

Lancaster West Estate Refurbishment

Book of Ideas

Residents' Participation



Foreword

Further information:

Website: www.lancwestrefurb.com

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

Freephone: 0800 644 6040 (free from landlines)

Office: 020 8536 1436

Email: lancasterwest@newmanfrancis.org

A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: LancasterWestOffice@rbkc.gov.uk

Or visit them at Unit 2, Baseline Studios,
Whitchurch Road.

“These books are the next steps in our work with architects and the Council to design the future of the Estate. This work will give us a major voice on the future of our homes.

After the tragedy of last June, this is a fundamental step for residents to begin the process of rebuilding their lives.

Many of our residents attended the consultation events and we are clear on the need for positive change.

The LWRA is working to ensure that the Council lives up to its promises. We will continue to make sure they listen to residents to fulfil their promise to make this a model estate for the 21st Century.

Most importantly, we will secure our rights to improved living conditions and putting the ideas in these books into practice.

We will be approaching Central and Local Government to support us to achieve our aims and secure their support for the refurbishment of the estate.”

Lancaster West Residents' Association

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Summary

The Residents' Participation Book summarises the first stage of resident engagement that has taken place on the Lancaster West Estate.

Engagement Process

Formal engagement on the refurbishment of Lancaster West Estate took place between January and March 2018. During this time there have been over 63 engagement events and activities that have involved residents and other stakeholders in a variety of ways:

- **30 visits by the design team**
Local residents guided the design team around the estate and wider neighbourhood describing areas of concern, celebrated assets, relevant precedents and general thoughts and ideas. Subsequent visits involved access to many residents' homes across the estate and allowed appraisals to be carried out. These discussions and appraisals have been collated and analysed by the design team.
- **Door to door engagement**
Every household on the estate has been visited at least three times by the door-knocking team to talk to residents about what changes they would like to see, inform them about the upcoming Ideas Day or other engagement events and to carry out a home survey.
- **2 Lancaster West Ideas Days**
Two drop-in exhibitions have been held in January and March 2018 where residents from across the estate had the opportunity to have their say and bring ideas for improvements to their homes, buildings and neighbourhood.

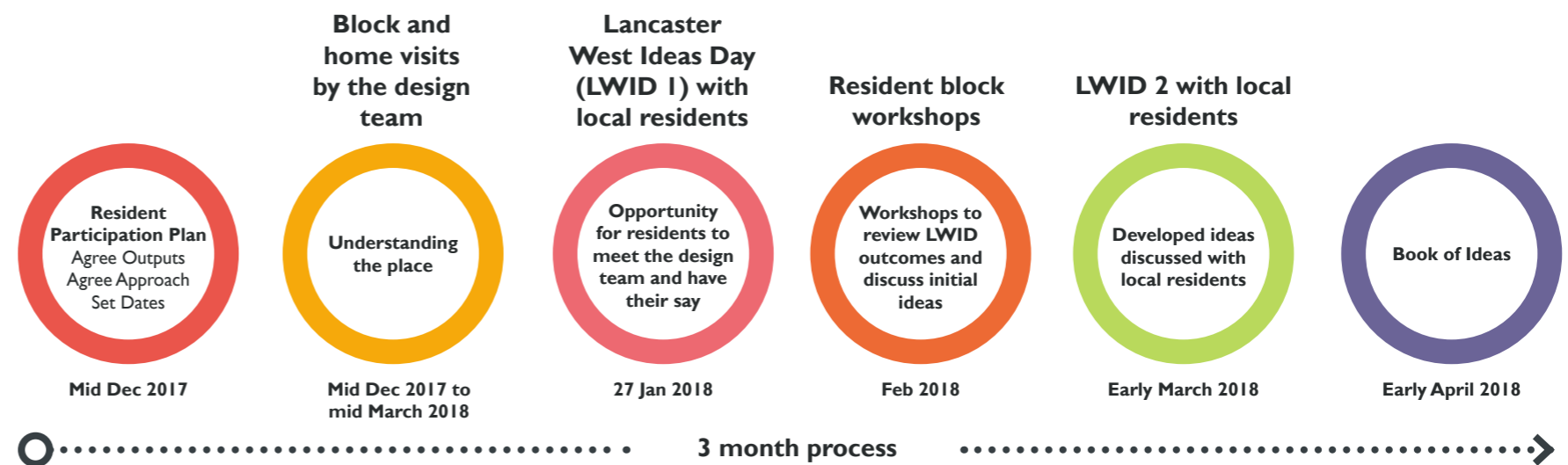
Lancaster West Ideas Day 1
Attendance: over 300 residents
Comments:
Feedback forms:

Lancaster West Ideas Day 2
Attendance: over 170 residents
Comments:
Feedback forms:

- **6 Drop-in sessions**
Drop-in sessions at Baseline Studios provided the opportunity for residents who were unable to attend the Ideas Day event to meet and talk to the design team.
Date: Every Monday (commencing 30 January and throughout February)
Time: 12pm to 2pm
- **10 Block workshops**
Workshops were held for each block throughout February 2018 where residents could meet with the design team to voice their views, concerns and ideas. The block workshops focused on local issues and concerns and provided the opportunity to test the emerging early ideas.
- **14 Block focus sessions**
Focus sessions for each block were scheduled for residents throughout the day at the second Ideas Day. Residents were introduced for the first time to the Book of Ideas for their block, were informed of their purpose and how they would be used in the next stage.

- **Making sure everyone can get involved**
Meetings have been carried out with local community hubs to ensure that young people and the hard to reach can be engaged in the engagement process in a way they feel comfortable.

A workshop was arranged at the second drop-in exhibition, which provided young people with the opportunity to meet the design team, and to speak to them about their homes, blocks, and the playgrounds and open spaces around the estate.
- Lancaster West Residents' Association**
➤ Attendance at the Residents' Association meetings to ensure the engagement process is resident-led, raise awareness of the engagement process and to allow the residents to collaborate in arranging events.
- www.lancwestrefurb.com**
➤ The website provides information on the refurbishment and can be used to follow the engagement process, view the exhibition material, find instructions to provide feedback and download this and future reports.



Summary

Key Themes

The initial findings have created valuable insights and provide a positive starting point for future engagement. There was good participation from across the estate and feedback was received from residents in the majority of the blocks. However, there were areas of low turnout, and additional engagement through face to face conversations will be required for residents of Verity Close, Camborne Mews and Camelford Court during the next stage. The key themes to emerge at this stage are summarised below.

Flat layouts

Many homes could be better laid out. Issues include poor accessibility and lack of adequate storage space.

Ventilation and insulation

Ongoing problems to do with poor ventilation and insulation needs to be addressed. The causes mostly relate to poor heating and cooling systems within the home and the poor condition of existing windows.

Maintenance and management

Concerns were raised around the generally poor maintenance and management of the Lancaster West Estate. Issues included poor and infrequent maintenance of their homes and buildings (e.g. lifts, gutters and lighting) and poor management across the wider estate (e.g. rubbish collection and pest control).

Safety and security

Security and safety concerns are an estate wide issue. Concerns include high levels of anti-social behaviour and a lack of security measures across the estate (e.g. CCTV).

Green and open space

Residents generally agreed there is a lack of green and open space throughout the estate. They also acknowledged the estate suffered from a lack of play spaces. Creating new green spaces received a mixed response, with some residents supporting the idea and others voicing reservation over the impact this would have on safety and privacy.

Resident parking

Residents supported better parking enforcement to protect resident parking spaces from use by non-residents. Residents also noted there was a need for additional spaces for visitors.

Rents and service charges

Leaseholders require clarification on whether rents and service charges would increase as a result of the refurbishment works.

Refurbishment works

Some residents expressed concern that leaseholders may try to limit the extent of the refurbishment works if they felt they would have to pay for the improvements. Further clarification and information was requested about when the refurbishment works would start and how long it would take to complete. Clarification was also requested about how the improvements would be funded.

Recommendations

The resident participation process greatly informed the development of the Book of Ideas for the Lancaster West Estate. It has laid strong foundations for ongoing engagement over the next stage and areas to focus on should include:

- ▶ A commitment to visit every resident in their home during the next stage
- ▶ Making sure the whole resident community has the chance to get involved including young people, the elderly and communities with English as an additional language.
- ▶ Special focus groups for tenants, leaseholders and freeholders
- ▶ Developing the Cluster Groups into a forum where residents can be involved in prioritising the work to their homes and work with architects on the design of their blocks
- ▶ Setting up a Residents Steering Group where all blocks are represented to steer and oversee the refurbishment programme. Consider options to improve the current and future management of the Lancaster West estate
- ▶ Using informal community events like fun days and block events to build on resident participation and involvement
- ▶ Accessible pop-up events, mini display walls and drop-in sessions on the estate for residents
- ▶ Visits to successful refurbishment projects with similar issues to Lancaster West Estate.
- ▶ Building trust and making sure important information about the refurbishment works are heard and understood
- ▶ Developing a clear set of standards that set out what residents can expect when they contact the Council



Lancaster West Estate Refurbishment

Introduction



Purpose of the book

This book provides a record of the residents' participation, engagement process and findings carried out between January and March 2018.

