

# SOCIAL VALUE AT THE HEART OF THE COMMUNITY IN THE CONTEXT OF ESTATE REGENERATION: FROM MEANWHILE RESILIENCE TO COMMUNITY SUSTAINABILITY



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## Executive summary

- Large regeneration projects are happening across London. In 2018, the Mayor of London set out the London Housing Strategy to respond to a major housing shortage in the capital. The Implementation Plan of this Strategy requires the boroughs to deliver 649,350 net housing completion over ten years (Greater London Authority, May 2018).
- Colindale in Barnet is undergoing a major transformation with new build developments as well as the regeneration of the Grahame Park Estate. The regeneration presents many promises and opportunities but meanwhile and in the past 10 years, the Colindale Communities Trust (CCT) has been supporting a community<sup>1</sup> suffering from historical level of deprivation compounded by the pandemic and more recently the cost-of-living crisis while adapting to the changing context incurred by the regeneration.
- This report is an evaluation of the CCT's contribution to the provision of social value drawing on ethnographic fieldwork as part of a period of knowledge transfer leave. It concentrates on *the not so easily measurable aspects of social value*:
  1. a **multi-purpose approach** in both their strategic and operational activities as the link to a web of partnerships and as anchor, connector and gateway.
  2. The different kinds **'soft' impact** that they provide through: supporting residents in the take-up of social benefits; building social capital; and in their contribution to urban and multicultural conviviality and place-making.⇒ These two aspects are key in addressing the intersectional and compounding imbrication of social factors and social determinants in the experience of social inequality and in order to improve health and well-being and supporting people into employment. They offer an alternative to the delivery of public services in departmental silos.
- In light of these findings, the report makes some suggestions in regards to expanding the way social value should be defined and measured/monitored and thus the way the Social Value framework can support more effectively the work of organisations like the CCT.
- Indeed, it more broadly explores the question of social value as provided by actors of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in the context of regeneration and **thus considers the way Section of 106 and the Community Infrastructure Levy of the Town and Country Planning Act and the 2012 Public Services (Social Value) Act with its local implementation 'The Barnet Social Value Policy 2023-2026' could be activated further in the context of a neighbourhood level action**. This would be a cost-effective way to address poverty and inequality while ensuring sustainability in longer term and with a broader impact in regards to the levelling up agenda.

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<sup>1</sup> The community is to be identified as residents from Grahame Park and the surrounding area, Colindale as a whole, as service users and the charity as one of the key service providers. What defines the community is mostly defined against geographical criteria here as the community is particularly heterogeneous and is composed of residents with different tenures and a broad demographic make-up. The community here includes the CCT and its staff. Those who work and live here. All in all, this is a community that is experiencing a lot of changes (socio-cultural and physical) as a result of the regeneration.

## Introduction

This report summarises the results of a programme of research which took place at the Colindale Communities Trust (CCT) between January and July 2023. The CCT is a community-based charity situated on the Grahame Park Estate which is undergoing regeneration but meanwhile suffering from physical and social neglect. They currently manage the Old Library community hub on Grahame Park. Although catering for the wider Colindale community, The CCT is at the heart of the Grahame Park Estate and Grahame Park remains one of the 5 areas with the highest level of deprivation in Barnet.

Residents of Grahame Park are indeed facing particularly high and historical levels of deprivation that have been compounded by the pandemic and the current cost of living crisis which are affecting their health and well-being as well as access to employment. This is now coupled with the threat of being displaced for some of the residents who are living in temporary accommodation.

Gaining a unique ethnographic insight into the operational as well as strategic activities of a charity organisation supporting residents in the areas of employment, health and well-being as well as co-ordinating other organisations in responding to the needs of a diverse community, the study looked at the ways in which a community in social housing is supported in relation to compounded socio-economic inequalities in the meanwhile spaces of regeneration considering:

- the wider socio-economic and political context of a withdrawal of statutory services after years of austerity cuts paralleled with the COVID-19 situation which has led to a retrieval of face-to-face services;
- The impact of the temporal, spatial and demographic scale of a suburban regeneration project in London – and the way residents' needs are being addressed in a period of transition.

