

## Appendices

### Appendices A: Community Insights Quotes

#### Community Insight + Feedback

**'Rebuilding the trust'** - There has been a very slow but noticeable trend of residents beginning to trust WCC Officers based in North Paddington due to our approach of having a consistent presence and prioritising the building and maintaining of relationships, as opposed to extractive engagement. This trust is fragile and can be broken by any officer from WCC so we have been treading very carefully.



**'Too much engagement'** - Following a long period of historic under consultation, our team has been criticised for conducting too much structured engagement in recent months, leading to consultation fatigue amongst North Paddington residents and organisations. A great number community members that have been part of the strategic delivery groups, have sat across a number of the groups and have also contributed to other consultations in the area, so have given a lot of time and effort to our work.

**'Finally, we feel heard'** - A number of residents and organisations have felt that recent structured engagement efforts have finally allowed for them to have their voices heard after a long time of feeling neglected and abandoned.

**'Make the engagement more inclusive'** - We have received feedback that our engagement via the strategic delivery groups hasn't been as inclusive as it should have been due to the timing of the sessions. The majority of sessions were hosted, either virtually or in venues across North Paddington, during working hours. Residents have rightly questioned this decision as it only allows for a small proportion of the community to participate.

