YMCA

One YMCA
Peartree for the Future - Consultation Notes

1.0   Introduction

This document has been compiled following an in depth engagement process, with relevant stakeholders, in relation to our 'Peartree for the Future' project. That project involving the proposed re-development of our existing YMCA Peartree Hostel (YPtH) site at 90 Peartree Lane, Welwyn Garden City, AL7 3UL

An assessment of the existing YPtH on the site, most specifically in relation to its age and ongoing economic and operational viability, has determined the need for alternate options to be considered. The notes contained within this document refer specifically to the consultation process related to the re-development option.

This option involves the splitting of the site to facilitate the creation of both a new YPtH and also additional new residential housing. In progressing this option there would be an increase in housing density, addressing secondary concerns of underutilisation and poor space usage efficiency.

In adopting this approach the value of the YPtH to both the vulnerable individuals it supports, the local authority, the local community and also the wider homelessness prevention pathway provision, will be secured for many years to come.

2.0   Methodology

The existing YPtH is a key and considerable component within the local and county level homelessness prevention pathway, and also a relatively large physical entity within the local community. With this in mind, and with an overarching commitment to maintain positive relationships with all stakeholders, appropriate and in-depth consultation was critical.

With a focus on involvement and contribution, a multi-stage and wide reaching consultation process was determined. That process endeavouring to provide opportunity for interested individuals to get involved and provide input, feedback and constructive challenge to the design process.

In order to both inform the design, from an operational point of view, and also take into account its impact on the local and wider community, this consultation process engaged with a variety of internal and external stakeholders:

- Existing YPtH Residents
- Staff and Team Members at the Existing YPtH
- Local Residents and Neighbours
- Local and Regional Community Groups
- Homelessness Prevention Pathway Partners
- Local and County Council Councillors
- Local and County Council Authorities
- Local Authority Housing Options Teams
- One YMCA Trustees, Executive and Management Teams
- Statutory Bodies (eg Police and Fire Service)

A variety of alternate engagement approaches were adopted, specifically tailored to the different groups. These were then promoted via a variety of media resources, including direct invitation, social media and local press, in order to publicise and promote the opportunities for engagement.

3.0   Promotion / Communication

In order to ensure the widest possible communication of the consultation process, and to facilitate the greatest level of contribution from both internal and external stakeholders, we deployed the following measures:

- Direct Invitations to existing YPtH Resident and Staff Representatives
- Poster and Flyer Distribution within existing YPtH
- Alternate site research visits with Residents, Staff, Trustees and Management
- Social Media Coverage via Twitter, Facebook and Instagram
- Press Release to Local Newspapers
- Door to Door Invitations to Local Community and Neighbours
- Presentations to Community Groups within Local Authority Chambers
- Public Presentation Events at existing YPtH
- Local and County Authority Presentations
- Presentation events for Local and County Councillors
- Presentation event for Statutory Bodies (eg Police and Fire Service)

Within each of the individual engagement events a standard and detailed suite of information was presented. That information providing an overview of the One YMCA Organisation itself, the existing YPtH site and service, and the proposed redevelopment project. All events were structured in such a way so as to promote and encourage vibrant discussion and attendee contribution and feedback.

Example: Social Media Post forming part of the awareness campaign.
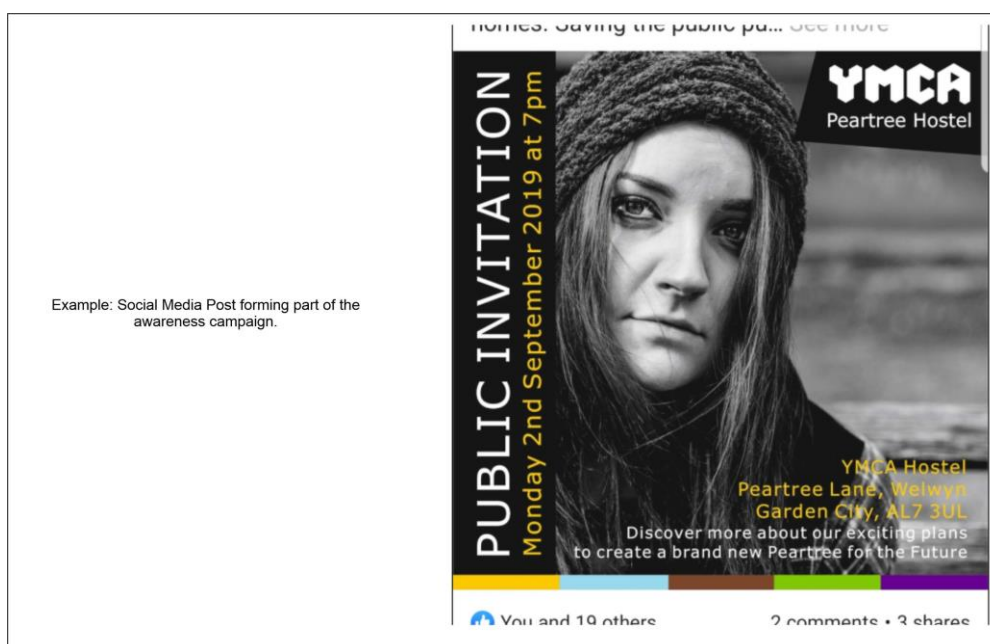
4.0   Schedule of Consultation

Date	Location	Attendees
12/6/19	Alternate Site Visits (Coach Trip):- Informing Design • YMCA Black Country • YMCA Birmingham	Various (Attendees x 20) – Residents, Staff, Trustees, Management, Maintenance Team, Reception Staff, Architects.