In this report, I present my analysis of the way the CCT contribute to social value in the Colindale area and especially on the Grahame Park Estate while laying out some suggestions for the future and how the existing legal framework including the **Public Services (Social Value) Act 2012 and Section 106 of the Town and Country Planning Act and the Community Infrastructure Levy could be activated** further to more directly support existing work done on site by local organisations. *That is considering the role of non-statutory organisations in regeneration projects in contributing to the social value, the social infrastructure and impact in a period of transition and change.*

A qualitative approach to the measurement of social value has the benefit of revealing the complexity and nuances of working to best address the imbrication of social factors that impact health and employment as well as bring to light 'soft' impact in ensuring a more holistic provision of social value.

## Context

The CCT is at present situated in the Old Library on the concourse of the Grahame Park Estate (in Barnet) and is at the heart of a large-scale regeneration project that presents a number of spatial and temporal specificities.

### Time:

The regeneration of Grahame Park has so far been particularly lengthy as it started 20 years ago and is planned to be finished in 2036. Initially, residents were able to organise themselves and play a role in the elaboration of the original masterplan and its agreement which covered the re-housing of social housing tenants on secured tenancy. However, many new residents who have been, during that lengthy period, housed here are in temporary accommodation and thus a majority of people left on the estate have no statutory rights to housing (no local lettings policies in place). Once the regeneration is completed the estate will be a combination of housing tenures: private homes; shared ownerships; affordable homes; affordable homes for rent as well as social rented homes.

### Space:

The regeneration of the Grahame Park Estate is to be understood within a number of changes taking place in Colindale more broadly as it is adjacent to new build developments on brownfield sites around the RAF museum London and the Metropolitan police college.

It is important to take into account the suburban context as a number of outer boroughs have seen the expansion of similarly large new build developments (Almeida, 2021; Peyrefitte 2020). The suburbs have remained a policy blind spot but in recent years have experienced great transformation (The Suburban Taskforce, 2022). In London, this transformation pertains in part to the large scaled and fast paced demographic and physical growth incurred by the 2018 housing strategy. The Implementation Plan of this Strategy requires the boroughs to deliver 649,350 net housing completion over ten years (Greater London Authority, May 2018). The plan put a particular emphasis on the Outer Boroughs as they provided a spatial opportunity to answer the demographic pressure (Booth, 2017).

Overall, the CCT has to contend with the socio-economic and physical changes to the area and their impact on residents with different tenures. Their work can be defined as adaptable in a contrasted landscape.

## Methodology

This report presents an overview of an ethnographic piece of study conducted at the CCT between January and July 2023 as part of a Knowledge Transfer Leave awarded by Brunel University. Some of the research activities in this project were also supported by a Public Engagement Fund from Brunel University.

I have been collaborating with the CCT since 2017 and up until the start of my maternity leave in 2021, I worked with the Colindale Community Trust on quantitative methods training and the design of a survey with resident researchers<sup>2</sup> (Grahame Park Social Research). Drawing on this quantitative data and considering a number of emerging issues following the COVID-19 situation and the rise in

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<sup>2</sup> During my maternity leave they managed to carry out 277 face-to-face surveys.

the cost of living which are currently affecting the residents of Grahame Park, I was able to follow up by engaging more particularly with the social value and impact of the CCT with the local community through an ethnographic lens.

Ethnography privileges the collection of rich data over an extended and immersive period of time. As defined by Atkinson, it is '(...)- born of a thoroughgoing commitment to understanding other people's social worlds. It is a profoundly ethical form of enterprise, based as it is on a commitment to other people's everyday lives' (Atkinson, 2015: 5). In the context of 'increasing inequality and thus dependency on charity organizations in the western world (...)' it also has the potential of providing a valuable insight to policy-makers as well as professionals (Valenzuela-Garcia, et al, 2019: 4).

During my fieldwork, my role was described as an 'academic in residence' and I was able to fully be part of the CCT team during months of research where I was given a desk in the office and was engaged in extensive participant observation (supported by systematic note taking and diary keeping) of both operational and strategic activities such as attending meetings with partners, taking part in a research and public engagement project ('Past, Present and Future -Grahame Park and its people' - Festival of Architecture 2023), as well as regularly taking part in some of the activities offered by the CCT such as helping out with the community fridge, the health and well-being group on Tuesday afternoons or the walking group on Friday mornings.

While aiming for a rigorous approach, methodological flexibility ensured that the research process could be as unobtrusive as possible considering that the CCT runs a busy programme of activities and service delivery both in their daily operation and at a strategic level.

