PRP

Completing a Virtuous Circle of Learning

Post Occupancy Evaluation Farrow Court, Ashford, Kent Ashford Borough Council

Emma Hester Interior Designer

Sara Celentano Senior Sustainability Consultant

> Housing LIN Annual Conference 23rd March 2018



PRP

Farrow Court : independent living apartments with recuperative care wing and Learning disability unit.

Commissioned by Ashford Borough Council and replaced an existing sheltered

scheme on the site.

84 flats for independent living

- Communal lounge
- Restaurant with activity space run by Age UK
- Hair Salon and therapy room
- Assisted bathroom
- General activity rooms
- Gardens

8 recuperative care bedrooms in the 'Homebridge' wing.12 apartments in the *Learning disability unit* called'Cherry Tree' which includes a communal activity lounge.



PRP BLOCK 2 BLOCK 4 Q Q 100 11.H and -BLOCK 6 BLOCK 1 Plan layout BLOCK 5 BLOCK 3 hit my styres

PRP

Interior Design

Our approach to the design of the interior is for the end result to :

•be user and dementia friendly

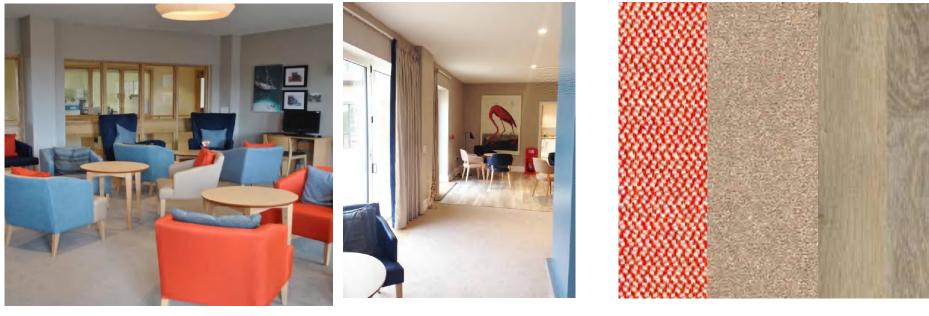
•maximise a sense of wellbeing

•create homely interiors



PRP

User and dementia friendly



Contrast

Maximising Daylight

Noise reduction Soft furnishings and artwork

30 point difference in the LRV





Signage simple and contrasting

Relevant artwork and feature walls

Personalisation of apartment entrance

PRP

user friendliness – the apartment entrance

personalisation
helpful way finding
building a sense of community
displaying personality
all the residents said this was helpful.





The Milk shelf

PRP

Measuring their sense of wellbeing

The Survey All volunteers are tenants and live in phase 1 and phase 2



Votech image 'who wants to be a millionaire?' type voting system



Communal Areas How satisfied are you with the residents lounge? 1. Completely satisfied 100% 2. Satisfied 0% 3. Dissatisfied 0% 4. Completely dissatisfied 0% 010 5 www.prp-co.uk

PRP

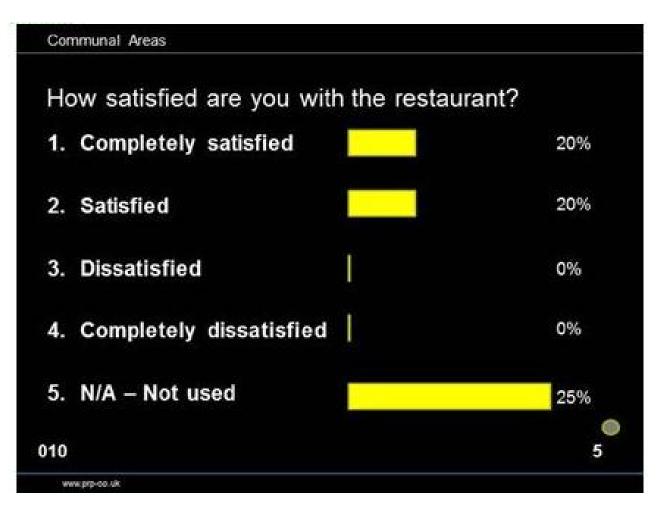
PRP Residents lounge

'There is a good sense of community, the lounge is a place to meet friends for morning coffee and breakfast.