19/6/19	Alternate Site Visits (Coach Trip):- Informing Design • Saphire Housing • Evolve Accommodation • Student Roost	Various (Attendees x 16) – Residents, Staff, Trustees, Management, Maintenance Team, Reception Staff, Architects.
28/6/19	Design Day Event	Attendees (Attendees x 19) from the Alternate Site Visits, to review and assess electronic survey and photo research data.
29/7/19	Waterside Children's Centre, Welwyn Garden City	Local and County Councillors (Attendees x 4).
7/8/19	YMCA Peartree Hostel, Welwyn Garden City	Existing YPtH Staff Team (Attendees x 13), including Management, Support, Maintenance and Reception Staff
8/8/19	Christchurch Baptist Church, WGC	Public Consultation (Attendees x 0).
9/8/19	YMCA Peartree Hostel, Welwyn Garden City	Existing YPtH Residents (Attendees x 16).
29/8/19	Welwyn Hatfield Council Chambers, Welwyn Garden City	Community Inclusion Forum (Attendees x 14), inc. WHBC Housing Operations, WHBC Housing Strategy, Paradigm Housing, WHBC Councillor, Citizens Advice Bureau, Welwyn Hatfield Interfaith Group, United Reform Church, Age UK, WHBC Environmental Health, WHBC Community Strategy Officer, HCC Families First, YC Service, Emmaus Housing and Support.
2/9/19	YMCA Peartree Hostel, Welwyn Garden City	Public Consultation (Attendees x 15).
23/9/19	YMCA Peartree Hostel, Welwyn Garden City	Statutory Bodies (Attendees x 8), inc. Police Design Team, Neighbourhood Police, Fire Service and Local Councillors.
24/9/19	Welwyn Hatfield Council Offices	WHBC Head of Housing and Home Options Manager (Attendees x 2).
1/10/19	Gordon Craig Centre, Stevenage	Hertfordshire County Council Housing Related Support / Adult Care Services Commissioners (Attendees x 2).

5.0   Format of Consultation

With a wide variety and differing type of internal and external stakeholders to engage with during the consultation process, multiple forms of engagement were deployed. These included a standard set of presentations and subsequent debate and seeking of feedback, input and constructive challenge.

Example # 1: Presentation to Community Groups – Welwyn Hatfield Council Chambers

Example # 2: Statutory Groups Presentation (eg Police and Fire Service)

Example # 3: Presentation to Existing YPtH Residents

Example # 4: Alternate Site Visits to Inform Design (YMCA Black Country)

Example # 5: Design Day Event to Analyse Alternate Site Visit Data

The presentations utilised during these consultation events are attached for reference, and included a One YMCA Overview, including information on the social value and positive impact of the existing YPtH, a Design Process Summary and Proposed Plans for the 'Peartree for the Future' project – *Attached for reference and review*.

6.0   Consultation Feedback

There were two distinct phases to the consultation process. The first of which was used to inform the design process, in order to ensure the long term operational and positive social impact effectiveness of the new YPtH project. This phase included visits to alternate sites and a design day and review / assessment session.

The second phase was to seek input and feedback on the subsequent YPtH proposal, in relation to its position within the local community and wider homelessness prevention pathway in the area.

Ref	Consultation Group	Feedback	Response
001	Alternate Site / Design Day / Resident / Staff Groups	Design should be bold and distinctive, avoid stereotypical hostel or institutional appearance.	External design established to offer modern and stylish appearance relevant to age and needs of target residents.
002	Alternate Site / Design Day / Fire Service Groups	Avoid unsightly external bin storage and fire risk.	Inclusion of internal bin storage area with full fire detection system.
003	Alternate Site / Design Day / Staff / Police Groups	Ensure staff and resident safety at point of entry / reception.	Double entry doors utilised to create outer lobby, with accessible interview room, all controlled via monitored door access and CCTV system.

