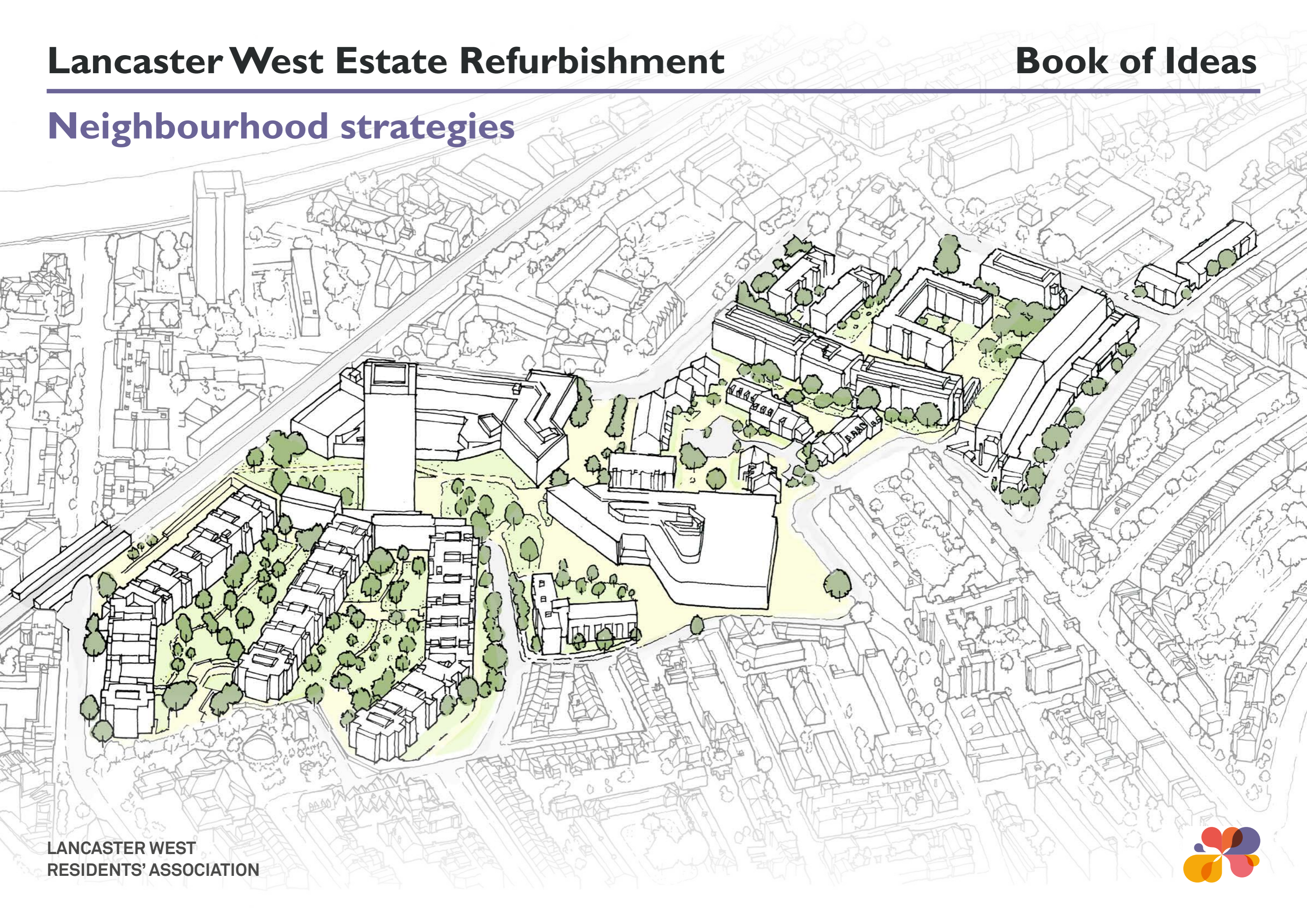


## Neighbourhood strategies





# Foreword

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## Further information:

Website: [www.lancwestrefurb.com](http://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](mailto:lancasterwest@newmanfrancis.org)

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Email: [LancasterWestOffice@rbkc.gov.uk](mailto: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

# Introduction

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## Purpose of this Book of Ideas

This book provides a record of the resident participation and co-design events held between January and March 2018 for the wider neighbourhood.

### This book:

- Records the ideas and concerns that emerged from the engagement with residents.
- Establishes a reference document for the next stage of the project when the ideas will be added to, developed in more detail, and thoroughly tested for feasibility of implementation, including cost and disruption implications.
- Records the process of resident engagement and feedback that took place.

