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Completing a Virtuous Circle of Learning

Post Occupancy Evaluation

Farrow Court, Ashford, Kent

Ashford Borough Council

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Housing LIN Annual Conference

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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.



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Plan layout

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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



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User and dementia friendly



Contrast

30 point difference in the LRV



Maximising Daylight



Noise reduction

Soft furnishings and artwork

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Wayfinding



Signage
simple and contrasting



Relevant artwork and feature walls



Personalisation
of apartment entrance

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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



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Measuring their sense of wellbeing

The Survey

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



Votek image

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





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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.'





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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.'*





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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.



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Activity spaces

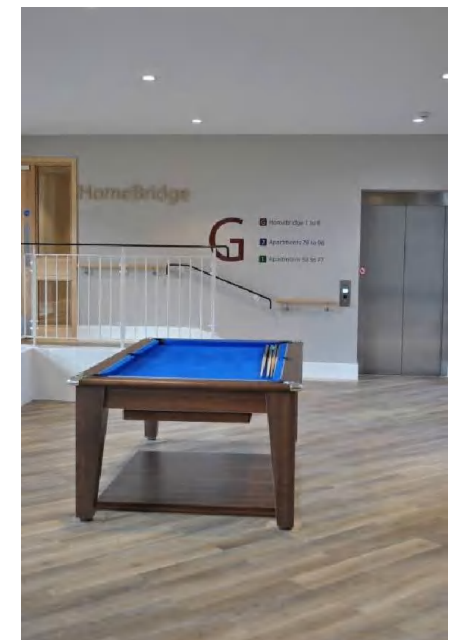
Activity spaces are being populated as residents take ownership and organise events.



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Activity spaces

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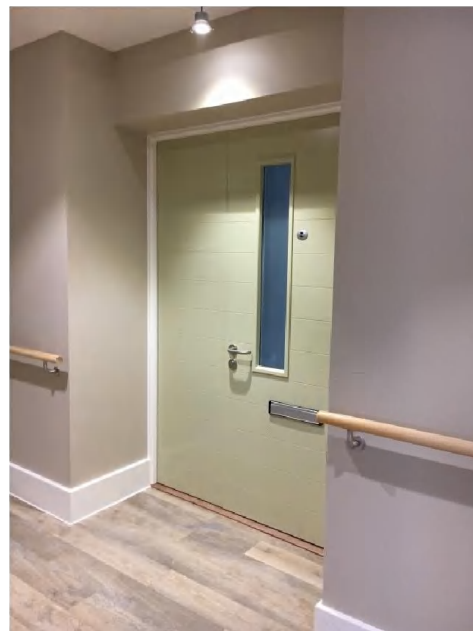
Bathroom

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.



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



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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.

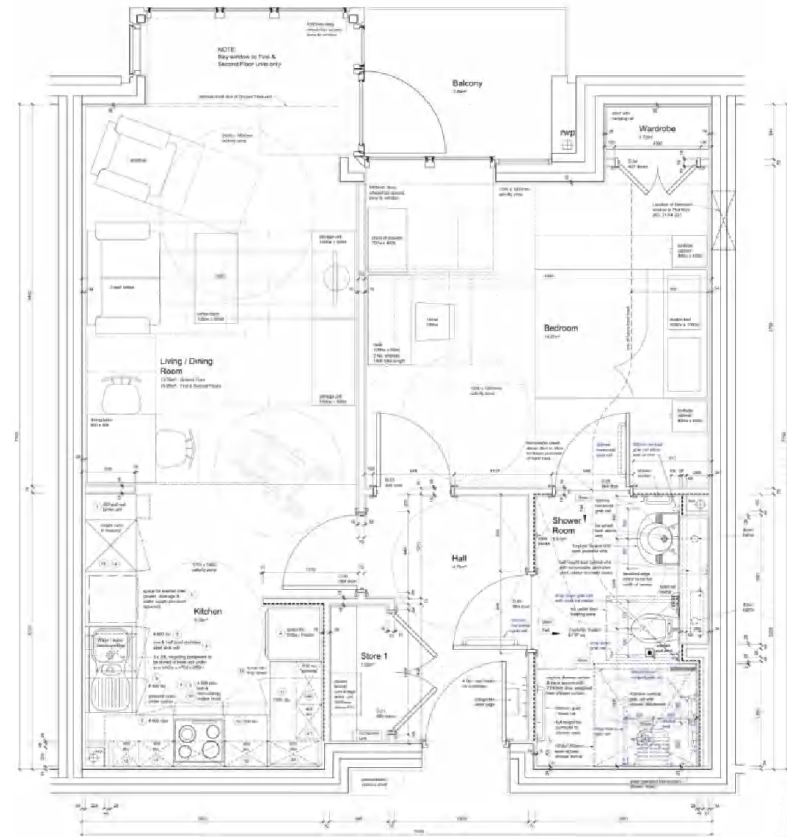


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Independent living apartments

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

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Independent living apartments



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Independent living apartments

kitchen.....