004	Alternate Site / Design Day Group	Importance of welcoming and open feel at point of entry, to promote positive behaviours.	Inclusion of vaulted / high level ceiling and open plan layout to reception area.
005	Alternate Site / Design Day / Local Authority / Staff Groups	Awareness of nature and age of client group and the role of the building in managing behaviours.	Creation of an aspirational and unique feel within site design to promote sense of ownership and intrinsic value.
006	Alternate Site / Design Day / Staff Groups	Reduce risk of ASB through the consideration of space in corridors and contact points.	Inclusion of additional width and height in corridors, in addition to open plan areas in areas of resident / staff interaction.
007	Alternate Site / Design Day / Residents / Staff Groups	Incorporate calm colours and natural light to create pleasant environment.	Large windows incorporated into all residential rooms and within corridors.
008	Alternate Site / Design Day Groups	Avoid cluster flats and shared facilities.	Initial design amended to incorporate predominantly self-contained units.
009	Staff / Local Authority Groups	Ensure awareness of differing client groups and their needs.	Inclusion of Accessible Flats and single three-person cluster flat for specialist groups.
010	Alternate Site / Design Day / Resident / Staff Groups	Preference for open plan living in a studio space.	All self-contained units included as studio format within design.
011	Alternate Site / Design Day / Resident / Staff Groups	Importance of providing dining / eating surface in each unit.	Inclusion of breakfast bar / dining surface in each unit.
012	Alternate Site / Design Day / Resident / Staff / Public Groups	Importance of providing adequate communal and shared space to promote interpersonal skills.	Inclusion of large open plan communal area and external communal garden spaces.
013	Alternate Site / Design Day / Resident / Staff Groups	Importance of garden space to aid in the support of mental health elements.	Inclusion of communal garden, outdoor smoking garden and quite garden.
014	Alternate Site / Design Day / Staff Groups	Use of visibility to provide safety for staff during their work.	Inclusion of open plan spaces within communal areas and lobby, with glazing walls providing visibility into meeting and interview rooms.
015	Alternate Site / Design Day / Staff Groups	Discourage smoking inside the building.	Inclusion of external smoking garden area off the main communal area.
016	Alternate Site / Design Day / Resident / Staff Police Groups	Importance of facilitating existing levels of high bike usage.	Inclusion of secure bike storage area with door control access and CCTV coverage.

017	Public / Police / Local Authority Groups	Consider the nature of clients and potential for ASB risks.	Extensive CCTV, creation of fenced sterile areas and external lighting incorporated in line with the general principles of Secured by Design.
018	Staff Group / Resident Group	Importance of quite space for reflection and counselling.	Inclusion of Quiet Room and attached garden for Chaplaincy and Complex Needs activity.
019	Alternate Site / Design Day / Staff Groups	Importance of ventilation to enhance living environment in building.	Design adapted to incorporate opening windows in corridors and mechanical ventilation.
020	Public Group	Requirement to consider neighbours amenity in relation to height of new hostel.	Design amended to total 4 story building with topographical survey completed to verify overall height as satisfactory.
021	Public Group	Importance of ensuring the WGC vernacular onto Peartree Lane.	Detailed planning (and build out) applicable only to rear of site, front site to be disposed to third party.
022	Resident / Staff / Police Groups	Importance of creating client sense of value in the development.	Aspirational external design created and verified with all groups.
023	Design Day / Statutory Groups	Importance of pedestrian access onto site.	Design adapted to incorporate footpath from Peartree Lane to hostel access path.

7.0   Conclusion

With a key focus on ensuring the harmonious relationship of the proposed new YPtH within the community and as part of the wider homelessness prevention pathway a total of 110 individuals were consulted. In some cases (eg Community Groups) these individuals represented a wider group of potential stakeholders.

The consultation process took the form of a number of structured presentations, with each group receiving details on both the existing service / client group / positive social impact and also the proposed new YPtH. These sessions then sought feedback and input on all aspects of the proposal, with comments and feedback noted above.

Over the course of the consultation process, the feedback and comments were almost exclusively positive and supportive. The only points requiring adaptation and inclusion into the design, beyond those already incorporated were in relation to the overall height of the property, a need for additional ventilation within the building and improved consideration of pedestrian access. These elements have all been addressed and final design amended to reflect and satisfy these points.

The positive nature and support of the phase two consultation process is in part determined to be a result of the extensive efforts to identify best-practise design points from alternate provisions during the phase one process. This process undoubtedly also enhanced through the inclusion of a wide variety of internal and external stakeholders and residents.

YMCA

PWG Design Process
Away Day Feature Surveys

Q1:

First Impression – Upon arriving at the site, and thinking about the external aspects of the property (eg height, colour, style, materials, shape etc) as a part of the immediate neighbourhood and community how do you feel ?

Question Responses:

Amazed – It simply works in every way possible and it is clear the designer / organisation understand exactly how to provide the <u>best</u> living or working environment possible.

Impressed – It is better than I have seen before and the designer / organisation have obviously thought about how to provide a <u>great</u> living or working environment.

Satisfied – It would do the job, but I do not think the designer / organisation have done anything to go beyond the norm in providing this <u>average</u> living or working environment.

Disappointed – It simply does not work and the designer / organisation have failed to understand the needs of those this living or working in this <u>poor</u> environment.

Free Text:

In five words or less can you tell us the one thing that sticks in your mind (good or bad) about this element of the design / building / component ?

