays, Saturdays. Really, my family, I don't think they feel safe there anymore which wasn't like that like five, six years ago.

I think, when they say they've put cameras up in the lifts and around the block, they don't actually, for example, my husband's bicycle got stolen and it was outside the block and the camera was right on where his bike would have been, so they would have picked up who it was, when he called the council and said, "I need you to access the footage because my bike's been stolen" - just as an example, they can't access--there's some weird catch-22. They can't access the footage unless they have permission from the police.

**Chalcots Estate Residents Interview Results**

**Safety & Anti-social Behaviour**

**How many people are talking about it?**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>32.5%</td>
<td></td>
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</table>

*out of the total number of interviews conducted by the Community Organisers.

**What we know**

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>Belsize</th>
<th>Camden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>26.1%</td>
<td>42%</td>
</tr>
<tr>
<td>Violence against the person</td>
<td>19.4%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Vehicle offences</td>
<td>16.1%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Burglary</td>
<td>15.6%</td>
<td>9.1%</td>
</tr>
</tbody>
</table>

Overall number of offences in Belsize Ward have stagnated compared to the same time last year, while in Camden they have increased by 4.38%.

Source: Metropolitan Police Crime Data Dashboard, September 2019

**Who are the stakeholders?**

- Residents
- Blashford, Bray, Burnham, Dorney & Taplow TRAs
- Camden Council
- Metropolitan Police
- Belsize Safer Neighbourhood Team
- St Mary’s Church
- The Winch

**What are the forums where this is discussed?**

- Community Safety Partnership
  (Camden Council)

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There are communal facilities for residents, including playgrounds, sports pitches, green areas and TRA rooms. There are gardening groups in 4 of the 5 blocks.

Some people talked about a lack of access to some of the communal facilities and green spaces. Some of this is due to the current building works and limited availability (e.g. garden plots).

Many residents want more greenery and the opportunity to garden for all ages including children and older people and recognising the health and well being benefits this could have.

Young people want to improve the sports facilities by repairing lights and improving facilities to play basketball or football.

The playground was a biggie. The playground was the hub. I got to know other parents from going over to the other playgrounds with my boy. This is our main one because we live here. Having that opportunity of socialising is being cut off.

Outside of Dorney, there’s a certain amount of boxes, that people like planters, but they’re claimed by residents way before I moved in there and for the last two and a half years I’ve been trying to get my hands on one, and can’t. Just for my children to have some gardening experience. So I’d like to see that opened up more, to more residents,

Land is at such a premium in London and none of us have got gardens so it would be nice to make it more accessible to everybody.

Been living here over 31 years, I’ve got used to the fact that I can only have so much, but be nice to see a bit more greenery in that downstairs or something out the back. Obviously, in the summer time, you would love to have a back garden and you can sit out, but that’s not going to happen either.

I will say we do have our garden project which is run by resident’s association. We got good money and that’s how we managed to get the boxes downstairs that we can plant whatever you want. I think that’s fantastic.

I’ve heard it said that the room’s been - because for a period of time the residents’ room was taken up by the contractors and the council staff in the early phase of the work. I think that disrupted the pattern we had of people hiring it out and so I think it happens a lot less than it did before.
Chalcots Estate Residents Interview Results

The TRAs in each block undertake a range of roles. They represent residents on the Chalcots Works Group where they regularly meet with Camden Council officers to hear about the works.

TRAs provide support for individuals around housing issues such as repairs, organise social events and outings, fundraise and manage the TRA rooms and community spaces.

Some residents feel that they are well represented by their TRAs. Some residents feel that there are voices missing. Some residents do not get involved due to being too busy or apathy. Residents use TRA meetings and Chalcots Facebook pages as a place to exchange information.

What you told us

"Just from past experience of when I was on the-- I've been on the TRA several years now so we were trying to address the issue of things being thrown out the windows and I can remember a conversation with the housing officer of that time. All she wanted to tell me was what she couldn’t do"

"I was obviously interested in talking to the local TRA but to be honest, they always meet on a Wednesday and sometimes Wednesday’s not really the most ideal day for me."

"Because like I said, in the TRA and things not everybody shares the same values. It segregates everybody to be united because people can’t accept other people's views and opinions especially when they think they’re wrong."

"I'm just recently been elected on the committee of the TRA. When they're making decisions around funding or future projects, that they think about learners, young people and people that might want to learn in the area and have a voice."

"They're on Facebook accounts at the Chalcots Estate. They keep screaming and shouting on there, and it's not the best way to do things because people that are vulnerable don't tend to have a voice."

"You've walked into that environment and I think that puts off a lot of people and having gone to some of some of my TRA meetings, the diversity is definitely not reflecting the people that live on the Chalcots or on my block in particular."

Who are the stakeholders?
- Taplow, Burnham, Bray, Dorney and Blashford TRAs
- Camden Council Tenants Participation team
- North Camden Zone Steering Group

What resources are available?
- Tenants Participation team – Party monies
- Community Infrastructure Levy (CIL)
- District Management Committee Grant
- Camden Giving- Communities Together Fund
- Wates- Ad hoc funding
- Camden Council- Community Festival Grant
- Young Camden Foundation

Resident Voice & Communication

How many people are talking about it?*

45%

*Out of the total number of interviews conducted by the Community Organisers.