I worked in increments taking the time to become familiar with the place and the people who come to the CCT and adapting the methods to the changing and fast-paced context and to the emerging research questions as the participant observation progressed.

I was also able to conduct some qualitative data collection: collecting feedback and impressions at the health and well-being groups; a series of qualitative semi-structured interviews for the Past and Present Research project (in collaboration with NHG and the Museum of Domestic Design and Architecture, MoDA); a body-map story telling workshop with residents of Grahame Park; and visual data collection with young people at the F.U.S.E. Analysis of the data used a grounded theory approach in a uniquely ethnographic approach to the evaluation. The report also builds on desktop research using existing research and 'official' documents as well as reports from the CCT's own research or commissioned research.

With the aim to bring knowledge to action, this research report and its accompanying magazine are the two most immediate outputs that collate and summarise the key findings. The magazine is creative way of collating and communicating data in an accessible manner with the aim for wider dissemination of the findings and overall greater public engagement.

## Key Findings

The CCT are contributing to the provision of social value through an extensive programme of activities and services in the area of health and wellbeing as well as employment which are to be recognised as central to a strong housing programme in times of regeneration. In this the CCT, on the ground, plays a key and leading role in organising as well as connecting different services, activities and organisations (statutory and non-statutory).

The CCT combines strategic and operational activities and has been recognised for playing a 'pivotal role in supporting residents, groups, organisations and forums to engage with and benefit from the Neighbourhood Change approach' (Grahame Park Neighbourhood Change Evaluation Report, 2019: 9). My observation of their strategic activities revealed their ability to maintain and develop key partnerships working with a wide range of statutory and non-statutory organisations.

1. a **multi-purpose approach** in both their strategic and operational activities as the link to a web of partnerships and as anchor, connector and gateway.
  2. The different kinds **'soft' impact** that they provide through: supporting residents in the take-up of social benefits; building social capital; and in their contribution to urban and multicultural conviviality and place-making.
- ⇒ These two aspects are key in addressing the intersectional and compounding imbrication of social factors and social determinants in the experience of social inequality, and in order to improve health and well-being and supporting people into employment. They offer an alternative to the delivery of public services in departmental silos.

### 1. A Multi-purpose approach

#### 1.1 A web of partnerships

Over recent years, the CCT have consolidated their delivery by supporting and 'hosting' other organisations such as the F.U.S.E and the Centre of Excellence as well as working with Mind and Age UK. The CCT thus supports other non-statutory actors who are playing a key role on the ground in terms of youth and intergenerational services, employment and health and well-being. As part of the Colindale Consortium, which was established in 2014, they have contributed to what makes its strength in supporting and being part of many partnerships.

They also act as community responders and have been working with the local GP's social prescribers and mental health officers with mutual benefits. Furthermore, they are part of the Integrated Care System (ICS) and Integrated Care Board (ICB) working locally with the Barnet Partnership supporting a neighbourhood level approach (defined by a continued importance of a place-based approach drawing on grassroots organisations). In this, the CCT is actively engaged in a programme of research being recently commissioned by the Mayor's Office or the NHS and using a range of methodologies to collect, analyse and disseminate data. In the Community Action Research coordinated by Inclusion Barnet, the CCT played a key role in conducting research as well as in terms of project and venue support.

*Summary of Evidence of Good Practice: Overall, the CCT can be described as playing a key connecting role building on their local knowledge and trust.*

## 1.2 Anchor, connector and gateway

At a more operational level, the CCT connects residents to a web of services and opportunities. They can be defined as an ‘anchor’ as the diversity of provisions presents a number of advantages, for instance by expanding the support of people who come for advice or for one service (for instance the community fridge or the coffee morning or food vouchers) and can find a gateway into another service or a different type of support as well as even opportunities for upskilling through training and volunteering opportunities.

As an example of this, the accompanying magazine displays a comic strip entitled ‘My New Home’ and designed by Ceci Chan who, putting her graphic designer skills at work, recounts her experience of attending the CCT when she arrived in the area from Hong Kong and how the CCT supported her in settling into a new country, learning a new language, gaining confidence and getting trained.

This was observed numerous times as the CCT can support in engaging people who are further away from employment. They for instance first come to coffee mornings and then can be informed about further training and classes to build their soft as well as their hard skills (for e.g., ESOL classes, CV advice and general digital literacy skills) or be informed about health and well-being services.