Q2:

Entrance / Meet n Greet – As you enter the site for the first time, and considering everything (eg size, space, colours, materials, staff, furniture etc), how did it make you feel ?

Q3:

Journey and Flow – As you move through the site and considering ell of the different elements that form part of your journey and movement (eg signage, flooring, lighting, doors, colours, stairways, ease of orientation etc), how did it make you feel ?

Q4:

Accommodation Entrance – On arriving at and then entering the accommodation itself, taking into account all of the various functions and aspects of the threshold area, both inside and outside (eg security, locks, appearance, ease of use, durability etc), how did it make you feel ?

Q5:

Overall Living Environment – When looking around the main living area itself, and considering all aspects of it (eg space, size, light, lighting, colour, materials, temperature, durability etc), how did it make you feel ?

Q6:

Bathroom – When considering the bathroom as a part of the accommodation, and considering all elements of its use and function (eg size, facilities, colour, lighting, positioning, durability etc), how did it make you feel ?

Q7:

Kitchen – When considering the kitchen as a part of the accommodation, and considering all elements of its use and function (eg size, facilities, colour, lighting, positioning, durability etc), how did it make you feel ?

Q8:

Communal Area / Lounge – As you enter and look around the communal area or lounge, and taking everything into account (eg facilities, light, lighting, colour, materials, durability etc), how does it make you feel ?

Q9:

Security and Safety – After walking around the building / site and thinking about its use on a 24/7 and night / day basis, and considering all elements (eg fire protection, client groups, lone working, ASB, resilience, barriers and durability etc), how did it make you feel ?

Q10:

Engagement Area – After viewing the areas for engagement between different users of the building, such as support workers and residents, and taking all elements into account (eg location, facilities, colour, size, safety etc), how did they make you feel ?

Q11:

Colours and Materials – When considering the whole site / building and thinking about all of the living / working activities going on within it, and considering most specifically the choice of colours and materials, how did it make you feel ?

Q12:

Layout and Space - When considering the whole site / building and thinking about all of the living / working activities going on within it, and considering most specifically the layout and amount of space, how did it make you feel ?

Q13:

Emotions & Relaxation - When considering the whole site / building and thinking about all of the living / working activities going on within it, and considering most the specifically the importance of being calm and relaxed in what we do, how did it make you feel ?

Q14:

Getting Around – When considering the location of the site / building, and most specifically in relation to the accessibility of transport links (eg bus routes, cycle routes etc), from an accessibility and environmentally friendly point of view, how did it make you feel ?

Q15:

Community Impact – When considering the building / site and those living / working there, as a part of the community, and in terms of elements that have been incorporated to ensure this is a positive relationship, how did it make you feel ?

End.

YMCA

PEARTREE HOSTEL
REDEVELOPMENT PROJECT

SECTOR RESEARCH (DESIGN)
June 2019

One YMCA
Peartree Hostel Redevelopment

Overview

One YMCA has been supporting vulnerable individuals from within our communities across Hertfordshire for over 130 years. We have helped them to develop in body, mind and spirit so that they can achieve their full potential in life.

A key part of this overall service is our Peartree Hostel in Welwyn Garden City, which provides 125 safe and secure bed spaces of supported accommodation. Throughout 2018/19 the hostel supported a total of 267 vulnerable individuals towards independence and independent living, with 89 of these having been helped to acquire the skills they needed to move-on into their own long term sustainable homes.

In total these efforts have made savings to the Public Purse of over £2 million and generated an additional £1.5 million in added Social Value. It is with this in mind, and being focused on continuing to support those most in need and at risk of homelessness, that we are now seeking to re-develop our Peartree Hostel for the future.

Scope of Research

In order to ensure that we fully meet the needs of all involved internal and external stakeholders we have committed to place them at the heart of the design process. We have committed to work together to develop a solution for the most vulnerable residents of our community where they can be supported to achieve their full potential.

This process has included a broad spectrum of early engagement and consultation elements, aimed at ensuring we view the project through a variety of different lenses. These will continue through to finalisation of the design project and then onwards into the construction phase and beyond, with groups including:

- Residents
- Staff
- Trustees
- Local Authority
- County Council
- Community Groups
- Neighbours

- Architects
- Heritage Groups
- Councillors
- MPs
- Police
- Local Businesses
- Environmental Groups

In order to assess and maximise the necessary degree of involvement in the project, for each of the individual stakeholder groups we have created a Power & Influence Matrix specific to the project. It is reviewed and updated on an ongoing basis, to ensure accuracy and effectiveness as the project progresses.

Process and Activity

A key element of the design research has been to understand the type, nature and approach of existing solutions within the sector (and similarly related sectors). This has enabled the involved stakeholders to develop their own personal understanding of the design topic as a whole, which has then enabled them to better inform the overall design process.