This book should be read alongside the Book of Ideas produced for the Lancaster West Estate. The collection of books illustrates in detail the concerns raised by residents during the engagement process, possible refurbishment ideas and the initial residents' responses to these ideas.



Ideas Day - January 2018

People and Place

Project Background

Following the Grenfell Tower tragedy in June 2017, there was clear recognition of the need to make real improvements around the estate and the need to have the residents lead the process. Both local and central Government have committed funding to support an ambitious and resident-led refurbishment of the estate.

Kensington and Chelsea Council is working in partnership with local residents to ensure these improvements reflect the needs of the community. They are supported by the Ministry of Housing, Communities and Local Government (MHCLG) to 'co-design' the renewal of the estate. This means that the Council will work with residents and be guided by them in designs for the refurbishment.

During the next stage residents will work with the council to select the designers to take the refurbishment forward. Residents will remain at the heart of the design and delivery process.

Local Area

Lancaster West Estate is located in the Notting Dale ward in North Kensington and has one of the largest concentration of social housing in the borough. The estate is home to over 1,000 households, which were built in the mid 1970s, and continues to have a strong and vibrant sense of community spirit.

Key Statistics

- Notting Dale has a population density of 157.1 people per hectare, compared to 130.8 in Kensington and Chelsea and 52.0 people per hectare in London.
- Notting Dale contains a large number of high rise residential blocks but also a high number of open spaces which explains its population density.
- Flats account for 87.5% of all household spaces compared to 83.1% in the borough and 52.2% in London.
- Only 6.9% of households are owner occupied compared to 36.6% in the borough.

Key stakeholders that have been involved during this stage of engagement include:

- Al Manaar Cultural Heritage Centre
- Community Film CIC
- The ClementJames Centre
- Dale Youth Boxing Club
- Grenfell Nursery
- Grenfell United
- Hamid Fish Fods
- Harrow Club
- Kensington Aldridge Academy
- Kensington Leisure Centre
- Lancaster West Residents' Association
- Latymer Community Church
- Notting Hill Methodist Church
- Rugby Portobello Trust
- St Michael's Youth Hostel

Engagement Plan

Aims

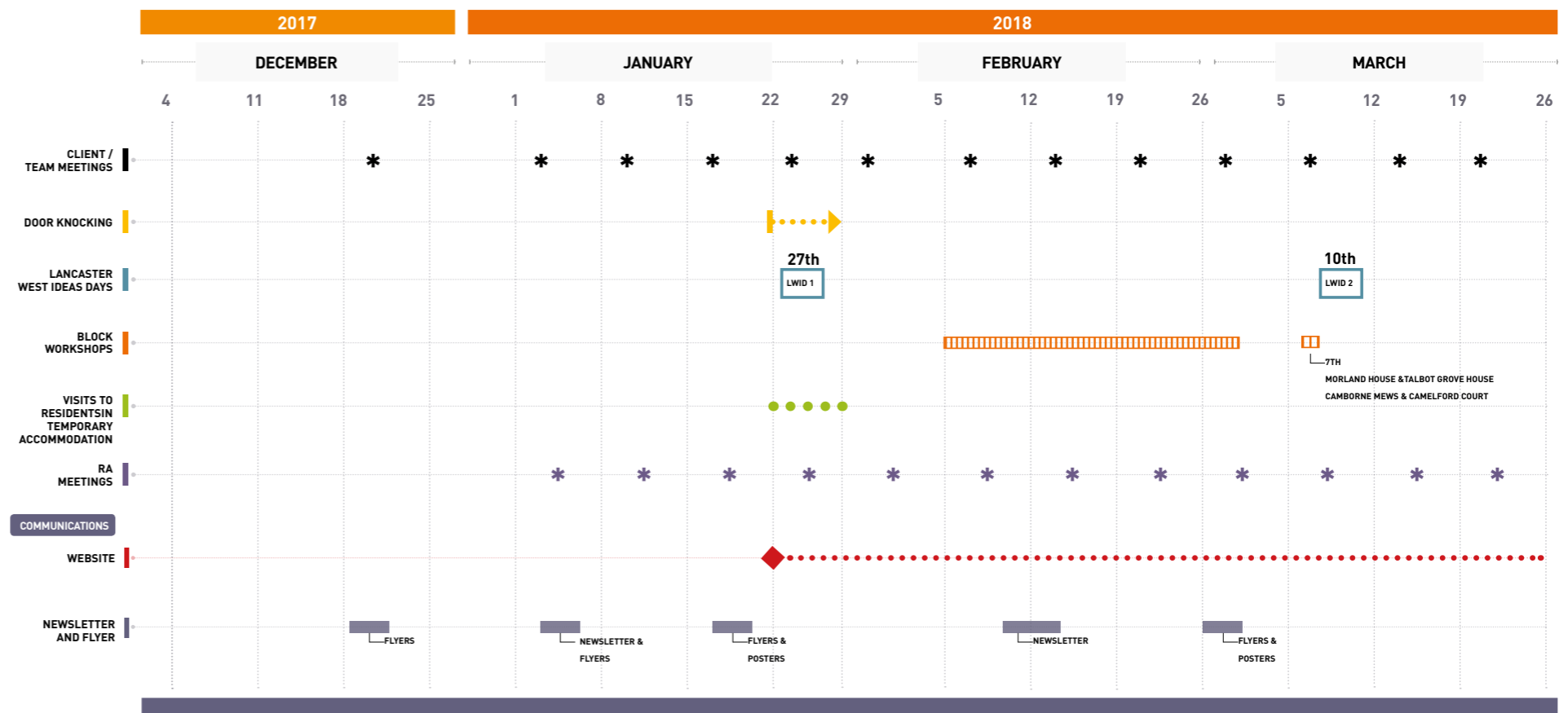
The aims of the engagement are to:

- Raise awareness of the refurbishment
- Engage residents and other stakeholders in shaping the future of the Lancaster West Estate
- Understand and document the aspirations, levels of support and areas of concern of the local community
- Identify design ideas and early projects that will improve the quality of life for residents
- Collaborate and involve local residents in the engagement process and design development of Lancaster West Estate
- Be inclusive and engage all sections of the community

Residents' Participation - 'Ideas' Stage

A four-step process of engagement was used for the 'ideas' stage starting from understanding the place through to developing design ideas and identifying early projects. The process was developed in collaboration with the residents' association, design team, council and central government. The four steps were:

1. Developing the resident engagement plan and raising awareness
2. Understanding the estate and wider neighbourhood through visits and door to door engagement by the team
3. Arranging two Lancaster West Ideas Days for residents to have their say, and to voice their needs, concerns and ideas
4. Holding block workshops for residents to review the feedback from the first Ideas Day and to discuss the initial ideas and early projects



Engagement Program - December 2017 to March 2018

Engagement Plan

Raising Awareness

Raising awareness of the refurbishment plans and process is essential for successful engagement and good representation. To achieve this a variety of different media needs was used to ensure exposure and engagement to all sections of the resident community.

For all exhibitions and workshops, the following were used:

- Door to door engagement with all homes on the estate
- Posters displayed in key places within the buildings and wider estate
- Newsletters
- Flyers and calling cards distributed to homes and other stakeholders on the estate
- Text messaging and other social media (including Twitter)

Raising awareness has also been carried out by attending meetings of the Residents' Association. Committee members were asked to communicate information about upcoming events to their networks.

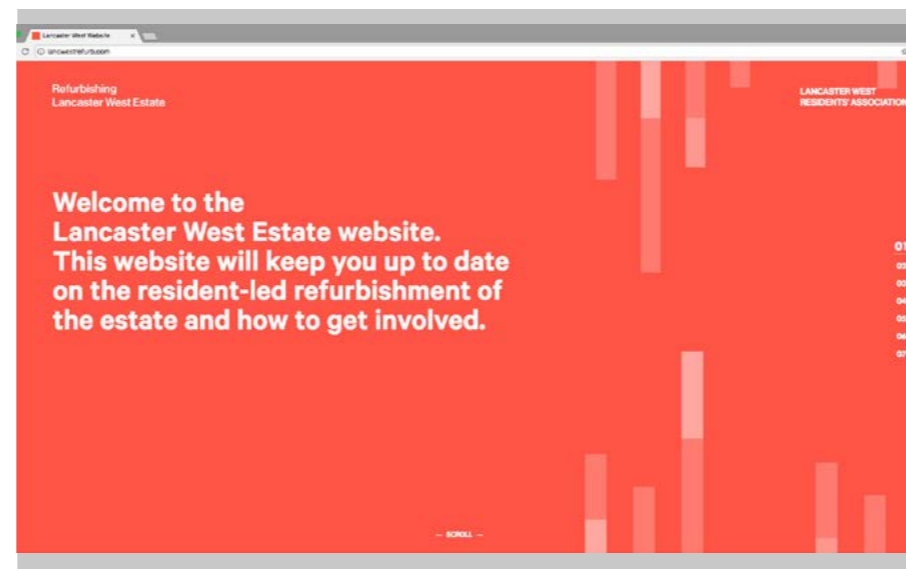


Calling card used for the door knocking event - January 2018

Website

The 'Refurbishing Lancaster West Estate' website was launched at the end of January 2018 before the first Lancaster West Ideas Day. The website provides public access to all the information and documents of the ongoing engagement. It also announces events and provides updates on the engagement.

