

# Lancaster West Estate Refurbishment

## Respite Proposals

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### Summary

This document outlines the need for respite options to residents of Lancaster West Estate (LWE) during the refurbishment.

It will also identify the challenges of trying to meet the diversity of needs, and the gaps in service provisions locally.

The refurbishment programme is already well under way with 46 void properties having been refurbished. This has created noise disturbance for some, and requests have been made to the Lancaster West Neighbourhood Team (LWNT) for respite and support whilst works are carried out. For example, requesting temporary accommodation, or access to other respite facilities.

The scale of noise and disruption to a community in recovery should not be underestimated. LWNT will look to minimise disruption, wherever possible, and signpost residents to local services and provide support, costs and resources permitting.

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### Context

The refurbishment of Lancaster West Estate is taking place in the context of widespread trauma, anxiety and underlying stress.

Residents have raised concerns around noise and disturbance where works have been undertaken in their homes or neighbouring properties.

The provision of additional respite facilities, in addition to what is available locally, will have cost implications, which will have to be funded, therefore a range of solutions and options are needed to ensure best value.

Currently, all costs for additional respite facilities would need to be met from the £57.9m funding for refurbishment.

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### Scope of impacts

There will be three types of disruption throughout the refurbishment:

- 1. Disruption and noise within the home.**
- 2. Noise and disruption from adjacent properties and blocks as a whole**
- 3. Disruption of block services** (e.g. door entry or heating not functioning whilst it is being replaced)

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### Benefits of interventions

- Providing respite will make the refurbishment programme a more positive experience for residents
  - Providing respite will help address residents' health and wellbeing needs by reducing stress and anxiety
  - Providing respite may make residents more engaged with the refurbishment programme
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- Providing respite may increase residents trust and confidence in LWNT and the Council
  - Providing respite will demonstrate the needs of residents have been listened to and acted upon
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### Costs of impact

- Not providing any respite support may have a negative impact on some residents' health and wellbeing needs
  - Not providing any respite support may risk organisational reputation damage to both LWNT and the Council
  - Not providing any respite may result in some residents disengaging and possibly delaying the programme
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### Opportunities

- An agreement could be drawn to ensure noisy works only take place between set hours of the day, with no noisy work carried out over the weekend or evenings
  - Residents could be signposted to community centres in the area
  - Residents could use the communal areas of Baseline Studios which has been equipped with seating, heating and Wi-Fi facilities
  - Residents could use a dedicated unit in Baseline Studios for welfare and IT facilities
  - Residents could use a vacant, refurbished property, for welfare and respite, on a temporary basis or move permanently.
  - Residents could use a vacant, refurbished properties, for alternative accommodation (decant), whilst work is carried out in their home
  - Additional accommodation could be sourced (needs assessed), to provide temporary accommodation whilst work is carried out in their home
  - Additional resources could be sourced (needs assessed) to provide support or solutions to people who work from home or night shift workers who sleep during the day
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### Evidence base

- LWNT have begun to service map local resources and provision
  - LWNT have been in dialogue with Lancaster West Residents Association (LWRA)
  - LWNT have been in direct contact with some residents who have expressed concerns regarding the need for respite during the refurbishment programme
  - LWNT have had direct feedback from residents expressing the need and desire for respite provisions to be made available during noisy works
  - LWNT have received over 20 informal complaints with regards to noise occurring.
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- LWNT have also received informal complaints from residents who are experiencing in-situ works, and have asked for be moved elsewhere whilst the works take place.
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### Local resources as respite options