Our knowledge and sector awareness focus has involved us taking large and varied groups of stakeholders, including residents, trustees, staff, architects and maintenance operatives to a number of sites, including:

- YMCA Black Country – West Bromwich Hostel (Inc Gym and Nursery)
- YMCA Birmingham – Erdington Hostel & Conference Facility
- Sapphire Independent Housing
- Evolve Housing
- Student Roost – Mannequin House & Student Facilities

Overall this process has involved Away-Days, to visit alternate examples of high density youth-centric accommodation solutions; Design Workshops, to review and explore learned design points generally and specifically; and Consultation Events.

Feedback Gathering

Within the process of knowledge development and subsequent gathering of feedback, we have used a detailed survey approach via a digital survey tool. This feedback has then been explored and challenged further within a workshop setting, including focus on responses in the areas of:

1. First Impression – eg Height, Colour, Design as Part of the Immediate Neighbourhood.
2. Entrance / Meet n Greet – eg Size, Space, Colours Layout.
3. Journey and Flow – eg Signage, Doors, Lighting, Orientation, Signage.
4. Accommodation Entrance – eg Doorways, Threshold, Security, Access.
5. Overall Living Experience – eg Space, Layout, Temperature, Light, Durability.
6. Bathroom – eg Size, Facilities, Construction, Serviceability, Durability.
7. Kitchen – eg Facilities, Colour, Function, Durability, Size.
8. Communal Area / Lounge – eg Size, Facilities, Space, Comfort, Features.
9. Security and Safety – eg Fire, Safety, Monitoring, Behaviours, Lone Working.
10. Engagement Areas – eg Space, Location, Emotions, Safety.
11. Colours and Materials – eg Psychological Impact, Emotions, Durability.
12. Layout and Space – eg Flow, Movement, Openness, Light, ASB, Orientation.
13. Emotions and Relaxation – eg Psychological Impact, Behaviours, Client Group.
14. Getting Around – eg Transport Links, Environmental Impact.
15. Community Impact – eg Neighbourhood, Community, Local Amenities.

The above areas were all surveyed on the perception of 'feel' and how they made each individual stakeholder respond in terms of those areas making them feel Amazed, Impressed, Satisfied or Disappointed.

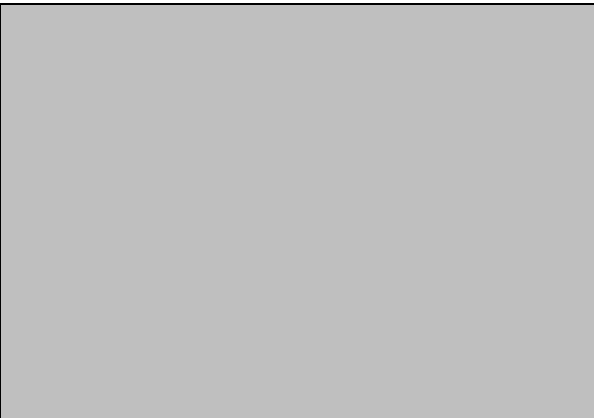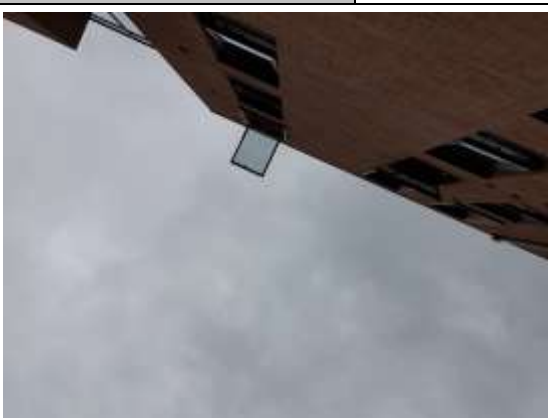| Q1: First Impression – Upon arriving at the site, and thinking about the external aspects of the property (eg height, colour, style, materials, shape etc) as a part of the immediate neighbourhood and community, how do you feel ?	
Most 'Positive' Feel	**YMCA Birmingham**
Modern Look / Doesn't look like a hostel / Avoids Stereotype / Bold / Celebrates YMCA	Timber looked Tired / Weather Worn / Not good for long term maintenance
Strong Branding / Friendly & Cheerful / Appearance of Scale / Easy to Find	Distinctive (but may not work in all areas or neighbourhoods) / Looks Modern
Most 'Negative' Feel	**Sapphire Independent Housing**
Poor H&S (Windows) / Non DDA Compliant Paving to Front Door / Institutional Look	Bin Store Visible (Outside) & Fire Risk

Q2: Entrance / Meet n Greet – As you enter the site for the first time, and considering everything (eg size, space, colours, materials, staff, furniture) how did it make you feel ?