The site can be found at: www.lancwestrefurb.com

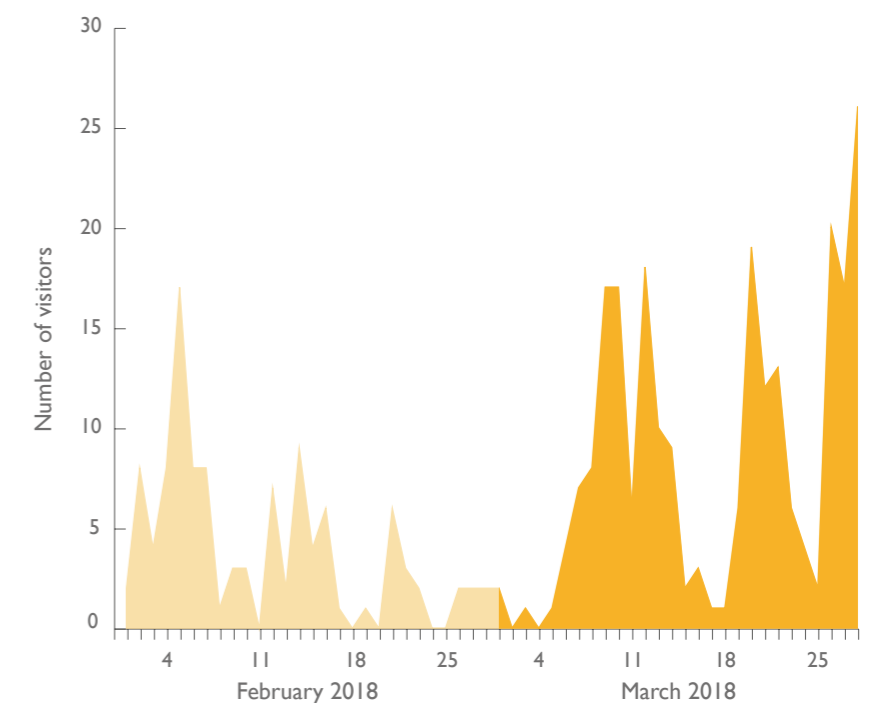
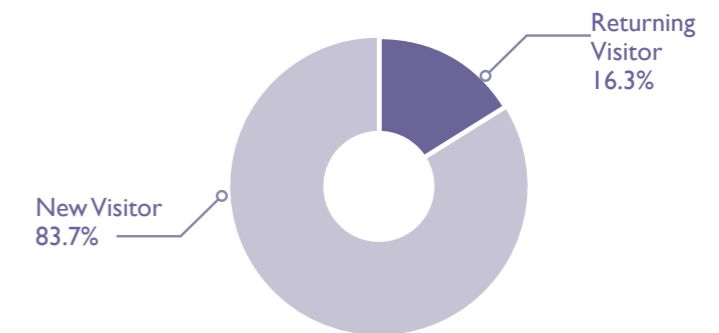


Screen shot of homepage

Lancaster West website analysis

Since the website has been live there have been 300 visitors to the site, of these 84% have been new visitors and 16% have been return visitors. The vast majority have been from the London area.

Since the beginning of March 2018 there have been three peaks where visitor numbers have been at their highest. These include dates just prior to and following the second Ideas Day.



Engagement Plan

Events

Different engagement events are required to understand the local area, engage different sections of the local community, discuss the proposals in more detail and gather information.

● Door to door engagement

NewmanFrancis (the Independent Advisers) and the door-knocking team visited every home on the estate to talk to residents about what changes they would like to see, inform them about the upcoming Ideas Day events and to carry out a home survey.

Calling cards were left for residents not at home and for those who found it inconvenient to carry out the survey at that time. The calling cards provided residents with information about the Ideas Day events, contact details to arrange a visit or phone call from the team at a convenient time and a link to complete the survey online.

Residents were door-knocked twice before the first Ideas Day and on a further occasion before the second Ideas Day. The team spoke to 372 residents on their doorstep and completed 172 surveys. A further 32 surveys were completed at events and through visits to hotels and other temporary accommodation.

● One-to-One meetings

Residents were provided with the opportunity to meet with NewmanFrancis the independent residents adviser on a one-to-one basis to discuss their issues and any concerns. Three meetings were recorded and the key themes were:

- Ensure basic repairs and maintenance issues are carried out and completed
- Address existing problems in connection to heating, windows and water pressure
- Brighten up the communal areas

● Ideas Day Events

Two drop-in exhibitions have been held during the engagement process. These events were held at the Kensington Leisure Centre and supported by the Lancaster West Residents' Association, Fluid and NewmanFrancis. The exhibitions were held on 27 January and 10 March 2018.

The central location of the leisure centre makes it easily accessible to the local community as well as highlighting the theme of community health and wellbeing.

Members of the team were on hand to guide people through the exhibition and answer questions. Attendance at the event was recorded by people signing in on entering the centre.

The primary engagement tool at the drop-in exhibitions were **A0 exhibition** boards. The boards provided information and identified key issues in buildings and the wider estate. A number of prompts were used to start conversation with residents, including post-it notes which residents could write on and stick on the boards.

Feedback forms were another engagement tool available at the exhibitions and were collected throughout the day. The forms were used to gather feedback from residents regarding their concerns and suggestions on the Refurbishment of Lancaster West Estate.

A detailed physical model of the Lancaster West Estate and the wider area helped to engage residents further with the design teams. The model helped residents to visualise the context of the proposed refurbishment and the scope of the refurbishment.

Engagement Plan

- **Drop-in Exhibitions**

Four films were screened over the two Ideas Days. Three were screened in January and a fourth was screened at the 10 March drop-in exhibition.

During the first Ideas Day a short film produced by Murray John Architects describing the history of the estate and wider area was screened. A second film was screened which included a series of interviews with local residents, collating their concerns. The film was produced by Community Film CIC in partnership with the Lancaster West Residents' Association. A third film was screened at the first Ideas Day where Nicholas Hurd, MP for Ruislip, Northwood and Pinner discussed central Government's support for the refurbishment works. At the second Ideas Day a film focusing on the collaboration between residents and architects was screened. The film also described the design process.

At both Ideas Days the Leisure Centre offered free and discounted classes. The Grenfell nursery ran a crèche all day for younger children and interactive activities were available for all other children. Food and drinks were available to all residents throughout the day at both exhibitions.



Ideas Day - January 2018

- **Visits by the Design Team
January 2017 to March 2017**

The design team have carried out many visits to Lancaster West Estate between December 2017 to March 2018. The design team initially met with residents and members of the Residents' Association to view both the internal and external common areas and the open spaces.

Following the first Ideas Day event a number of residents offered to meet with the design team, and further visits were arranged to view their homes and to carry out initial assessments of their condition.

During this period over 30 home visits have been arranged and completed by the design team across the whole estate. Exceptions include visits to any of the homes in Talbot Walk and Lower Clarendon Walk. However, many residents from these buildings attended the block meetings and the Ideas Days to discuss their issues and concerns.

- **Block Workshops**

Block workshops were arranged after the first drop-in exhibition to focus on local issues and concerns, and to test the emerging early ideas. The block workshops also provided residents who had not been involved so far with the opportunity to have their say and hear what others had said so far.

Residents were informed of the importance for each block to have its own group or sub-committee, and a block representative, to steer the process during the next stage. A database was put together of residents who registered interest to be involved in future events.

Engagement Plan

● Focus Sessions

Focus sessions were organised for every building on the estate at the second Ideas Day event on 10 March 2018. The sessions were held throughout the day with two sessions arranged for each building to give residents the chance to attend at their convenience.