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

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Independent living apartments

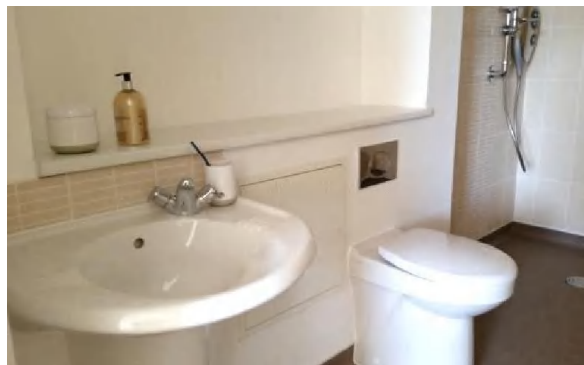


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Bathroom.....

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.



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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.

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Explaining POEs

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



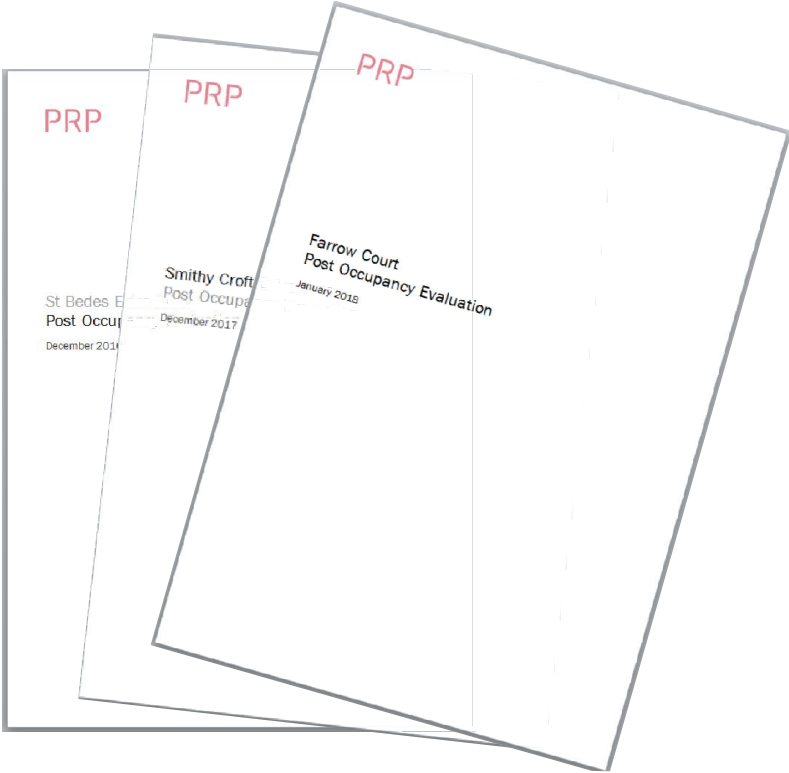
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Improve Quality through POEs

PRP internally funds the evaluation of 3 projects a year

Part of the learning process



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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



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Methodology

Quantitative & Qualitative data

Dual Approach



- Room temperature & humidity
- Window opening
- Radiator temperature
- CO₂ levels