Events such as bingo and games take place here, and this year they had a 'residents only' Christmas dinner together. This is a social space where the wall mounted TV is never on. A cinema night is yet to be organised.'



PRP



PRP Restaurant

The restaurant is run by Age UK so is used mainly by day visitors, however residents can book a table in advance to eat Monday to Friday. Residents say *'it is a nice 'place to meet people' and use it when they have not been shopping, or to meet friends.'*



Communal Areas How satisfied are you with the communal facilities (e.g. hairdressers)? 1. Completely satisfied 75% 2. Satisfied 25% 3. Dissatisfied 0% 4. Completely dissatisfied 0% 010 4 www.prphoo.uk

PRP

PRP Hair Salon and Therapy room

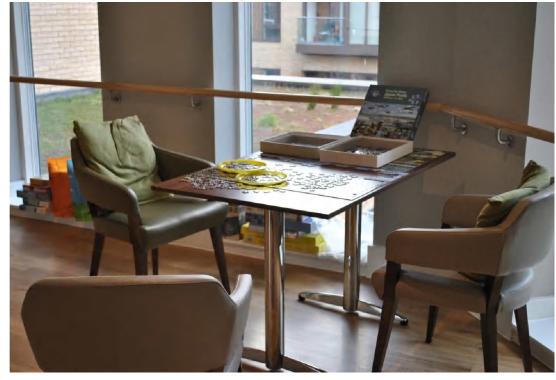
This has been incredibly popular, the owner has expanded into the therapy room, using it for treatments and is now looking to take over the space that is currently intended for a shop. Both men and women use the hair dressers, and most custom coming from outside the scheme.

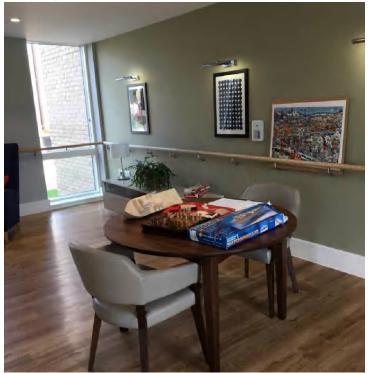


PRP

Activity spaces

Activity spaces are being populated as residents take ownership and organise events.





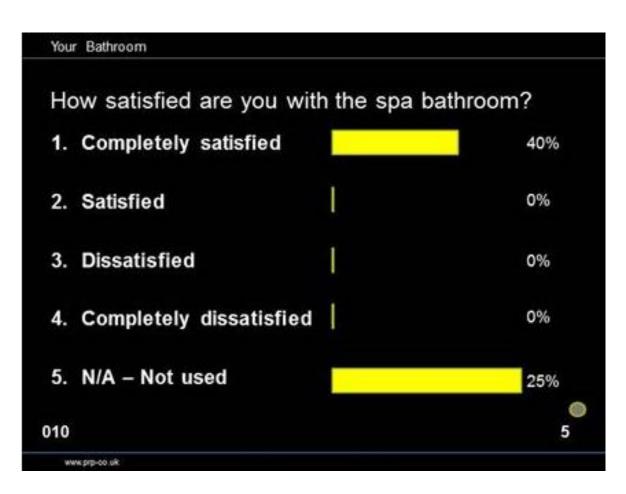
PRP

Activity spaces

Activity spaces are being populated as residents take ownership and organise events.



PRP



PRP Bathroom

One of the residents from the focus group uses the 'general' bathroom to have a bath as she prefers it to a shower. She likes the fact it has a dressing table and decorative mirror.



PRP

Homebridge 8 recuperative care bedrooms for respite care, including one bariatric room. When we visited there were six occupied.



PRP

Feedback on communal spaces

- •'There is no heating in the corridors therefore tend to feel cold.'
- This could be a potential waste of energy and an increase in service charge to heat
- •'Refuse bins become full very quickly, not everyone knows how to recycle.'
- Education and information on how to recycle rubbish is required.
- •'Communal spaces are not central in the layout of the scheme, some people are required to walk further to the lounge. '
- Encourage walking, keeping them mobile, improving wellbeing.
- •"We would benefit from a post box on site".
- This was considered but not installed due to the additional cost involved.