The aim of these sessions was to introduce residents for the first time to the draft Book of Ideas for their building. The design team explained the purpose of the books and welcomed feedback from residents. Residents heard that the Book of Ideas are:

- A record of ideas and issues that emerged from the engagement with residents
- A record of the resident engagement process that has taken place e.g. the events, block meetings and individual sessions
- Nothing is agreed. Some of the ideas received both positive and negative comment and this will have to be resolved at the next stage.
- The book will form a brief for the next stage of the project where the ideas will be developed and costed. Residents will make choices based on what is affordable and therefore other ideas may well emerge.
- Residents will be asked to be part of the process of selecting architects for the next stage of the process
- Residents will remain in control of the process

➤ Being inclusive and making sure everyone can get involved

It is important that all residents and stakeholders have an opportunity to engage and be heard in the refurbishment process. All residents currently staying in temporary accommodation have been visited by the team during the door knocking engagement to inform them about the refurbishment, listen to their concerns and to let them know how they can be involved.

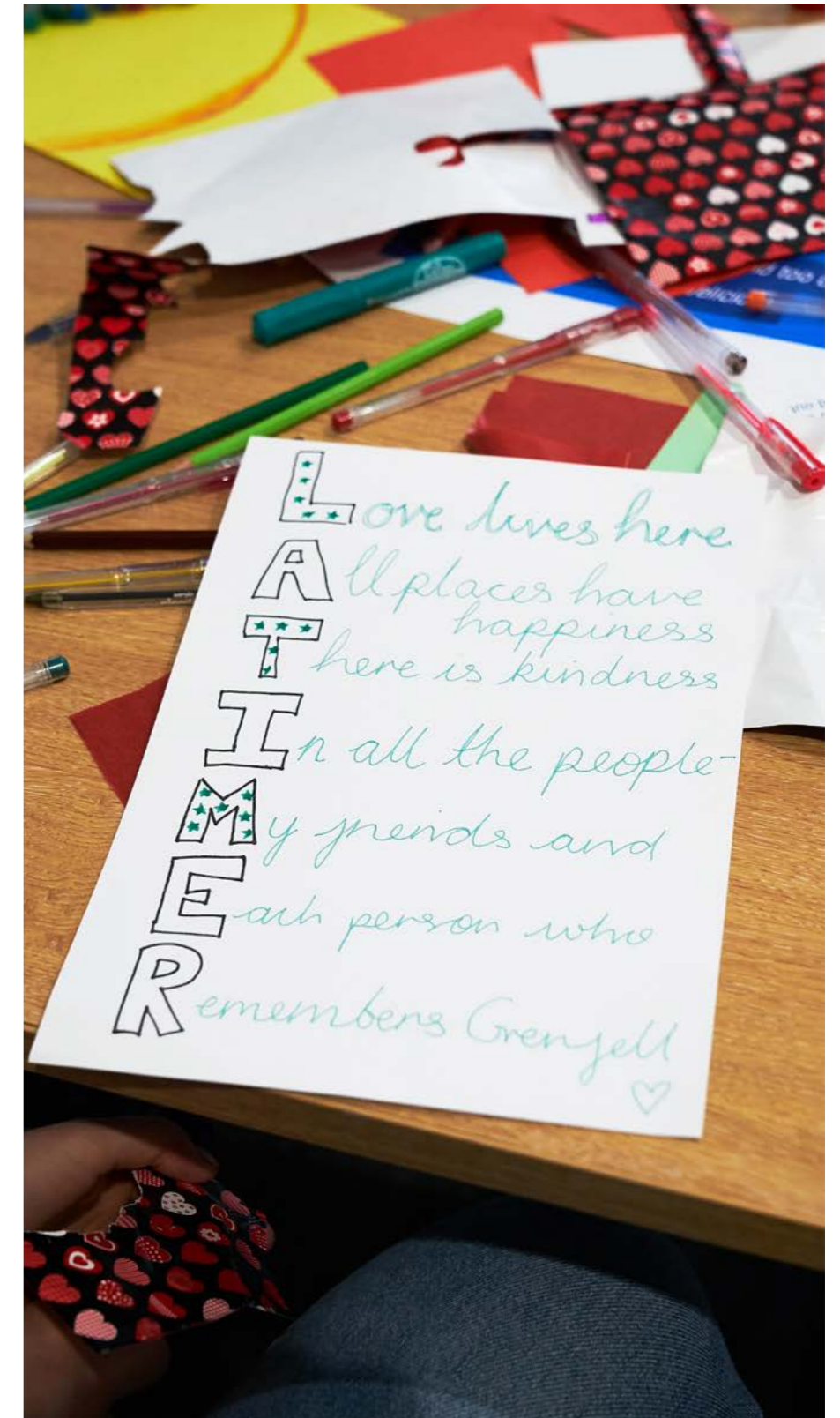
In addition, collaboration has taken place with specialist groups and agencies to help us engage with residents who are less often heard. The Residents' Association and Clement James Centre have been valuable partners in helping to start the process of delivering engagement with young people, older people, vulnerable people and those who speak English as an additional language.

● Youth Engagement

To make sure that the process is as inclusive as possible, a workshop focusing on young people was arranged for the second Ideas Day.

The workshop provided the opportunity for young people to meet with the design team, and to speak to them about the playgrounds and open spaces around the estate.

Additionally, a drop-in art session for the under 8's was run by staff from The Clement James Centre throughout the day. Children were asked to get creative and make montages of their ideal play space.



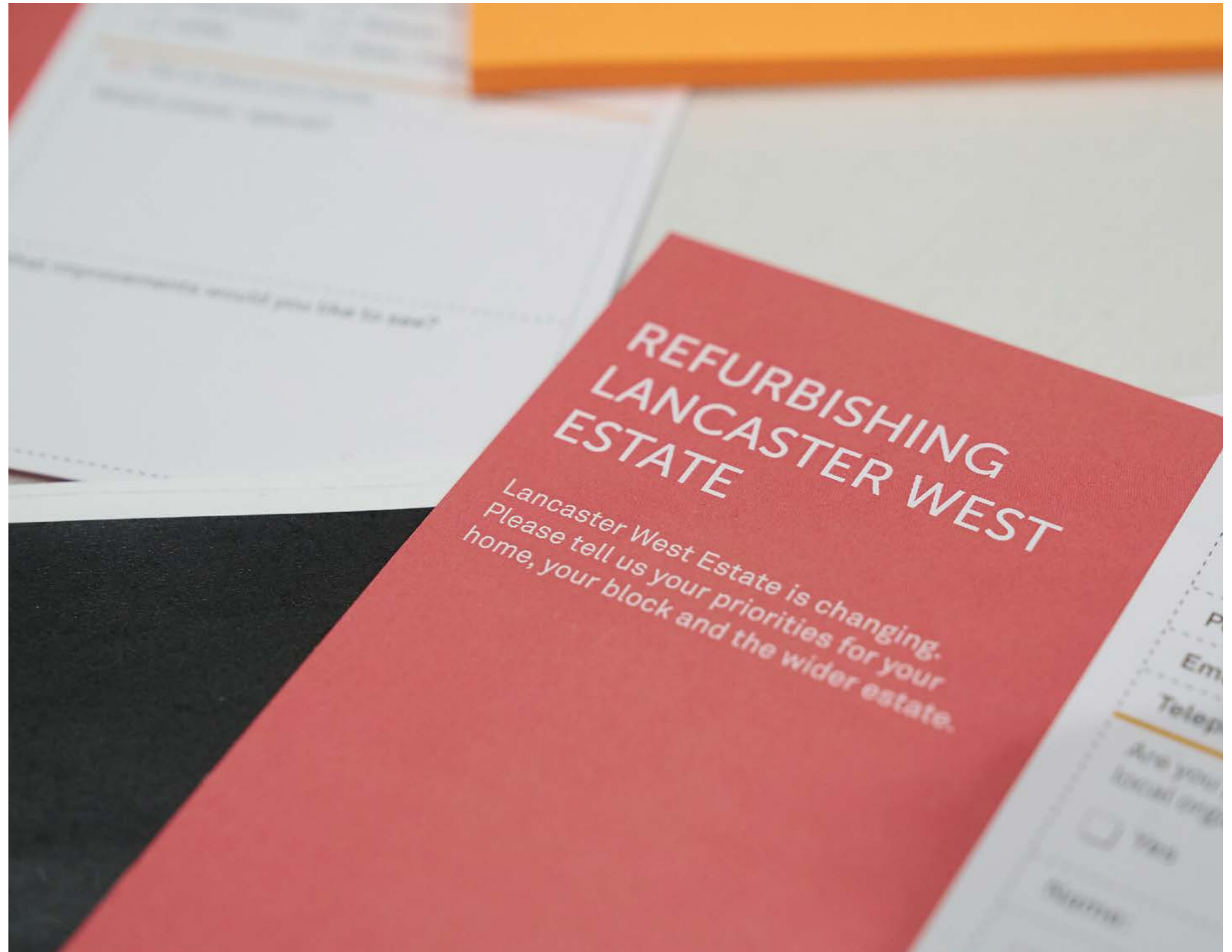
Ideas Day - January 2018

Engagement Plan

● Feeding Back

Key to the success of any engagement is the ability to feed information back to the residents, design team and project steering group. This is done through a variety of different methods listed below:

- Weekly update meetings with the steering group team
- Weekly meetings and presentations to the design team
- Presentations to the Residents' Association
- Opportunity for residents to meet with the team and view the boards at weekly drop-in sessions (located at Baseline Studios)
- Presentations to residents and findings summary sheets handed out at the block workshops
- Findings boards made available on the website before the second Ideas Day event



Ideas Day feedback form

Engagement Findings



Engagement Findings

The following section describes the feedback received from residents. They have been collected through home surveys, comments and feedback forms received during this stage.

