

The scenario

The participation programme on a major estate regeneration project is in difficulties.

Despite extensive consultation during masterplanning, **residents** are disillusioned with first phase refurbishment of tower blocks and new build flats. They are reluctant to join a Design Steering Group for the second phase.

However, the **development group** of local authority, contractor and housing association - advised by their **participation specialist** - have told the **architects** they want a wide range of residents engaged.

An **evaluation group** is looking at the process to see what might be improved next time.

The residents

Residents have been on a course to help them understand and develop principles for urban design, and participation. Their experience of consultation so far has made them suspicious of what influence their views will have. They are also concerned about longer-term management.

You are the residents group

What arrangements are you going to press for during second stage development?

Who are you going to talk to?

The scenario

The participation programme on a major estate regeneration project is in difficulties.

Despite extensive consultation during masterplanning, **residents** are disillusioned with first phase refurbishment of tower blocks and new build flats. They are reluctant to join a Design Steering Group for the second phase.

However, the **development group** of local authority, contractor and housing association - advised by their **participation specialist** - have told the **architects** they want a wide range of residents engaged.

An **evaluation group** is looking at the process to see what might be improved next time.

The development group

You are the development group.

The local authority and housing association, as a matter of policy, want to ensure that consultation goes beyond the “usual suspects” who are the only ones currently turning up to meetings.

The contractor is concerned about delays and costs.

What are you going to do about participation?

Who do you talk to?

The scenario

The participation programme on a major estate regeneration project is in difficulties.

Despite extensive consultation during masterplanning, **residents** are disillusioned with first phase refurbishment of tower blocks and new build flats. They are reluctant to join a Design Steering Group for the second phase.

However, the **development group** of local authority, contractor and housing association - advised by their **participation specialist** - have told the **architects** they want a wide range of residents engaged.

An **evaluation group** is looking at the process to see what might be improved next time.

The participation specialist

You are more familiar than anyone with the problems of the participation process, and are retained by the development group.

What are you going to advise them to do?

Who else will you talk to first?

The scenario

The participation programme on a major estate regeneration project is in difficulties.

Despite extensive consultation during masterplanning, **residents** are disillusioned with first phase refurbishment of tower blocks and new build flats. They are reluctant to join a Design Steering Group for the second phase.

However, the **development group** of local authority, contractor and housing association - advised by their **participation specialist** - have told the **architects** they want a wide range of residents engaged.

An **evaluation group** is looking at the process to see what might be improved next time.

The architects

You have a tight timetable and limited flexibility in design and programming. The contractor wants to press ahead. The local authority and housing association say they want more consultation. Residents are asking what say they will have in the next stage.

What are you going to do?

Who do you talk to first?

The scenario

The participation programme on a major estate regeneration project is in difficulties.

Despite extensive consultation during masterplanning, **residents** are disillusioned with first phase refurbishment of tower blocks and new build flats. They are reluctant to join a Design Steering Group for the second phase.

However, the **development group** of local authority, contractor and housing association - advised by their **participation specialist** - have told the **architects** they want a wide range of residents engaged.

An **evaluation group** is looking at the process to see what might be improved next time.

The evaluation group

You are an independent group appointed to carry out an evaluation of the participation process, and to provide real-time feedback where that would be helpful. You are particularly concerned to provide advice on how to avoid similar problems next time.

What feedback do you give on the current programme - and to whom?

Do you have any ideas for improving future programmes?