Similarly, and although they do not deal with housing directly, they are dealing with the impact of poor housing in an intersectional and imbricated manner as housing precarity has an impact on health and well-being and employment. As shown by the Institute of Health Equity: ‘Housing Insecurity is associated with worse health outcomes’ (Munro et al., 2022:29).

The case studies collected by the CCT are also particularly revealing of these holistic mechanisms of ‘anchor’ and reflect the complexity of engaging with compounding intersectional and imbricated factors of inequalities in forms of wrap-around support as well as the continued importance of face-to-face services.

*Summary of Evidence of Good Practice: The smaller size of the organization and the personal approach is an asset in working at grassroots level and staying connected with the community while being extremely knowledgeable of the statutory sector.*

## 2. ‘Soft’ Impact

The Grahame Park Neighbourhood Change Evaluation Report published in 2019 already recognised that:

‘While many changes in a community can be successfully measured – and the Neighbourhood model is an effective framework for doing so – it can be challenging to find evidence for certain kind of “soft” impact’ (Bragman and Sugarman, 2019:13).

However, the ethnographic data collected as part of this research and its analysis are revealing of this soft impact in three ways: supporting residents in the take of social benefits; social capital building; and place-making and urban multicultural conviviality.

### 2.1 Supporting residents in the take up of social benefits

The ability to act as an anchor also means that residents can be supported in their access to social benefits and avoid the ‘non-take up of social benefits’ by giving information and advice or by directly liaising with the relevant statutory services. Overall, the team has managed to build a lot of trust which means people feel they can come to them sometimes as a first port of call especially as the system can be quite complex and overwhelming. The non-take up of social benefits is an important aspect in the fight against precarity and poverty. The CCT also are now supported by Fanta Sheriff (Early Intervention and Prevention Caseworker).



*Summary of Evidence of Good Practice: the ability to offer face-to-face services and in some cases to service users with complex needs thanks to their versatility, experience and knowledge as well as the trust that they have built over the years.*

## 2.2 Social capital building

Some of the **activities and the services** offered by the CCT help sustain or develop social capital. As evidenced in the quotes displayed in the magazine and collected during the Tuesday afternoons Health and Well-Being group and the Friday mornings Walking Group, besides the obvious health benefits of attending, the feedback and the informal discussions with attendees highlighted that being part of a group, the camaraderie and the friendship were central to their health and well-being. Some of the testimonies are particularly telling of the fact that attending these activities helps combat isolation. Furthermore, the literature shows that it is necessary in 'neighbourhood undergoing social change' to set up 'interventions which promote the "age-friendliness" of communities and ensure that older people have a space to be seen and heard in their neighbourhood' (Buffel and Phillipson, 2019: 987).

The powerfully evocative **body maps** created by the participants during the story telling workshop highlighted the many challenges of living on the estate especially in regards to the environment and housing conditions which often take their strain on people's health and especially their mental health. In the group discussion at the end of the workshop, they really connected their health to the social realities and determinants of their lives. However, 'togetherness' (with family and friends) was seen to be an important element of good health and one that counterbalances the adverse effects of other factors. The strength of being part of a diverse community where people helped each other was indeed highlighted as a key positive contributor of good health and well-being. The participants agreed with one another that this was supported by the various activities and services offered by the CCT and more widely on the estate (See magazine for more information about the Body Map Storytelling workshop). This kind of social value contributes to reducing the shortfalls of the physical and social barriers of the regeneration.

The CCT is also actively involved in **participating and organising cultural events and festivals** such as the 2023 Festival of Architecture. These kinds of events contribute to building social capital as it involves residents who can tell their stories, as well as express their view and knowledge of the locality with wider reach and impact which furthermore can contribute 'directly and indirectly to local regenerations strategies' (Bailey, 2012: 33)

*Summary of Evidence of Good Practice: their ability to connect and empower by sustaining or developing social capital and to do so with an intergenerational perspective in what they provide directly or by organisations like the F.U.S.E and Age UK.*

## 2.3 urban and multicultural conviviality and place-making

This final section in many ways summarises what has been observed and can be read in many of the testimonies and stories related in that the CCT can be described as a place of urban and multicultural conviviality.