Most 'Positive' Feel	Student Roost / Evolve Housing

Double Entrance Doors / Light and Bright / Located Immediately at Front	Inner Lobby Engagement Area (Supervised) / Very Bright & Light / Height & Space

Non-Institutional / Amount of Glass / Split Height Ceiling / Stylish / Safe Open Space	Escape to Office from Reception / Colours / Friendly Staff (Proud)

Most 'Negative' Feel	Sapphire Independent Housing

Old Fashioned / Institutional / Not Looked After / Staff Didn't Care and Not Proud

Q3: Journey and Flow – AS you move through the site and considering all of the elements (eg signage, flooring, lighting, doors, colours, stairways, orientation etc) how did it make you feel ?	
Most 'Positive' Feel	**Student Roost**

Generous Size Corridors / Colours (but concern on maintenance)	Paintwork Directs Flow / Different Colours on Different Floors / Young Design / Vibrant

Different Flooring (Carpet is Quiet and Vinyl Easy to Maintain)	Easy to Navigate / Good Signs / Painted Floor Numbers / Ventilated & Fresh Air

Most 'Negative' Feel	**YMCA Birmingham**

Confrontational Reception / Split Reception (Housing at Rear) / Old Fashioned	Safety via Visibility / Risk of Dropping Things / Risk of Suicide / Residents Liked

Q4: Accommodation Entrance – On arriving at and then entering the Accommodation itself, taking into account functions and aspects (eg security, locks, appearance, ease of use, durability etc) how did it make you feel ?	
Most 'Positive' Feel	**YMCA Birmingham / Student Roost**

Proper Feel of Front Door / Peep Hole for Security (but Letter Box is a Risk)	Coloured Doors (at Various Sites) / Carpeted Corridors (Soft Feel and Quiet)

Secure Separate Letter Boxes	WiFi Accessibility (Agreement on Necessity – Viewing and Comms)
Most 'Negative' Feel	**Evolve Housing / YMCA Black Country**

Narrow Corridors (Claustrophobic) / Lack of Natural Light	Dull & Institutional Corridors / All White (Lack of Friendly Colour)

Q5: Overall Living Environment – When looking around the main living area and considering all aspects (eg space, size, light, colour, temperature, durability etc) how did it make you feel ?

Most 'Positive' Feel	Student Roost

Space Correct / Open Plan / Considered Wear and Tear (Walls) / Stylish & Space	Smart Heating Controls (Can't be Left On all Day) / Electric & Personal Heating

Furniture Static & Sealed / Electrics and TV Positioning / Pin Board (Large) / WiFi	Full Height Windows and Light (Various Sites) / Opening Reduces Odour

Most 'Negative' Feel	Sapphire Independent Housing

Bed Enclosed (Claustrophobic)	Dislike of Cluster Flats (Full Agreement from All Sites) / Clusters Trap Residents in Room

Q6: Bathroom – When considering the bathroom as part of the accommodation, and considering all elements of its use and function (eg size, facilities, colour, lighting, positioning, durability etc) how did it make you feel ?

Most 'Positive' Feel	N/A – General Feedback Across All Sites

General Agreement on Pods (Sealed Joints and Ease of Maintenance) and LED Lights	Agreement on Ensuring Access Points / Wet Room Reduces Risk of Flood / Aqua Board

Most 'Negative' Feel	N/A – General Feedback Across All Sites

Silicone Joint Prone to Leak & Mould / Tiles and Grout Get Dirty	

Q7: Kitchen – When considering the kitchen as a part of the accommodation, and considering all elements of its use and function (eg facilities, lighting, colour, positioning, durability etc) how did it make you feel ?	
Most 'Positive' Feel	**Student Roost**

Integrated Appliances / Twin Hob (Right Size) / Microwave / Aqua Board (Not Tiles)	Agreement on Ensuring Adequate Storage and Freezer as well as Fridge (Various)

Agreement on Ensuring Adequate Work Surface (Various Sites)	Agreement on need for Dining Area (Various Sites) / Studio and Open Plan (Not Flat)

Most 'Negative' Feel	**N/A – General Feedback Across All Sites**

Ovens Not Required for Single Person / Added Cleaning / Fire Risk	Four Hobs not Required for Single Person (Two Only) / Must be Easy to Clean

Q8: Communal Area / Lounge – As you enter and look around the communal area or lounge, and taking everything in to account (eg facilities, colour, lighting, materials, durability) how did it make you feel ?	
Most 'Positive' Feel	**Student Roost / Sapphire Independent Housing**

Stylish and Modern (Maintenance / Cleaning Concerns) / Ensure Multiuse / Light & Open	Courtyard (Low Maintenance / Multipurpose) / Solid Furniture / Observe then Join In

Link Indoor and Outdoor / Lots of Glass for Light and Security (Various) / Odour Control	Garden (Calming / MH Benefits) / Low Maintenance / Enclosed and Safe
Most 'Negative' Feel	**N/A – General Feedback Across All Sites**