- **Bay 20** – A community resource, free to use, where residents can access refreshments and socialise. Rooms are available for rent. Community groups also use this space
  - **Kensington Library** – A community space, free to use, where residents can access quiet spaces and learning materials. Group activities also take place here.
  - **Kensington Leisure Centre** – A community space offering a range of health, fitness and welling activities (charges vary). There is a café for refreshments. Community groups also access this space.
  - **Westway Sports and Leisure Centre** – A community space offering a range of health and fitness activities (charges vary). There is a café for refreshments. They have also have outdoor sports pitches (for hire).
  - **Curve Community Centre** – A community space, free to use, where residents can access refreshments, socialise and participate in a range of activities. Health and wellbeing resources can be accessed from here and they offer a creche facility (visitors must remain in the centre). The centre has its own kitchen.
  - **Lancaster West Estate Community Centre** – A community space, free to use on LWE, where residents can access refreshments and socialise. Community groups also use this space which residents can participate in. The centre has a small kitchen.
  - **North Kensington Resource Centre** – A community space, free to use on LWE, where residents can access refreshments and socialise. Community groups also use this space which residents can participate in. The centre has its own kitchen
  - **Al Manaar – Muslim Cultural Heritage Centre** – A community space, free to access offering a range of health and wellbeing activities. Community and group based activities are offered here. Also, home to the Hubb Community Kitchen. A place of worship.
  - **Dale Youth Boxing Club** – A community resource with space for hire. Also offers boxing classes/sessions.
  - **Harrow Club** – A community resource with space for hire. Has its own kitchen and provides youth services.
  - **Rugby Portobello** – A community resource with space for hire. Has its own kitchen and provides youth services.
  - **Clement James Centre** – A community resource running classes and group activities (fees may apply). Has its own garden area.
  - **Notting Hill Methodist Church** – A community resource running classes and some group activities (fees may apply). Has its own kitchen and room hire availability. A place of worship.
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- **Latymer Christian Centre** – A community resource running classes and some group activities (fees may apply). Room hire availability. A place of worship.
  - **Maxilla Hall Social Club** – A community resource. A space for hire and to socialise.
  - **Sobus – Freston Road Hub** – A shared office space for enterprises, charities and social business. Workspaces. Kitchen and breakout areas for networking and lunches. Wheelchair accessible. Photocopying and printing available.
  - **The Phoenix Brewery W10** – Unit spaces for hire/rent.
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### Key themes requiring respite

- **Work/study**
  - **Rest/sleep** – including for shift workers or those who work nights
  - **Socialise**
  - **Alternative amenity (e.g. kitchens and bathrooms)**
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### Gaps identified and opportunities

Specific needs which have been identified include:

- There is a lack of **local childcare/creche provisions**. This presents a challenge for families with young children not in an educational or care provision.
- There are limited resources for **people who work from home**, where the refurbishment programme may be too disruptive and noisy for them.
- **Those with mobility issues** may have difficulties accessing some of the respite resources.
- **Those with health issues may find the process of moving to alternative accommodation, then moving back home again once works are completed, too disruptive and stressful.**
- There is a lack of resources for **shift workers**, who need to rest or sleep during the day. Refurbishment across the estate may find it hard to find quiet homes for them to occupy.
- **Overcrowded households**, in particular, may find identifying suitable accommodation challenging
- **Around 500 children (under 18)** live on the estate

The refurbishment programme presents an opportunity to forge new relationships and partnerships and for creative and flexible solutions, for example:

- Paying for activities at Kensington Leisure Centre or Westway Sports Centre to engage residents during the day
  - Provision of equipment such a noise cancelling headphones might be appropriate for some
  - Importing items such a sleep pods could be an alternative solution.
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- Day trips or short holiday breaks might be an option for some families during particularly noisy/disruptive work
  - Providing transportation to escort residents from their home to the respite provision or activity might be an option for some.
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### Next steps

Further research is needed to determine the level of need for respite across LWE and the types of options most needed. This will help to better meet the needs of the residents and maximise any financial output.

However, the following are actions identified which will help to mitigate some of the challenges above:

- **Map and promote existing offers at community centres in the area on a monthly basis.**
  - **Launch Lancaster West Tea Garden, and promote other community gardens, to provide respite during warmer months.**
  - **Enable use of guest Wi-Fi for front of Baseline Studios.**
  - **Pilot welfare facilities** for use by residents during the hours of work, for example at NKRC, KLC or decant properties.
  - **Use a rolling stock of decant flats for temporary or permanent use, for those who require them and cannot stay at their home.**
  - **Ensure noisy works only takes place between agreed hours, or with the agreement of neighbours in extreme circumstances.**
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