Some of the service users might only visit the CCT briefly to collect food vouchers, get some advice about rent arrears or collect items of clothing for instance, but many attend regularly and attend different activities and groups. They know each other and regularly share a moment and a space across the social divides of age, gender, ethnicity and race as well as well ability.

At the moment, the CCT manage the community hub in the Old Library (with activities also running in the Community Centre) and have helped transformed it with flexibility (in the way it fulfils different purposes throughout the day and the week) encouraging conviviality and thus also helping to address some of the challenges and opportunities of living together in a multicultural city.

*Summary of Evidence of Good Practice and looking to the future: As a key actor in a diverse and multicultural neighbourhood, the CCT will look to continue contributing to this conviviality and overall, to place-making. They can play a key role in a what constitutes an open city especially as they plan to move into the new community centre. The CCT express their aim to continue to consolidate volunteering opportunities and support residents to participate in place-making and thus ensure community engagement and sustainability.*

*They have grassroots local knowledge that will support the efforts of growing an asset-based approach as central to Barnet Council's social value policy. But they are also recognising that they are resource limited and as identified by their recent Business Plan the support of an Impact officer would be welcome in supporting this effort. Furthermore, as previously recognised in the 2019 Grahame Park Neighbourhood Change Evaluation Report, there remains the challenge of involving and engaging residents in temporary accommodations as they are likely to be moving out of the area. They have the local knowledge and connection to expand the residents' effort and to encourage and amplify residents' voices in the long term but in the meantime residents' involvement is restricted by the uncertainties created by the rehousing process.*

## Suggestions

The research conducted as part of this ethnographic project was able to capture the nuances and the complexity of providing social value on the ground. The qualitative approach brought to light the not so easily measurable aspects of social value and revealed the complexity and nuances of the CCT's operational as well as their strategic approach which in many regards offer an alternative to statutory services which are having to work in departmental silos and thus not so flexible in addressing the imbrication and intersection of the social determinants that impact health and employment and the of social factors in the experience of social inequality. Furthermore, this kind of social value contributes to reducing the shortfalls of the physical and social barriers of the regeneration while contributing to the regeneration strategy.

In this respect, they can continue to be key local partner to the Housing Association NGH sharing their commitment to a local community in transition. The Director of Community Investment, MTVH G15 Community Investment Working Group in a recent report said that 'housing associations are uniquely placed to provide local, joined up support, relieving pressures on other public services,

providing opportunities to tackle inequality, and in turn, supporting the levelling up agenda' (G15 Community Impact Report 2022: support when it matters most: 3).

In light of these findings, this final section makes some suggestions regarding the way this kind of social value could be supported or at least acknowledged further within the current framework in the context of regeneration specifically but also more generally in the provision of social value in the long term:

Section 106 of the Town and Country Planning Act (1990) and the Community Infrastructure Levy (CIL) in place in the 2008 Planning Act:  
Section 106 ensures the delivery of affordable housing and the support of the community during the regeneration period by mitigating the impact of development. Section 106 can be used by planning authorities to ensure that social value is part of the developers' planning obligations.  
The CIL is a legal charge which can be 'levied by local authorities on new development in their area. It is an important tool for local authorities to use to help them deliver the infrastructure needed to support development in their area' (Gov.uk).

The Public Services (Social Value) Act (2012).  
Introduced in 2012, the Public Services (Social Value) Act 'requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before they start the procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders' (Cabinet Office, 2021).

First Under Section 106 and Community Infrastructure Levy:

- Involve Charity Organisations like the CCT and more broadly the VCFSE sector working on the ground from the early stages of the developers' bidding process and in the Community Action Plan that they produce. This would mean to identify early the local partners and collectively decide the key services required to best address residents' needs drawing on grassroots knowledge and existing trust.
- More systematic investment into the social infrastructure (and the social value that constitute this social infrastructure) as well as in the physical infrastructure (capital investment): to support the charity sector working on the ground and to meet the needs of residents in a period of extreme changes with temporal, spatial and demographic uncertainties. This presents mutual benefits as it can help developers to meet their targets in terms of commitments and obligations in their efforts to engage residents in their education, training and employment programmes. This report has shown how a multi-purpose approach and the soft impact of a charity organisation like the CCT helped address the imbrication of factors that can prevent access to employment and training.
- Harmonisation of the use of the CIL across the boroughs and even the GLA in supporting the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in the provision of this

social infrastructure (tighter regulatory framework) while respecting the particularities of each of the regenerating sites across London.