➤ Door Knocking

A home survey was carried out with Lancaster West residents through a door knocking exercise, and there have been 172 responses.

Respondents noted a number of things they liked about where they lived, among them being; the community, location, diversity, access to transport, local amenities and quietness. In response to the question 'what improvements they would like to see made to their home, the buildings and wider estate', residents suggested the following. For their homes they wanted better windows, plumbing and bathrooms. For their buildings residents identified key concerns as being poor access and security measures. And in terms of the wider estate they would like to see improvements made to lighting, play spaces and the removal of rubbish.

The majority of respondents had heard beforehand about the Ideas Day events and were interested in attending the block meetings. Few respondents though were interested in becoming block champions. When asked if they attended resident association meetings, most respondents rarely or never attended, stating they were often held too late and they felt the meetings were sometimes disorderly.

➤ One-to-One meetings

Block: The Walkways
Participants: 2 Residents

Two residents from The Walkways took part in one-to-one meetings where they welcomed the design team into their homes to discuss their flats and the wider estate. Talking about their flats, the residents explained issues they had to cope with including water leaks and pest. The residents pointed out that within individual flats storage space was not being fully utilised due to the space being hard to access. They also noted that within bedrooms and kitchens more space needed to be created for storage and this should be addressed during this refurbishment. Removing partitions to open up living rooms and installing glass panels above doors to increase daylight was also suggested by the residents. One resident asked for the unused space in front of the house to be turned into a private garden to have access from the street.

In terms of the wider estate residents noted that the open spaces are not looked after or maintained. The residents also identified a divide in Lancaster West, especially since the construction of the academy. When the academy was built, the estate lost a considerable amount of green space that was not compensated for elsewhere on the estate.

Block: Treadgold House
Participants: 4 Residents

Four residents from Treadgold House took part in one-to-one meetings. The key issues raised regarding their individual homes included; poor ventilation, water leaks, poor insulation, pest control issues, small balconies and improvements to kitchens. The residents also reported health issues which they linked to the poor condition of their homes including frequent colds and asthma. Residents pointed out that the balcony features were something they liked.

With regards to the building, residents raised maintenance and management as the key issues. They included unsafe and unreliable lifts, exposed electric cables, pest control and floors needing repair. The residents also noted that the green areas around the estate are unsafe for children to play due to anti-social behaviour and uncleanliness. Parking was also raised as an area of concern due to many non-residents parking in the spaces reserved for residents. They also noted that there is a lack of safe storage sheds and bin stores which is leading to fly tipping. It was also requested that lighting is improved around the estate, more space is allocated for residents who need to charge mobility scooters and charging points for electric cars be provided.

The residents explained that they like the sense of community within the building. One resident pointed out that being able to see through fences strengthened the connection with the estate. Another resident stated that they enjoyed the interactive and inclusive design process with the design teams.

Engagement Findings

➤ Drop-in Exhibitions

Event :	Lancaster West Ideas Day
Date :	27 January 2018 and 10 March 2018
Time :	11:00am to 4:00pm
Venue :	Kensington Leisure Centre, W10 6EX
Participants :	Lancaster West Estate Residents and Wider Community

● Ideas Day - 27 January 2018

The Ideas Day event was organised into three sessions:

Session One: 11:00am to 12:30pm

- Opening by Lancaster West Residents' Association
- Drop-in exhibition
- Film screening (all day)

Session Two: 12:30pm to 2:30pm

- Free lunch for all residents prepared by a local chef
- Drop-in exhibition

Session Three: 2:30pm to 4:00pm

- Drop-in exhibition
- Kensington Aldridge Academy choir performance

Over 300 residents attended the first Ideas Day event held at the Kensington Leisure Centre on 27 January 2018. The all day exhibition was an opportunity for residents to share their ideas and thoughts on early proposals for the refurbishment of the Lancaster West Estate. This was the first opportunity for residents to see the early ideas and engage in group and one to one conversations with their block architect and design team. Residents were also able to discuss any concerns or issues with representatives from the council and Residents' Association.

The first Ideas Day event was a great success with high levels of enthusiasm, interest and feedback. Over 1,000 comments were received from those who visited the exhibition. Residents were overall supportive of the early ideas and plans to refurbish the estate.

Concerns identified by residents include safety and security, poor accessibility within buildings, lack of community or communal facilities, poor standard of management and maintenance, problems with noise and being unable to not control heating and ventilation. It was also clear that some of the homes were simply unsuitable for the occupants, some of whom had been waiting years for a transfer.



Ideas Day flyer

Engagement Findings

● Ideas Day - 10 March 2018

The Ideas Day March drop-in exhibition held on 10 March 2018 was organised into three sessions:

Session One: 11:00am - 12:30pm

- Drop-in exhibition
- Focus sessions
- Film screening (all day)

Session Two: 12:30 - 2:30pm

- Free lunch for all residents
- Drop-in exhibition
- Focus sessions
- Youth engagement session

Session Three: 2:30 – 4:00pm

- Drop-in exhibition
- Focus sessions

Following the success of the initial Ideas Day drop-in exhibition a follow up exhibition was held on 10th March. The second Ideas Day broadly followed a similar format to the January event. Retaining a drop-in format providing all residents with further opportunity to meet the design team, and to continue talking about their priorities, concerns and ideas for refurbishing Lancaster West. An important consideration was to ensure information from the first drop-in was again on show for residents who had not attended any previous events.

The purpose of the second exhibition was to introduce the Book of Ideas to residents. The focus sessions allowed residents who had attended the previous exhibition and participated in the block workshops to have follow up conversations and inform the Book of Ideas for each block. A youth focus session also took place during the

day in order to give young people living on the estate the opportunity to have their say.

More than 170 residents attended the exhibition with over 150 residents participating in the focus sessions. 157 comments were received from residents showing strong support for the early ideas and plans for refurbishing the estate.

Concerns raised at the second Ideas Day event were broadly similar to the first event, including safety and security, poor accessibility within buildings, lack of community or communal facilities, poor standard of management and maintenance. Additionally, concerns

were noted about disruption, the timetable for the refurbishment, and whether rents and service charges would increase in the future due to the refurbishment works.



Ideas Day - March 2018

Engagement Findings

➤ Exit Surveys

Exit surveys were carried out at the Ideas Day events held on 27 January and 10 March 2018. The surveys helped the team understand better how useful residents thought the exhibition had been, and what they liked, did not like and thought could be better in the future. Below are summaries of both surveys.

● Ideas Day 1 Exit Survey - 27 January 2018

50 attendees completed an exit survey on leaving the exhibition, the majority of whom were Lancaster West Estate residents. The surveys show that 63% of respondents spent between one and three hours at the event.

When asked what they liked most about the Ideas Day respondents highlighted the following: speaking to the architects, activities for children throughout the day, the ideas and information on display, the venue, free activity sessions, catering and the opportunity for local people to have their say. There were however a few concerns and these related to the event being very busy, which meant there was insufficient time to speak with the design team. A number of respondents also noted that they would have liked to take part in workshops with community leaders.

The overall response received was very positive. Over 80% of respondents strongly agreed that they were able to express their views, and that the early ideas being proposed were addressing their concerns. Over 70% of respondents stated they knew about the next events and how they could get involved. 97% of respondents strongly agreed that the information provided on the information boards was useful. Suggested improvements for the estate included; fire safety, modernisation, design, repairs and maintenance, community, heating and plumbing.

● Ideas Day 2 Exit Survey - 10 March 2018

35 attendees completed an exit survey at the second Ideas Day event.

Respondees stated what they liked most about the event. They included; the opportunity to talk about ideas and meet the design team, a well organised and informative event, a sense of hope and community, and a friendly atmosphere. Respondees also noted what they liked least and these included; a small turnout, a lack of information on how the refurbishment would be funded, and no one to talk to about leaseholder issues. Some attendees felt the focus sessions were slightly rushed, which meant they may not have had the opportunity to highlight all their concerns.