What we know

5 x Tenants and Residents Associations (TRAs)

TRAs are elected each year by residents of their building. Membership is open to everyone aged 16 and over. Each TRA is supported by Camden's Tenants Participation team through training, funding, advice and guidance.

1 x residents representatives from each TRA on the District Management Committee

5 x residents representatives on the Chalcots Works Committee

5 x resident representatives elected from each block, on the North Camden Zone Steering Group (new)

Source: Information provided by North Camden Zone
There is a wealth of services in Camden. Residents still struggle to know how to find out what is available to meet their needs.

This particularly affects vulnerable older people. Residents and the TRAs are stepping in to support other to access services.

The increased thresholds also mean that some are not able to access additional support because they are not vulnerable enough.

"I have a lady on my floor who is really old and sometimes her water gets cut off. Her heating is off and calling the council for emergency at late times. It's a concern that I have for others, that it's important that you have contact with someone else so at least they are aware of you, aware of your existence, aware of what you're doing. Not many people have it. So, it's a blessing, perhaps. But it's at the same time, something you would want to share with others.

"I think that with Camden Council and all those that are involved, all those, the other stakeholders involved, should also buy into it in order to regain the trust that they've lost.

"I did say to her, "You need to go to your GP." I think that she is suffering from Alzheimer’s or whatever." Anyway, I think then they did actually get in touch with the council and they made the council aware of what was going on.

"The council should always be accessible, they should be very, very accessible. The idea that-- I haven't experienced this myself, but you're calling the council and you're being passed around the house. It cuts people off, it doesn't make people feel like they're together. They now have a, "We against the council," mentality where really the council and you are all one.

"Young people phone me but also people that are going through hard times. Some people get stuck into a spiral whether its depression or mental health and don’t know who to ask for support so I think it’s about giving information about what’s out there whether it’s the Winch who offers services to everybody within the Chalcot family.

Smart Vision

What we know

£169 million Camden Council overall budget cuts since 2010

£35-£40 million estimated overall budget cuts until 2022

£7 million investment over the next 7 years in local organisations to provide advice services to residents in need.

Chalcots residents told us they access 30 different local services and organisations on a regular basis.

Who are the stakeholders?

- Citizens Advice Bureau
- Mary Ward Legal Centre
- Camden Law Centre
- Elfrida Rathbone Camden- Community Connectors
- Voluntary Action Camden- Community Links Volunteers
- Camden Council- Early Help team
- Homestart Camden
- Age UK Camden
- WISH Plus (Camden Council)

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Residents like living in the area and ideally would like to stay in the Chalcots. After the evacuation a few families left. Some people wanted to leave. However, it was hard to find neighbours that wanted to do "Mutual Exchange", as new people did not want to move in.

For some there is an issue with overcrowding in the Chalcots and families needing more space.

Some residents have found the process of dealing with the housing department frustrating, protracted and at times unhelpful.

I mean the lady I was working with a couple of months ago who was trying to be re-housed, the problem you have how you get dismissive information. You get some of these people who are in the housing department who are positively rude.

It’s just to keep the young people occupied, because it’s very hard– I know they are all into their phones and that, but when you have a couple of children cramped in a little two bedroom flat or even one bedroom, it’s very hard to get space and they probably would want to get out.

I would love to get my own flat and live. Like in Camden. That is a hurdle, that is an obstacle. I’m 35 living at my mother’s house. That is an issue for me. I would like to have my own space, my own independence. But it’s hard. I was on a waiting list. I’ve been on it for years.

I think a local authority they have to– I know they’re flexible in terms of– I mean I’ve been here for so long I would love to buy this flat. I would love to. I know there’s up there for tenants who stayed in a place for that long time. Well, they can make it very flexible and make it more open that people can make their dream come true.

Yes, the waiting process, but at the same time having to constantly go back and forth to verify, explain, prove your situation, and having to do with 10 different departments. That was not really a good experience.

Trying to move up, that’s the problem. How are you supposed to move up in this kind of economy? With a council house, that is the problem. I don’t want to live in a council house. I want to get away from that government help kind of thing. If I went to look outside to look at private, rent there’s no chance, it will be like my whole wage will go into the house, so improve on housing, that’s it. Give young people affordable homes.

**What you told us**

**What we know**

159.2 residents living per hectare in Belsize Ward

Population density in Belsize Ward is predicted to increase in the next 10 year which increases the likelihood of overcrowding.

Main barriers to housing in Belsize Ward are overcrowding, housing prices and homelessness.

90% of Chalcots residents are social tenants

10% of Chalcots residents are leaseholders

Sources: 1 Belsize Ward Profile, December 2015, London Borough of Camden
2 Statistics provided by London Borough of Camden

**What are the forums where this is discussed?**

- Housing Scrutiny Committee

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