### At the next stage:

- Residents will be part of the process of selecting designers to take the refurbishment forward.
- Residents will make choices about these and additional ideas informed by factors such as cost, levels of disruption and current regulations.
- Residents will remain at the heart of the design and implementation process.

## The neighbourhood

As well as looking at 'The Home' and 'The Block', the refurbishment plan looks at improving the quality of life for local residents by considering the spaces between buildings including open spaces and streets.

The estate comprises a mix of different building types and styles constructed during different periods during the 20th century. Whilst it is known as Lancaster Estate, the estate consists of a series of different neighbourhoods and is divided into east and west Lancaster West estate by the newly built Kensington Aldridge Academy and Kensington Leisure Centre.

The clustered nature of residential blocks has resulted in a layout that makes navigation and movement through the wider neighbourhood complicated and local residents have raised safety, security and quality of open spaces as major concerns.

## How we have consulted

We have carried out an extensive engagement programme. This has included ideas day events, leafleting and door-knocking across the estate, block and cluster meetings, attendance at Residents' Association General Meetings, home visits where requested, and telephone and email correspondence.

The following resident engagement events have been held with residents from Lancaster West Estate to collect resident comments on current conditions and discuss possible ideas for new refurbishment works:

- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Resident Ideas Day, Kensington Leisure Centre, 10.03.2018
- In addition to these, block specific meetings and visits have been held. Please refer to the individual block books for further details.

## Findings

The following sections summarise the findings and resident feedback received during the engagement process. A series of possible 'early projects' are also identified as work which could possibly be carried out before the main refurbishment works without affecting future plans.

## At the next stage

- Residents will be part of the process of selecting designers to take the refurbishment forward.
- Residents will make choices about these and additional ideas informed by factors such as cost, levels of disruption and current regulations.
- Residents will remain at the heart of the design and implementation process



# Summary of findings



## Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate.

Ideas for possible works to address these issues are included on the following pages of this report.

- Poor accessibility and wayfinding throughout the neighbourhood
- Safety, security and anti-social behaviour
- Poorly maintained communal and open spaces
- Quality of streets and open spaces
- Lack of spaces for different groups of people e.g. younger and older children
- Lack of secure parking
- Noise within open spaces
- Lack of community facilities
- Poor lighting throughout the estate



## Ideas we discussed:

The following ideas were suggested by the consultant team or residents in response to issues raised by residents during the consultation events.

All these ideas require further investigation to examine feasibility and costs. They will be discussed with and reviewed by residents.

- Improving accessibility
- Improving the quality of open space
- Establishing public, semi-private and private outdoor spaces
- Providing community space and considering opportunities along Bramley Road
- Considering safety, security and antisocial behaviour
- Providing spaces within which temporary uses can take place
- Providing a wayfinding strategy and improving signage

## Immediate actions:

The following need to be taken forward as a priority:

- Audit and update the Fire Risk Assessment for all blocks, in both the short and long term.
- Implement an effective Repairs and Maintenance Strategy.
- Conduct a housing appraisal to establish whether people feel their homes respond to their current needs.
- Check for and deal with asbestos.

## Early projects:

### Suggested Pilot Schemes

- Various works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- Surveys (incl. structure, services, drains, water and sewage).

## Works across the estate

These are possible projects that apply to most homes, blocks and external spaces across the estate, and could start before the main refurbishment begins.

- Improve community safety through; additional and better street lighting, providing video door entry systems, and increased CCTV.
- Improve signage across the estate.
- Improvements to refuse areas, including providing space for recycling and disposal of larger items.
- Investigate interim home improvements in advance of full refurbishment, e.g. mechanical ventilation systems, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Provide secure bike storage, and improve play spaces.
- Make improvements to nursery facilities, and identify options for future location.
- Investigate and resolve pest control issues.



# Concerns and ideas: In detail

## ➤ Poor accessibility and wayfinding throughout the estate

Lancaster West estate is well located and is within close proximity of two train stations, shops, cafes, restaurants, a range of community buildings and various open spaces. However, connections through the estate to these facilities and spaces are poor as a result of a complicated neighbourhood layouts and confusing signage.



Existing signage

A number of residents have also commented on access ramps at the front of the walkways and at either end of Camelford Walk as making movement through the estate difficult, in particular for people with young children and those people with mobility impairments.