Overall feedback from the exit survey was positive. Over 90% of respondents strongly agreed that the information boards were useful and that they felt they were able to express their views. Over half of the respondents felt their issues or concerns had been addressed, and they knew what would happen next in the process and how they could get involved.



Ideas Day - February 2018

Engagement Findings

Block Workshops

Block	Date	Location
Camborne Mews Camelford Court	6 February 2018	Notting Hill Methodist Church
Lower Clarendon Clarendon Walk Upper Clarendon	6 February 2018	Latymer Christian Church
Treadgold House	6 February 2018	The ClementJames Centre
Verity Close	7 February 2018	Notting Hill Methodist Church
Morland House Talbot Grove House	7 February 2018	Latymer Christian Church
Talbot Walk Upper Talbot Walk	7 February 2018	The ClementJames Centre
Camelford Walk Upper Camelford Walk	20 February 2018	Notting Hill Methodist Church
The Walkways Barandon, Hurstway, Testerton	21 February 2018	Notting Hill Methodist Church
Morland House Talbot Grove House	7 March 2018	Notting Hill Methodist Church
Camborne Mews Camelford Court	7 March 2018	Notting Hill Methodist Church

Ten block workshops were held during February and March 2018. The following section summarises the feedback received from residents that attended the workshops. For more information on these findings please refer to the appendices and Book of Ideas.

Block Workshops - 6 February 2018 Camborne Mews Camelford Court

Design Team: Adjaye Associates

Attendees: 8 Lancaster West Residents

Lancaster West Residents' Association Representatives
NewmanFrancis Representatives, Fluid Representative

Residents from Camborne Mews were concerned over a number of issues. They include; a lack of child friendly play spaces, a lack of social cohesion in the community and concerns over noise pollution levels.

Residents also noted that there are different needs and priorities between the different age groups in the building e.g. young people and the elderly. It was also noted that parking is an issue for many residents as the existing planters make it difficult to park.

Residents from Camelford Court had a number of concerns which they would like to see addressed. The majority related to safety and security issues particularly the high level of anti-social behaviour. It was also noted by residents that there is a lack of child friendly and community spaces on the estate.

Residents welcomed proposed improvements to existing windows and would like to see the overall thermal performance of their homes improved. It was also suggested by residents that the layout could be altered to change the location of the main entrance to the building.

Residents raised three key priority areas that the refurbishment should focus on including; security, spaces for children and young people and heating. Residents asked for clarification on the timetable for the refurbishment works.

Block Workshops - 6 February 2018 Lower Clarendon, Clarendon Walk, Upper Clarendon

Design Team: Penoyre & Prasad

Attendees: 20 Lancaster West Residents

Lancaster West Residents' Association Representatives
NewmanFrancis Representatives

Residents generally agreed that the most important issue for them is the poor management of repairs in their buildings. With regards to accessibility, residents generally supported enclosing the stairs, providing a new lift, installing clearer signage and allowing access to the communal gardens and facilities that are currently inaccessible. In terms of green and open space, they welcomed the idea of introducing tree lined pedestrian routes and more car parking. It was also suggested that the playground could be transformed into other types of play spaces for children. There were mixed views about removing the ramp. Some saw it as useful and positive whilst others were concerned about the space below it being used for anti-social behaviour. It was noted that the removal of the ramp may open up the estate to more outsiders.

Residents suggested the buildings should be renamed and renumbered to make the estate easier to navigate. Residents showed little support for a new community centre and new shops as they thought they would bring negative elements to the estate. Residents seemed generally reluctant to allow non-residents into the communal areas.

Residents were supportive of solar panels, changing the colour of the bricks, and improving insulation. Some expressed concern that not all residents could attend the sessions, for instance people working full time.

Engagement Findings

- **Block Workshops - 6 February 2018**
Treadgold House

Design Team: Maccreeanor Lavington

Attendees: 15 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative, Andy Sturgeon

Participants first discussed major issues affecting their building, covering the maintenance of the lift, lack of privacy and safe play space, poor signage at building entrances, and maintenance of the open spaces.

The conversation then moved on to their individual homes. Many residents have unsecured temporary front doors, poor lighting and low water pressure. They also felt that the internal flats make poor use of the space, for instance some of the cupboards were unnecessary and the balconies badly designed.

Residents then discussed ideas for "quick win" improvements. Many welcomed potential improvements to the internal layout of their house, with more storage, accessible bathrooms and larger balconies. Maintenance and repairs were also a major concern including lighting, lifts, and boilers, improving ventilation and removal of asbestos.

Other popular ideas included improving the sense of safety through methods such as video entry systems, CCTV, repairing security gates, adding security doors, and the provision a safe play space. Improving bin stores and providing safe cycle storage were also suggested by residents.

- **Block Workshops - 7 February 2018**
Verity Close

Design Team: Cullinan Studio

Attendees: 17 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative, Levitt Bernstein Architects

Residents expressed support for the ideas, issues and feedback raised at the first Ideas Day and through the estate surveys. In terms of public realm, these included the provision of a green space, high quality materials, more gardening opportunities, improved seating and tree planting. For their homes, residents welcomed the idea of new balconies with patio doors, that would improve views from the flats, new lighting for front doors and photovoltaics on roofs. Some residents also stated that their bathrooms needed an upgrade to make them more accessible.

Residents suggested the estate should be enclosed to prevent through movement and a majority agreed new homes should not be built on the close. Residents also suggested that the new green space could be located centrally so that flats overlooked the space which would help address security issues by residents having view of the area.

Early projects could include better external lighting, communal bin stores, access to communal gardens and well maintained roof gutters. Safety will be improved by designing better communal entrances, installing new intercom systems. Car parking management should also be managed better to make sure they are used by residents only.

- **Block Workshops - 7 February 2018**
Morland House
Talbot Grove House

Design Team: Levitt Bernstein

Attendees: 13 Lancaster West Residents

Lancaster West Residents' Association Representatives, Fluid

Representative, Murray John Architects

A number of concerns were raised by residents with regard to individual flats. Specific points raised included: issues around damp and water pressure, low ceiling height in bathrooms making it hard to stand, small bedrooms which could be integrated with an adjacent room to make it usable, windows in ground floor flats not being secure enough and third floor flats being too small. Residents noted they liked the idea of open plan flats.

Resident's noted that they did not like the idea of balconies and requested that thought was given to plumbing, heating and a lift.

Concerns were raised in relation to the buildings and estate. These included: noise, poor maintenance and workmanship, lighting, security and being able to control heating within flats. A number of residents raised the issue of security, noting that they would like front doors to be more secure and fewer young people hanging around. Suggestions were made with regards to wanting to see more CCTV.

Residents also requested clarification on a number of issues. Residents asked whether the historic value of the Talbot Grove would limit the refurbishment works, whether leaseholders would be expected to pay for the works and whether the works would affect rent charges.

Engagement Findings

- **Block Workshops - 7 February 2018**
Talbot Walk
Upper Talbot Walk

Design Team: Penoyre & Prasad

Attendees : 9 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative

The key issue that residents raised was the neglect of management and repairs in the building. Residents generally supported the addition of a lift, implementing clearer signage, replacing the playground and removing the ramp adjacent to Clarendon Walk. Residents also noted that they would like to have more control over the lighting in communal areas and requested that recycling is collected at least once a week.

In relation to individual flats, residents supported the idea of extending internal living spaces, providing external balconies, installing new front doors and front gardens to Lower Talbot Walk. Residents also noted that floor boards creak and therefore need replacing, following recent wiring works cables are now visible and this needs rectifying and finally residents would like more storage in flats.

Residents supported the redecoration of corridors, using softer lighting, removing steps into flats and providing recycling facilities

Residents noted that a community centre would be a nice idea however this should not be a priority. Residents also agreed that individual flats should be able to control heating levels and there should be an addition of solar panels and a heat recovery system. Residents also requested that double glazing was a priority.

- **Block Workshops - 20 February 2018**
Lower Camelford Walk
Upper Camelford Walk

Design Team: Penoyre & Prasad

Attendees : 19 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative, Fluid Representative

Residents expressed support for the ideas, issues and feedback raised at the first Ideas Day and through the estate surveys. In terms of public realm, these included the provision of a green space, high quality materials, more gardening opportunities, improved seating and tree planting. For their homes, residents welcomed the idea of new balconies with patio doors, that would improve views from the flats, new lighting for front doors and photovoltaics on roofs. Some residents also stated that their bathrooms needed an upgrade to make them more accessible.

Residents suggested the estate should be enclosed to prevent through movement and a majority agreed new homes should not be built on the close. Residents also suggested that the new green space could be located centrally so that flats overlooked the space which would help address security issues by residents having view of the area.

Early projects could include better external lighting, communal bin stores, access to communal gardens and well maintained roof gutters. Safety will be improved by designing better communal entrances, installing new intercom systems. Car parking management should also be managed better to make sure they are used by residents only.