Avoid Institutional Feel (Ceiling Tiles and Colours) / Make it Open Plan	Avoid Segregation (Blending Residents and Staff worked well at Evolve Housing)
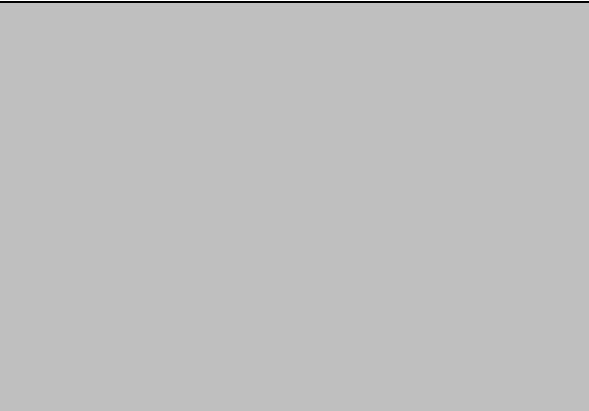
Q9: Security and Safety – After walking around the building and thinking about its use on a 24/7 and night/day basis, and considering all elements (eg fire protection, client groups, lone working etc) how did it make you feel ?	
Most 'Positive' Feel	**Evolve Housing / Sapphire Independent Housing**

Desktop Visibility and Control of Door Locks / Reception Visibility of who In or Out	Solid Plate (Rather than Phone Handset) / No Door Release Option (Rcpt Control)

Use of Glass to aid Security and Safety (Visibility) / Manage Behaviours by Design	Overall Building Style Calming and Informal / Ventilation (Odour Control and Smoke)
Most 'Negative' Feel	**Student Roost**
Ability to bypass Reception / Minimal CCTV / No On-Site Security	

Q10: Engagement Area – After viewing the areas for engagement between different users of the building , such as support workers and residents, and taking all elements into account (eg location, size, safety etc) how did it make you feel ?

Most 'Positive' Feel	Evolve Housing

Multiuse Area / Staff and Resident Blend / Open Plan / Low Level Split Wall	Various Area Options (Private and Open) / High Ceiling and Open

Meeting Rooms Glazed with Blinds (Enclosed) / Light and Open Feel	Muted Tone Colours and White Blended Well (Calming / MH) at Various Sites

Most 'Negative' Feel	Sapphire Independent Housing

Institutional Look and Feel / Confrontational / Incorrect Positioning / No Escape Option	Not all Meeting Rooms should be Inside the Hostel (Beyond Reception)

Q11: Colours and Materials – When considering the whole site and thinking about all of the living / working activities going on within it, and considering most specifically the colours and materials, how did it make you feel ?

Most 'Positive' Feel	Student Roost / YMCA Birmingham

Combining Indoor and Outdoor / Calming Spaces / Height and Openness (Lobby)	Non-Institutional / Different Flooring (Carpet and Karndeen) / Vinyl in Rooms / Glass

Blend of Colours and Tones / Use of Wood / Soft and Calming Feel / Modern Look	Statement Building and Proud / Unique (but fitted that Neighbourhood)

Most 'Negative' Feel	Sapphire Independent Housing

Institutional Colours / Damaged and Retro Fitted / Overall Style	Vertical Blinds / Floor Colouring (Hard and Noisy)

Q12: Layout and Space – When considering the whole site and thinking about all of the living / working activities going on within it, and considering most specifically the layout and space, how did it make you feel ?	
Most 'Positive' Feel	**Student Roost**

Open Plan and Spacious Rooms (but not too big) / Natural Flow through Building	Use of Outdoor Space / Calming and Helps Mental Health / Discourage Indoor Smoking

Created Sense of Value (Ownership) / Stylish Design / Amount of Communal Areas	Courtyard / Garden provided Calm Area (Low Maintenance)
Most 'Negative' Feel	**YMCA Black Country**

Small Studio (Cramped)	Narrow Corridors and Low Ceilings

Q13: Emotions and Relaxation – When considering the whole site and thinking about all of the living / working activities going on within it, and considering most specifically the importance of being calm / relaxed, how did it make you feel ?	
Most 'Positive' Feel	**N/A**
	See Comments in # 11 / # 12 - Above
Most 'Negative' Feel	**N/A**
	See Comments in # 11 / # 12 - Above

Q14: Getting Around – When considering the location of the site and most specifically in relation to accessibility of transport links (eg bus routes, cycle routes etc), from an convenience and environmental point of view, how did it make you feel ?

Most 'Positive' Feel	N/A – General Feedback Across All Sites
Agreed that Secure Bike Storage Important (All Sites) / Avoid taking bikes into Rooms	Agreed that Car Park less important that Bike Storage / Considerable Amount
Location adjacent to Bus Routes is Beneficial (Various Sites)	

Most 'Negative' Feel	N/A – General Feedback Across All Sites

Q15: Community Impact – When considering the building and those living / working there, as a part of the community, and in terms of elements that have been incorporated to ensure this is a positive relationship, how did it make you feel ?	
Most 'Positive' Feel	**N/A – General Feedback Across All Sites**