Periodic in-depth
qualitative interviews



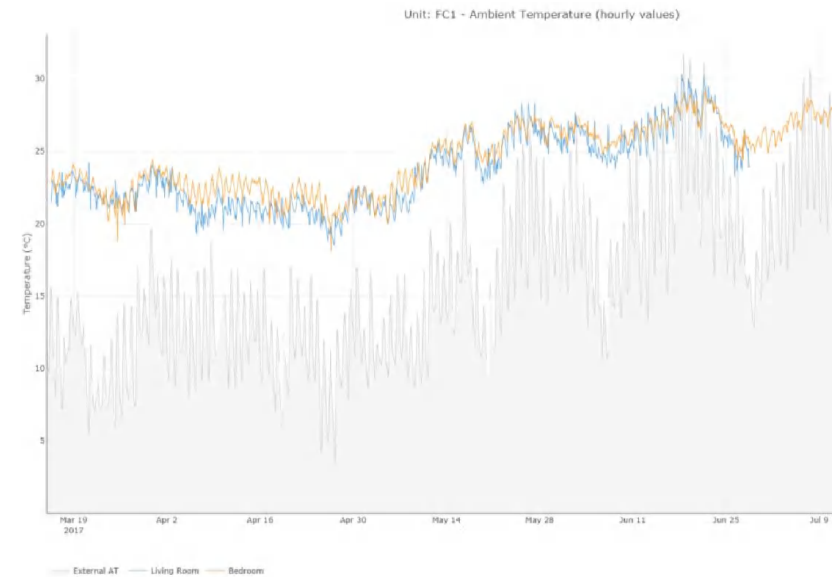
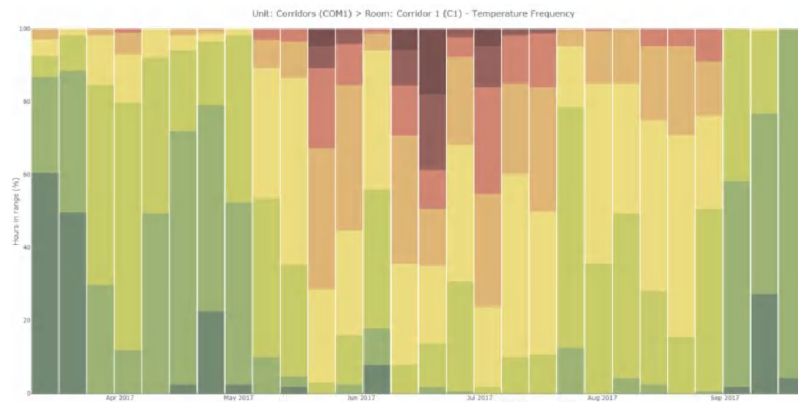
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Methodology

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

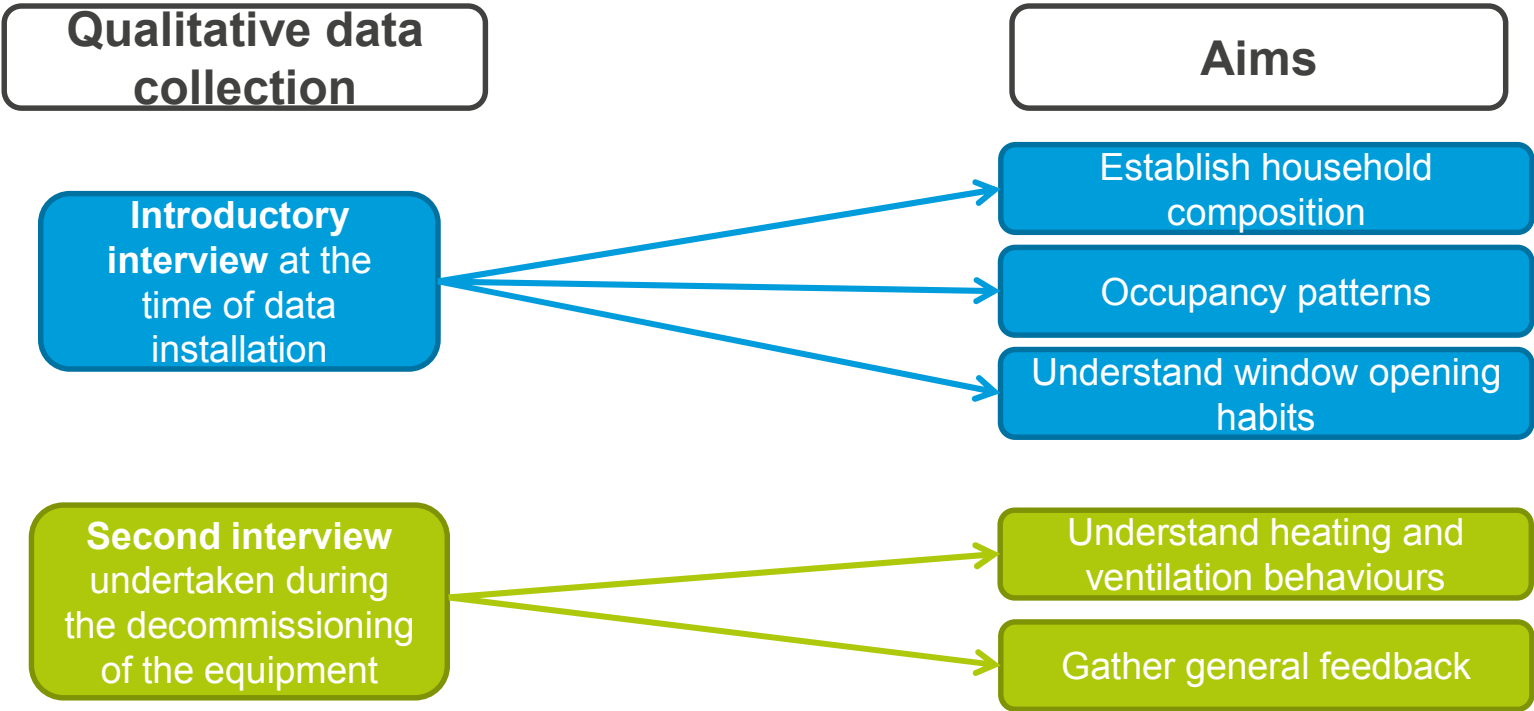
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Methodology