- Planning obligations in regards to social value could be harmonised across the sector with an approach to social value that more clearly maps onto and is aligned to the Social Value Act and its local implementations. This would contribute to ensure a smoother transition as under Section 106, the provisions are contingent to however long developers will be on site and if they are covering the different phases of the redevelopment. Social Value has also become an integral part of Post-Occupancy Evaluations (POEs): ‘POEs are by and large still undertaken at building level but more practices and practitioners are turning their heads to neighbourhood level evaluation, especially with sustainability, social value and community health being integral to Net Zero strategies and planning policy’ (Morgan and Lee, 2023: 3) .

Under the Social Value Act:

Barnet Council has published a Social Value Policy for 2023-2026 further defining social value and how it should be implemented in the borough. To support this implementation the council has produced a toolkit for suppliers with a Social Value Matrix (SVM) as well as Themes, Outcomes and Measures (TOMs). Their policy also recognises the importance of the VCFS in the delivery of Social Value in the borough. Three of their aims and objectives are covering this:

- ‘Promoting the local voluntary, community and faith sector (VCFS) and supporting them in delivering the strategic outcomes they share with the council.
- Building capacity and sustainability in the local VCFS through active support and engagement with the council’s supply chain.
- Co-designing and co-producing social value outcomes with residents where it is suitable and appropriate to do so’ (Social Value Policy 2023-2026:10).

To support this policy, the suggestions are:

- Work collaboratively and regularly consult with organisations who are working on the ground, to define, deliver and demonstrate social value. And define collectively the action priorities at the local level of Social Value.
- In the effort to continue to define further social value, to recognise ‘soft’ impact and a multi-purpose approach in the provision of social value as key to address the compounding intersection and imbrication of social factors in the experience of poverty and inequality and the impact of regeneration.
- Multi-methods approach to measurement: to recognise soft as well as hard levers of social value especially in areas of social deprivation (compounded levels of deprivation and going through social change and transformation in regeneration projects).

‘Community engagement will not only inform the TOMs, but we will also use it to provide richer evaluation of the outcomes – not just relying on monitoring data to report the success of social value, but also record personal stories and case studies’ (Barnet Social Value Policy 2023-2026: 12).

- Consequently, quantitative evaluation and monitoring can work hand in hand with qualitative ones with 'rich' data. The collection of rich data such as case studies work well to highlight the multi-dimensionality of the kind of social value provided in an approach that is multi-purpose and with soft impact. The G15 Community Impact Reports (See for instance 2022 and 2023) have effectively used Case Studies from different projects to illustrate Social Value in a multi-dimensional manner.

Furthermore, the challenges KPIs and SROIs as well as generally measuring social value and impact takes time and the operational and strategic size means that for smaller organisations like the CCT it can be difficult to systematically manage to evidence and raise further funding.

## Final Conclusion: sustainability and continuity in addressing the transition

Each regeneration project presents its own particularities and specificities which are social, temporal and spatial. However, while having its own specificities, this document reports on issues, and opportunities similarly encountered in different London's suburban regeneration projects and in terms of policy has the potential to connect this context with the delivery of services and service provisions by the VCFSE on the ground with wider applicability in London but also nationally.

The different suggestions that have emerged out of an ethnographic study of the CCT and the question of Social Value have the broader ambition to inform future social value policies in order to not only support resilience during the regeneration period but to ensure continuity and sustainability in the future of a thriving mixed housing community with a cohesive community of multicultural conviviality with shared even if diverse interests and values in the new place. At the heart of a thriving urban community is the importance of local cooperation which has been identified as key element of the Neighbourhood and Community Standard by the Regulator of Social Housing in their Consumer Standards Consultation (July 2023).

These suggestions more broadly speak to governmental strategies to work at neighbourhood level and the levelling-up agenda.

### **Author's bio:**

With expertise in the social sciences at the cross-road between urban sociology and urban criminology and in addressing questions regarding home, housing and communities, Dr Magali Peyrefitte is interested in issues of social harm and social justice in the city. In recent years, her work has been focusing on the multi-faceted aspects of gentrification and regeneration in London- more particularly in Soho as well as in the suburban boroughs of Barnet, Harrow and Brent - and their impact on local communities. She has worked on a number of research projects using visual and creative methods to collect and disseminate data.

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