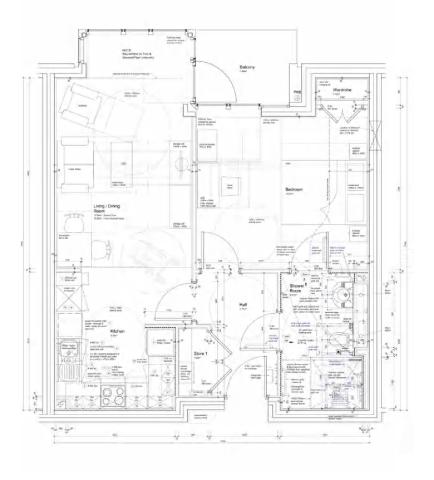


PRP

Independent living apartments

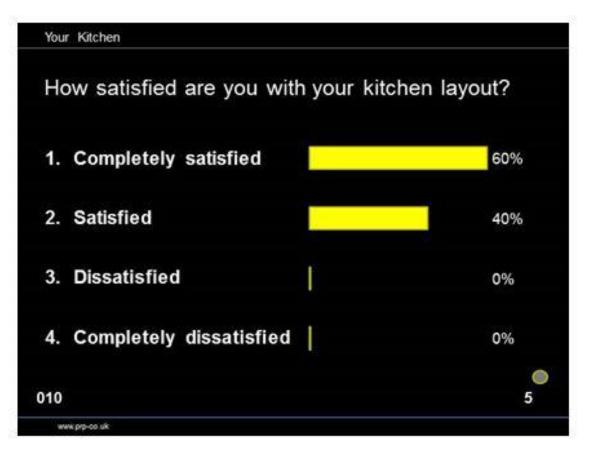
100% said they were satisfied with their flat and felt it enabled them to be independent.

POE - Completing a Virtuous Circle of Learning



PRP

Independent living apartments



PRP

Independent living apartments

kitchen.....

One resident said 'There is not a constant stream of hot water, it eventually runs cold whilst washing up.'

POE - Completing a Virtuous Circle of Learning



PRP

Independent living apartments

Your Bathroom		
How satisfied are you fittings (shower, basi	옷 그 너 있지 않고 말했다. 말했다. 말 하지 않는	
1. Completely satisfie	d	100%
2. Satisfied	l.	0%
3. Dissatisfied	I,	0%
4. Completely dissatis	sfied	0%
010		3

PRP

Bathroom.....

One resident wanted to replace the shower curtain with their own, but the rail is installed at a height that is higher than the standard 'off the shelf' curtain length. Therefore their new curtain was too short.

The shower curtain supplied is weighted and touches the floor in order to prevent the bathroom from flooding.





PRP

Further feedback on apartments

'Dark hallway in some apartments'

Loss of the side glazed panel through value engineering at design stage.

'Underfloor heating takes several hours to heat up. Digital thermostat difficult to use, prefer turning a knob. Residents instruction books long and not clear.

Clear and simple instructions on how to use the controls at handover.

PRP Explaining POEs

"the process of obtaining feedback on a building's performance in use"