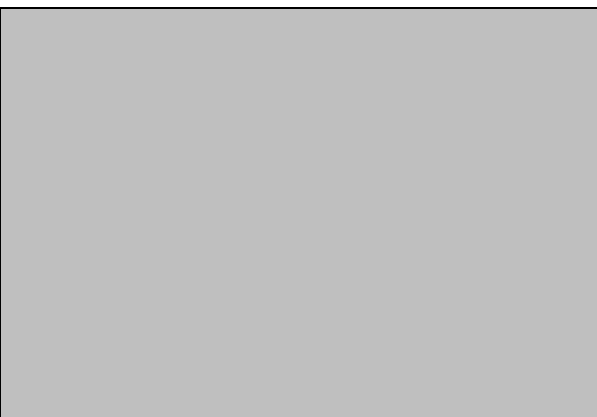|	
Style of the Building should match and fit the Surrounding Area	The building can help change perception of Clients and Sector / Bring Community Inside
Ensure Maintainable / Reduce Environment Impact and Efficient / Control ASB Risk	
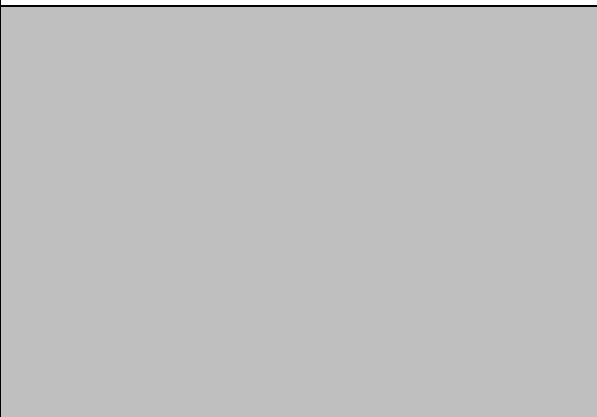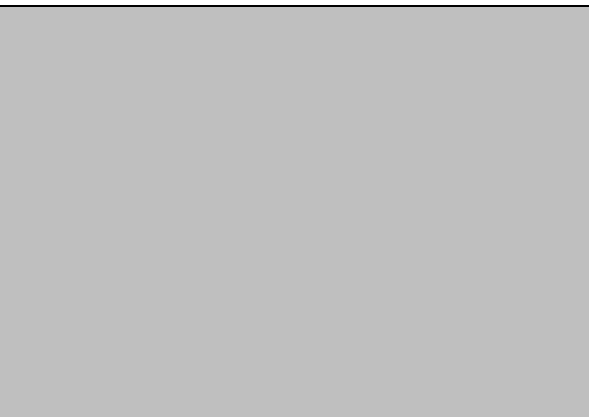
Most 'Negative' Feel	**N/A – General Feedback Across All Sites**

YMCA Peartree Hostel
Developing a Solution for the Future

Scope of Research
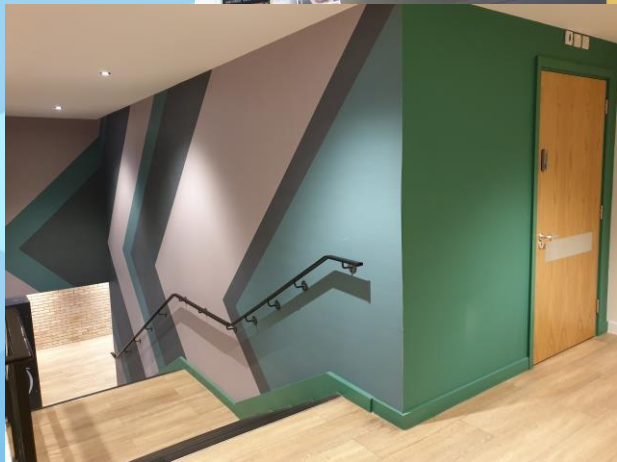
YMCA

Where:

- **Alternate YMCA Sites**

- **Hostel / Supported Living**

- **Student Accommodation**

Who:

- **Support Staff / Trustees**

- **Residents**

- **Chaplaincy / Maintenance**

How:

- **Survey Monkey**

- **Design Day**

- **Research**

Feedback & Design

YMCA

Key Design Points:

- **Cluster Flats v Self-Contained**

- **Studio v Flat (and Size)**

- **Garden and Grounds**

- **Colour / Light / Style / Space**

- **Cycle Store v Car Parking**

- **Distinctive / Non-Institutional**

Additional Consultation:

- **Councillors / MPs**

- **Staff Team**

- **Neighbours / Community**

- **Pathway Partners**

- **Local & County Authority**

Project Aims

Hostel:

- 90 or 110 Units

Residential:

- 43 Units

Variables:

- Planning (eg Height)

- Financial / Build Costs

- Operational Sustainability

Considerations:

- Materials

- Build (Roof / Method)

- Environmental

Overall Site Plan

Sectional Drawings

Local Considerations

Pre-Application:

- **March 2019**
- **Welwyn Hatfield**

Considerations Points:

- **Height**
- **Vernacular**
- **Affordable Housing**
- **Parking**

Timescales:

- **Planning Application**
- **Contractual Process**
- **Alternate Provision / Decant**
- **Construction**
- **PWG for the Future**

Funding Challenges Ahead !

Thoughts & Feedback