- **Block Workshops - 21 February 2018**
The Walkways - Barandon, Hurstway, Testerton

Design Team: All Architects

Attendees : 50 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative, Fluid Representative

The workshop was divided into two discussion groups: Hurstway Walk & Testerton Walk and Barandon Walk. Concerns highlighted by residents related to the general maintenance of the buildings including lifts, poor heat and sound insulation, waste management, pest control and the general appearance of The Walkways.

Residents sought clarification on a number of issues, they included when the refurbishment works would start, would money be spent on both the exterior and interior, would the May 2018 elections delay or stop the works and was the £30million budget for The Walkways only.

Residents generally felt their homes were large enough in size. There was also general agreement among residents for more storage within their homes. There were mixed responses to the idea of open plan layouts. Nearly all residents opposed the idea of new homes in the basement as they felt this would put a strain on services. They also putting retail units in the basement.

There was overall support the ideas to refurbish their homes and the buildings. In particular, there was good support for green spaces for use by residents only, designated play areas and a community nursery.

The majority of residents stated they would like the architectural character of The Walkways to be retained and reinforced. Residents specifically note the ramps should be kept.

Engagement Findings

- **Block Workshops - 7 March 2018**
Morland House
Talbot Grove House

Design Team: Levitt Bernstein

Attendees: 20 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representative, Fluid Representative

Resident first asked questions about the engagement process for their buildings. Assurances were given that both buildings would receive the same level of focus and have appropriate representation, in the decisions about what works are to be done

Participants felt that window improvement to their homes should be prioritised and discussion was had on whether this work should be done in isolation or part of the bigger refurbishment programme. There was also a recognised need to upgrade kitchen and bathrooms, and to optimise space in homes - specifically to accommodate residents' request for showers. There was acknowledgment that electrical and plumbing services to individual flats required improving or upgrading. Also, the problems of refuse disposal, foul drainage and gutters being in poor repair need to be addressed.

Resident asked the architects present to inform them on their views on the issues to their building. Generally lighting and security required attention. Also, better access could be provided to the central courtyard at Talbot Grove House. There is a lack of bicycle storage and recycling bins. It was also pointed out that previous consultation had identified that residents would like a community space. The architect also ran through improvement possibilities including installing lifts in the building.

Residents asked questions on the process for allocating funding for improvements to their building, and what considerations are being made to reduce disruption whilst this work is to be carried out. It was pointed out that these issues will be included in the next stage of consultation.

Lancaster West Estate Refurbishment

- **Block Workshops - 7 March 2018**
Camborne Mews
Camelford Court

Design Team: Adjaye Associates

Attendees: 17 Lancaster West Residents

Lancaster West Residents' Association Representatives

NewmanFrancis Representatives

Residents of Camelford Court and Camborne Mews were invited to a second block workshop in March. The plans and ideas were reviewed along with the range of issues and problems highlighted to date. Residents all had a clear understanding of the vision after an overview of the design boards and purpose.

Key issues raised by residents about their homes were the existing garden sizes, and water pressure. Residents would like larger gardens and stated that there was not sufficient storage within their homes. The water pressure due to the existing plumbing system is consistently low.

The majority of the issues raised were about their buildings and the wider estate. Key concerns raised about their buildings were accessibility, security, antisocial behaviour, waste disposal and poor sewer and drainage systems. Residents also raised the current issue with children gaining access to the roof tops as a safety and noise concern.

Engagement Findings

Focus Sessions

Date: 10 March 2018

Location: Kensington Leisure Centre

Block	Time	Location
Upper and Lower Camelford Walk	Session 1: 11am - 11:25am	Kensington Leisure Centre
Upper and Lower Talbot Walk	Session 2: 2:30pm - 2:55pm	
Lower Clarendon Clarendon Walk	Session 1: 11:30am - 11:55am	Kensington Leisure Centre
Upper Clarendon	Session 2: 3:00pm - 3:25pm	
The Walkways Barandon, Hurstway, Testerton	Session 1: 12:00pm - 12:25pm	Kensington Leisure Centre
	Session 2: 2:00pm - 2:25pm	
Morland House Talbot Grove House	Session 1: 12:30pm - 12:55pm	Kensington Leisure Centre
	Session 2: 2:30pm - 2:55pm	
Camelford Court Camborne Mews	Session 1: 1:00pm - 1:25pm	Kensington Leisure Centre
	Session 2: 3:00pm - 3:25pm	
Verity Close	Session 1: 1:00pm - 1:25pm	Kensington Leisure Centre
	Session 2: 3:30pm - 3:55pm	
Treadgold House	Session 1: 1:30pm - 1:55pm	Kensington Leisure Centre
	Session 2: 3:30pm - 3:55pm	
Youth Engagement	Session 1: 1:30pm - 1:55pm	Kensington Leisure Centre

Focus session 1 - Upper and Lower Camelford Walk, Upper and Lower Talbot Walk

Design Team: Penoyre & Prasad

Attendees: 15 Lancaster West Residents

Residents initially discussed issues to do with their homes and wider estate. There was agreement that the windows, and brick skin need to be replaced, however they questioned how the additional balcony space would be used.

Residents agreed lifts are needed to provide access to the estate for people with disabilities. They also noted that access in general should be improved for both pedestrians and emergency services. Residents welcomed the idea of providing storage in the basement for residents.

Residents discussed how they could create a safer and more peaceful estate, by either forming a gated community or through the use of natural surveillance and an 'eyes on the street' approach. Residents expressed mixed feelings about closing off the estate to non-residents. Although some saw this as a solution to stop anti-social behaviour, others voiced concern about becoming a gated community.

Focus session 2- Upper and Lower Camelford Walk, Upper and Lower Talbot Walk

Design Team: Penoyre & Prasad

Attendees: 18 Lancaster West Residents

Discussion largely revolved around the internal layout of resident's homes. Residents expressed concerns about changing the internal layout of their homes, which they thought would be disruptive. They requested that existing windows in their homes are replaced and PVC is not used again. It was stated that the current doors feel safe. It was also requested that design drawings are kept simple and that cracks and other structural issues are considered at the next stage.

Discussion also focused on the new street. Residents noted a balance should be found between the provision of green spaces, and also retaining good accessibility.



Focus session - March 2018

Engagement Findings

- **Focus session 1 - Lower Clarendon, Clarendon Walk and Upper Clarendon**

Design Team: Penoyre & Prasad

Attendees: 20 Lancaster West Residents

The main concern raised related to residents having to move to temporary accommodation during the refurbishment works. Some residents stated that they would prefer minimising the extent of the refurbishment if it meant they could stay in their homes during the works. Other residents expressed concern that leaseholders may try to limit the refurbishment to avoid paying for the improvements.

Although there was some common ground, for instance most residents want to retain their balconies, residents stated that due to the specific needs of each building, the residents should be heard in separate groups.

Residents supported the provision of lifts, however, they expressed mixed feelings about the removal of the ramp. There was also concern that the estate may experience an increase in pedestrian traffic and noise as a result of the improvements. Residents also noted that further structural work is required to solve the creaky floors and stairs within their homes and buildings.

- **Focus session 2- Lower Clarendon, Clarendon Walk and Upper Clarendon**

Design Team: Penoyre & Prasad

Attendees: 23 Lancaster West Residents

Residents discussed the importance of installing external awnings for their balconies, the provision of extractor fans in the kitchens, and ensuring that windows open properly.

Residents voiced concerns about the maintenance of the lifts and would like to see step free access. Residents also discussed having a communal seating area in the new street and improvements for the play area. Residents noted that the needs for each building are different and should therefore as residents they should be heard in separate groups.

Residents discussed possible disruption caused by the refurbishment works and the issue of temporary accommodation. Some residents stated they were so concerned about being placed in temporary accommodation that they would be likely to oppose the refurbishment to avoid moving out of their houses.

- **Focus session 1 - Morland House, Talbot Grove House**

Design Team: Levitt Bernstein

Attendees: 7 Lancaster West Residents

Residents raised a number of pressing issues including the poor state of repairs of the gutters and pest control. Concerns were also raised with regards to noise from the nearby tube stations and the Westway.

There was discussion between residents around the issue of security and it was evident that residents from the two buildings have different ideas about the cause and solution to security issues. For example, some residents do not want to see visible security measures in place such as fencing. Less intrusive security measures were therefore discussed, such as soft landscaping, which received positive reactions.

Engagement Findings

- **Focus session 2 - Morland House, Talbot Grove House**

Design Team: Levitt Bernstein

Attendees : 4 Lancaster West Residents

Residents responded favourably to better accessibility by installing new lifts, and providing separate entrances to their homes and buildings. There were however a few concerns relating to whether this would mean an increase in rent and/or service charges.