PRP Explaining POEs

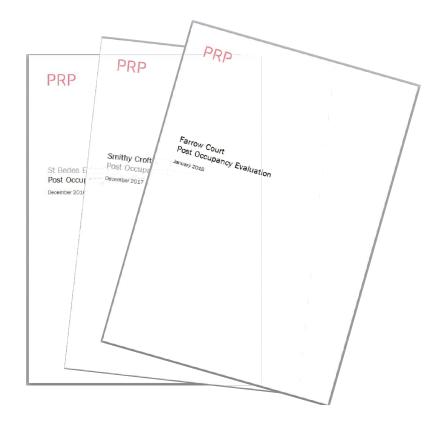
RIBA stage 7

0	RIBA		The RIBA Plan of Work 2013 organises the process of briefing, designing, constructing, maintaining, operating and using building projects. Into a number of key stages. The content of stages may vary or overlap to suit specific project requirements. The RIBA Plan of Work 2013 should be used solely as guidance for the preparation of detailed professional services contracts and building contracts.						
2013	Strategic Definition	1 Preparation and Brief	2 Concept Design	3 Developed Design	4 Technical Design	5 Construction	6 Handover and Close Out	7	
Tasks 🜩 Core Objectives	Identify clients Business Case and Strategic Brief and other core project requirements.	Develop Project Objectives, including Quality Objectives and Project Outcomes, Sustainability Aspirations, Project Budget, other parameters or constraints and develop Initial Project Brief. Undertake Feasibility Studies and review of Site Information.	Prepare Concept Design, including outline proposals for structural design, building services systems, dutine specifications and preliminary Cost Information along with relevant Project Strategies in accordance with Design Programme Agree alterations to brief and issue Final Project Brief.	Prepare Developed Design. including ocordinated and updated proposals for structural design, building services systems. outline apachications. Cost Information and Project Strategies in pacordance with Design Programme	Prepare Technical Design in accordance with Design Responsibility Matrix and Project Strategies to include all architectural, structural and building services information, specialist auborntreator design and specificationa, in accordence with Design Programme.	Offette manufacturing and onsite Construction in accordance with Construction Programme and resolution of Design Queries from site as they arise.	Handover of building and conclusion of Building Contract .	Undertake In Use services in accordance with Schedule of Services.	

PRP Improve Quality through POEs

PRP internally funds the evaluation of 3 projects a year

Part of the learning process



PRP Benefits

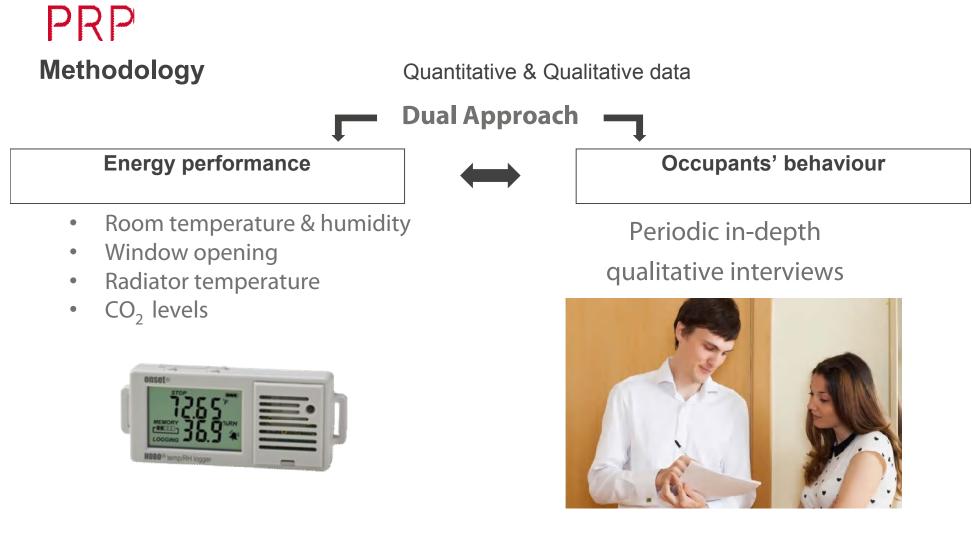
For the **landlords**/building owner:

- Save in operational costs
- Avoid management related issues

For the **occupier**:

- Improve the comfort of their own place
- Understand their dwelling better

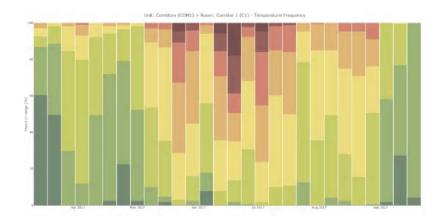


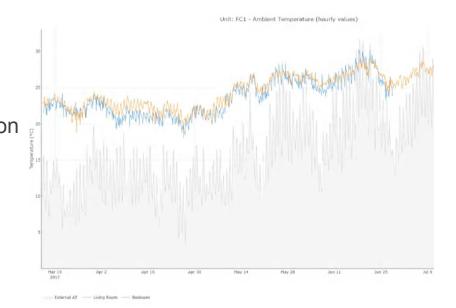


PRP

Methodology

Quantitative data - output -Ambient temperature graphs (internal &external) -Temperature frequency charts -Meter readings to deduce annual energy consumption -CO2 readings for air quality levels -Windows opening patterns