Qualitative data



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Methodology

Qualitative data



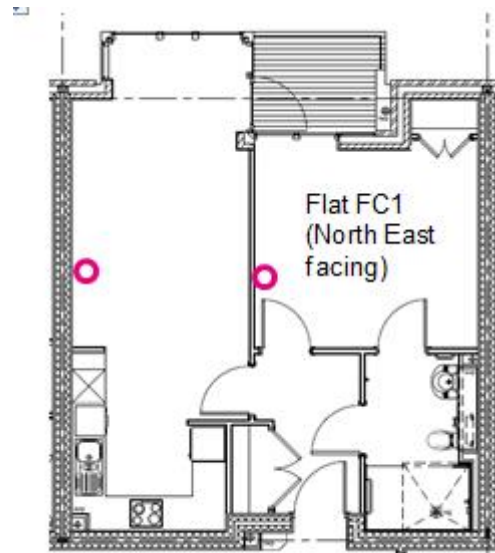
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Farrow Court

Monitor equipment location



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Farrow Court
Monitor equipment location



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Farrow Court

Monitor equipment locatio



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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



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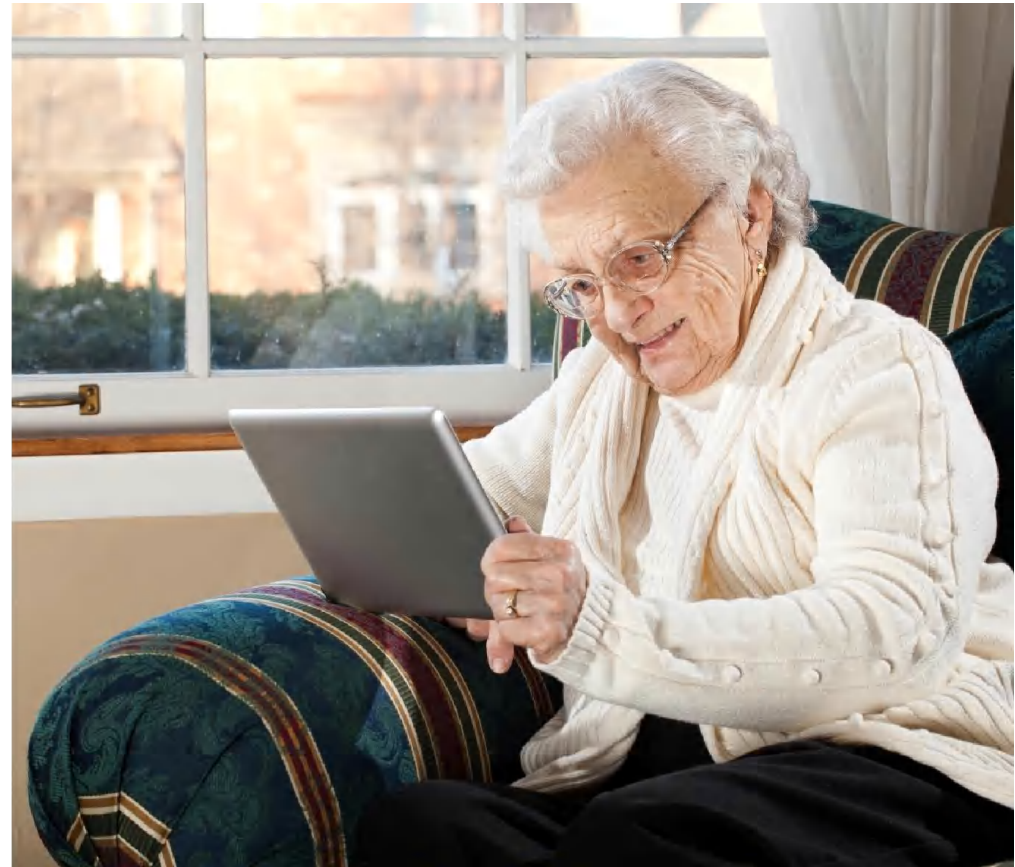
What can help maximising efficiency?



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Challenges

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



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Next steps...

-Technological education for residents



Amberley Training Film 10a.mp4

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Any questions?