Residents have different aspirations for their homes and would like to see visuals of different arrangements with finishes to help them decide. It was suggested that a demonstration home would help achieve this. There was general consensus that each resident needs to feel a sense of ownership over deciding how their flat would be refurbished.

Discussing the public realm and amenities, residents noted the absence of benches and lack of bike storage and asked about the provision of a roof terrace. Fire safety also remained a major concern amongst residents.

Residents requested clarification on the refurbishment process and specifically whether they would it be necessary to move into temporary accommodation. Residents also debated security issues. Some residents want to see more fencing, however other residents believe that by having more people around this would improve one's sense of safety.

- **Focus session 1 - Camelford Court, Camborne Mews**

Design Team: Adjaye Associates

Attendees : 8 Lancaster West Residents

Residents acknowledged pest control as a pressing issue in the building.

The group discussed the low residents turn out so far and suggested residents should be engaged on a more individual basis. Suggestions to improve a sense of community included new front doors with access from the street, the provision of a communal play space, and garages used for different purposes. Residents requested further information about the decision-making process surrounding the refurbishment works.



Focus session, March 2018

- **Focus session 2 - Camelford Court, Camborne Mews**

Design Team: Adjaye Associates

Attendees : 2 Lancaster West Residents

During the discussion one resident discussed back gardens and the ventilation wall. The resident was concerned about the safety implications if the wall is knocked down as this could increase the risk of garden level flats being burgled. Concerns over anti-social behaviour were also highlighted, and one resident noted that there are a lack of spaces for children to play.



Focus session, March 2018

Engagement Findings

● Focus session 1 - Verity Close

Design Team: Cullinan Studio

Attendees: 3 Lancaster West Residents

Residents sought clarity about who would be carrying out the surveys, social audit, and the timetable for the refurbishment works. Residents raised concerns over the misuse of the open spaces for anti-social activities including drug dealing and as a result they do not feel a sense of ownership over the open spaces. Residents noted that they want to see improvements to the green spaces and would like them to address anti-social behaviour for example improved lighting and repairs to the existing fencing.

For their homes, residents stated that the windows need to be replaced. The idea of patio doors on the ground floor was well received. Residents responded favourably to the ideas put forward for sustainability such as the generation of electricity from solar panels and making the estate self-sufficient in energy.

It was acknowledged that public realm improvements are an important work stream for the refurbishment of the building, although the playground may need to find a new use. The idea of a central garden was welcomed and residents suggested that any proposed paving materials should be non-slip.

In the short term and as early projects, works could focus on fixing and repairing all gutters as well as providing locks for the communal bin stores.

● Focus session 2 - Verity Close

Design Team: Cullinan Studio

Attendees: 5 Lancaster West Residents

Topics discussed included, rent and service charges, the home, sustainability and the public realm.

A resident noted that there are real concerns amongst both freeholders and leaseholders about possible increases in their rent and service charges.

With regards to the home, residents raised concern about noise pollution and poor insulation and ventilation. Some ground floor residents were keen to have a private garden or access to the communal garden with patio doors, whilst others liked the idea of having a balcony. Residents appeared concerned about homes across the estate being used as short-term lets leading to a high turnover of tenants. Residents also had safety concerns, specifically about the ineffective use of CCTV cameras.

In terms of the public realm, residents queried the importance of the playground and suggested it could be used for an alternative purpose. Residents were generally opposed to the idea of a shared green space and a new way to access Verity Close. Residents suggested gates should be installed that could be left open during the day to allow access for pedestrians. Residents agreed the public realm should have better lighting and be greener.

In the short term and as early projects, the priority should be to tackle fly tipping and installing rubbish and recycling stores.

● Focus session 1 - Treadgold House

Design Team: Maccreeanor Lavington

Attendees: 4 Lancaster West Residents

Topics discussed included: the home, the green and open spaces, accessibility to the building, the leisure centre and pest control.

With regards to the home, residents requested they would like more space in bathrooms, however they agreed that creating more space within the home would be a challenge. Residents suggested that more room could be created in the bathrooms by using redundant storage spaces in the home. Residents noted that they would like to see the designs for their homes so that they can visualise how the internal layout could be changed.

Residents stated that the introduction of private and communal gardens would be a good idea. Residents also noted that they would welcome improved accessibility for vehicles and pedestrians. They also stated that enclosing the walkways would improve the sense of safety. Pest control is a big concern for residents and requires urgent attention.

Residents also discussed the relationship between Treadgold House and the leisure centre. There was general agreement that the entrance to their building should face the leisure centre.

Engagement Findings

- **Focus session 2 - Treadgold House**

Design Team: Maccreeanor Lavington

Attendees : 3 Lancaster West Residents

Residents queried how long it would take to carry out the refurbishment works. They also requested clarification on whether works will begin before ongoing enquiries for Grenfell Tower are complete. Residents welcomed the suggestion to make the outside areas on the ground floor more private for use by residents only.

Residents welcomed improvements to the green space, which they thought would help create a stronger community spirit.

Parking was an issue that came up during discussion, and it was agreed by residents that the current provision of parking was poor and needed to be improved.



Focus session, March 2018

- **Focus session 1 - The Walkways, Barandon, Hurstway, Testerton**

Design Team: All Architects

Attendees : 25 Lancaster West Residents

Residents noted that Grenfell Walk is an important part of the estate and requires attention during the refurbishment works.

Residents expressed the Walkways needed more community spaces for events. They suggested that basements could be used for the community rather than converting them into homes. Residents also noted there are security issues and by creating better entrances and corridors this would improve safety.

Residents expressed concern about the maintenance of lifts, and noted this needed to be addressed. Residents also highlighted that ramps should remain in order for emergency services and delivery vehicles to have good access when required.

Residents welcomed the idea of making the gardens more private and also noted the need for more parking across the estate.

- **Focus session 2 - The Walkways, Barandon, Hurstway, Testerton**

Design Team: All Architects

Attendees : 18 Lancaster West Residents

Many residents asked for more detailed information about the refurbishment, for example, what kind of changes would they be likely to see in the future? Residents requested clarification on the refurbishment process and specifically whether it will depend on Grenfell Tower.

With regards to the buildings, residents welcomed the idea of private gardens, and wanted to know more about the public realm improvements, for instance what would happen around Grenfell Walk, and keeping the ramps. Residents sought clarity over the options for improvements to their home, and options for temporary accommodation during the works. Residents also questioned whether there were proposals to improve the heating system in the home and the possibility of having photovoltaic cladding.

Engagement Findings

➤ Youth Engagement

As part of the second Ideas Day, held on Saturday 10 March 2018 at Kensington Leisure Centre, the design team spoke to a number of young residents about the playgrounds and open spaces around the estate. The landscape architects sought to gather information about which spaces young people use around the estate, why they like to go to them, and how they could be improved.

Young people of various ages were asked to provide ideas and suggestions about what sort of spaces and facilities they might like to see in the future. They were shown photos of other places showing everything from basketball courts to water features and asked to vote which they liked best. The children were given the opportunity to get creative and make montages of their ideal play space. Their designs imagined everything from a scooter park to a rainbow coloured climbing wall. In addition, there was also a dedicated drop-in session for teenagers, during which they talked about how they use the outside spaces around the estate, and how these spaces could be improved.



Drawings of the perfect playground - March 2018

Engagement Findings

Findings from Youth Workshop

The wider neighbourhood

➤ Key Concerns

- Anti-social behaviour and people from outside the estate
- Loss of facilities that were part of Lancaster Green including equipment for children of different ages
- Garages under the walkways are not safe
- People smoking and drinking
- Safety around the stairwells by Grenfell Walk

➤ Key ideas

- Improved security within the estate including potentially gated areas
- More growing space and making these spaces secure
- Providing more play areas closer to home
- Need for more play equipment. Suggestions included a jungle gym and small football pitch
- Need for play spaces for children of different ages
- Potentially locating a nursery within the communal garden
- Legal graffiti walls and spaces for artwork
- More CCTV around the estate, particularly in and around the staircases

The home and block

➤ Key Concerns

- Rubbish bags left outside people's doors. The bins near the leisure centre are always too full
- Unable to play within the walkways due to noise issues
- The colours of corridors and how they look and feel
- Lights within the communal spaces
- The walkways buildings feel gloomy and outdated

➤ Key ideas

- Making the buildings brighter
- Modernising the corridors
- More frequent collection of rubbish bins and refuse strategy that discourages people from leaving rubbish in the corridors



Youth engagement session - March 2018

Further information:

Website: www.lancwestrefurb.com

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

Freephone: 0800 644 6040 (free from landlines)

Office: 020 8536 1436

Email: lancasterwest@newmanfrancis.org

A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: LancasterWestOffice@rbkc.gov.uk

Or visit them at: Unit 2, Baseline Studios, Whitchurch Road.

Version number: 2

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English

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A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.