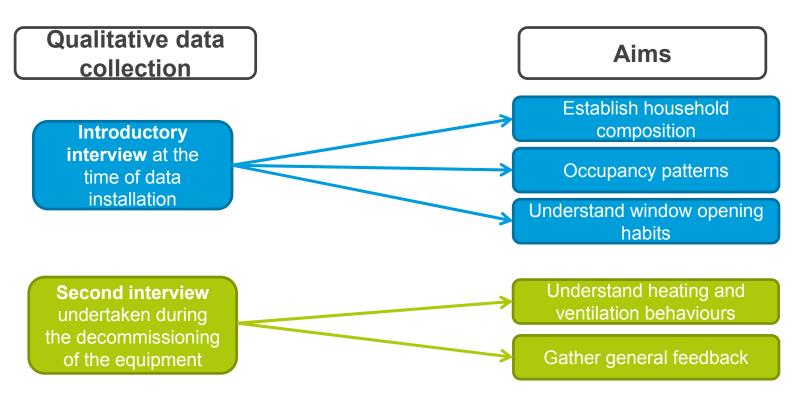




PRP

Methodology

Qualitative data

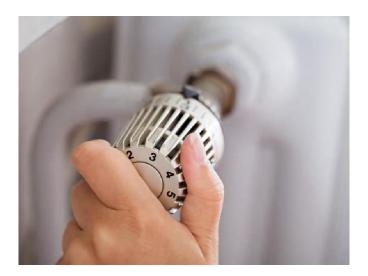


PRP Methodology

Qualitative data



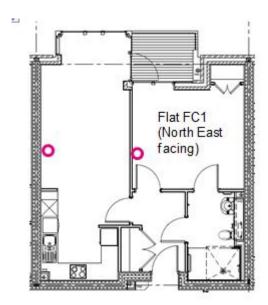
POE - Completing a Virtuous Circle of Learning



PRP

Farrow Court

Monitor equipment location





PRP Farrow Court Monitor equipment location







PRP

Farrow Court - Key Learnings:

-In general residents are not aware of heating and ventilation settings in their apartments

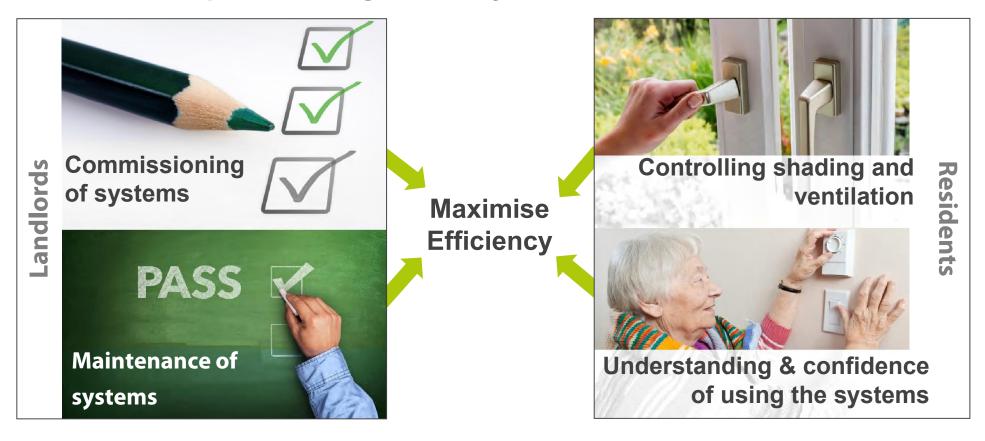
-Temperatures are frequently above 26°C, which could be a health risk

-Some communal areas still experience over heating despite mitigation measures being implemented into the design



PRP

What can help maximising efficiency?





Challenges

-Technology is changing fast and occupants are not up-to-speed -Handover

Saconal adjustr

-Seasonal adjustments



PRP

Next steps...

-Technological education for residents





PRP

Completing a Virtuous Circle of Learning

Post Occupancy Evaluation

Any questions?