Ramps as an obstacle

Lancaster West Estate Refurbishment

## ➤ Safety, security and antisocial behaviour

Local residents have raised safety, security and antisocial behaviour as major concerns for their neighbourhood. Key concerns include:

- a lack of natural surveillance from surrounding buildings
- a lack of security within various open spaces and courtyards throughout the estate
- Pedestrian safety on various surrounding roads
- Poorly lit open spaces and routes through the estate



Lack of overlooking at ground floor level



Safety concerns along pedestrian routes

## ➤ Quality of streets and open spaces

The site benefits from a relatively large amount of open space, however, local residents have raised a number of concerns regarding existing open space within the neighbourhood including:

- Lack of access to open spaces, particularly between the walkways
- Much of the open space throughout the site is fenced off
- Change in levels makes use of much of the open space difficult
- Lack of spaces for different groups of people types e.g. places for younger and older children to play
- Anti-social behaviour within open spaces.
- Concern regarding safety within open spaces. Desire for more private open spaces that incorporate boundary treatment and security.
- Poor maintenance of communal spaces
- Noise within open spaces
- Concern for pedestrian safety along surrounding roads, and in particular along Whitchurch Road which lacks pavement on the northern side but which needs to be crossed to get to St. Francis of Assisi Catholic Primary School.



Quality of open spaces





Quality of play spaces

## ➤ Lack of secure parking

Many residents feel there is a lack of secure parking within the site, particularly now that much of the underground parking is no longer accessible. As a result many residents are having to park on surrounding streets where there is concern regarding vandalism.

The existing cycling storage is not secure and consequently is not well used. Local residents have discussed a desire for secure bicycle storage throughout the estate.

## ➤ Noise

A number of residents have highlighted noise levels as an issue for flats closer to play areas within open spaces. We would suggest that any future refurbishment should consider the impact of landscape proposals on surrounding residents and where there may be opportunities to reduce noise levels through improvements to residential blocks.

## ➤ Lack of communal facilities

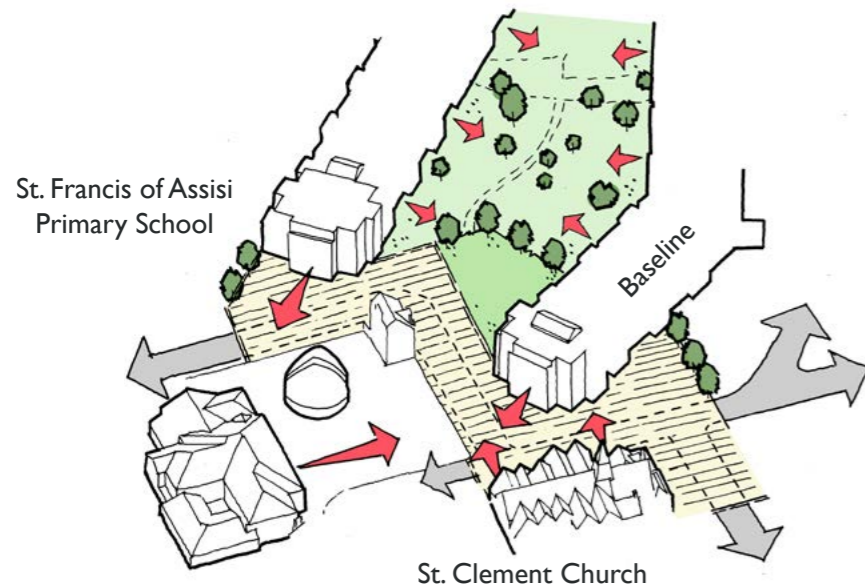
Whilst there are a number of community groups within the Lancaster West Estate, a number of residents have commented that there is a lack of affordable space allocated for use by local residents. Future proposals should explore opportunities to provide affordable community space.

# Concerns and ideas: In detail

## Improving accessibility

Local residents have highlighted the importance of strengthening key pedestrian routes through and around the estate that connect with surrounding community facilities. Those important facilities, as highlighted by local residents, include surrounding primary schools, Kensington Aldridge Academy, Notting Hill Methodist church, Latimer Road Station and Ladbrooke Grove Station, St. Clement Church and the various shops along Bramley Road.

In addition to general public realm and landscape improvements, orientation and wayfinding around the estate should be enhanced through reinforcing important gateways and those places where community buildings are clustered such as where St. Francis of Assisi primary school, St. Clement church, and Baseline Studios meet. Local residents have highlighted this street as currently being unsafe for pedestrians and bicycles and in need of public realm improvements.



The feeling of safety along surrounding and internal streets as well as within open spaces could be improved through considering uses within semi-basements that improve natural surveillance through eyes on the street.



- |     |  |  |   |
|-----|--|--|---|
| Key |  |  |   |
|     | Improved local pedestrian and bicycle routes |  | Enhancing entrance points                     |
|     | Improved surrounding street environment      |  | Improving surveillance and eyes on the street |



The following precedents illustrate important considerations as part of public realm improvements to surrounding and internal streets.



Places to stop and socialise



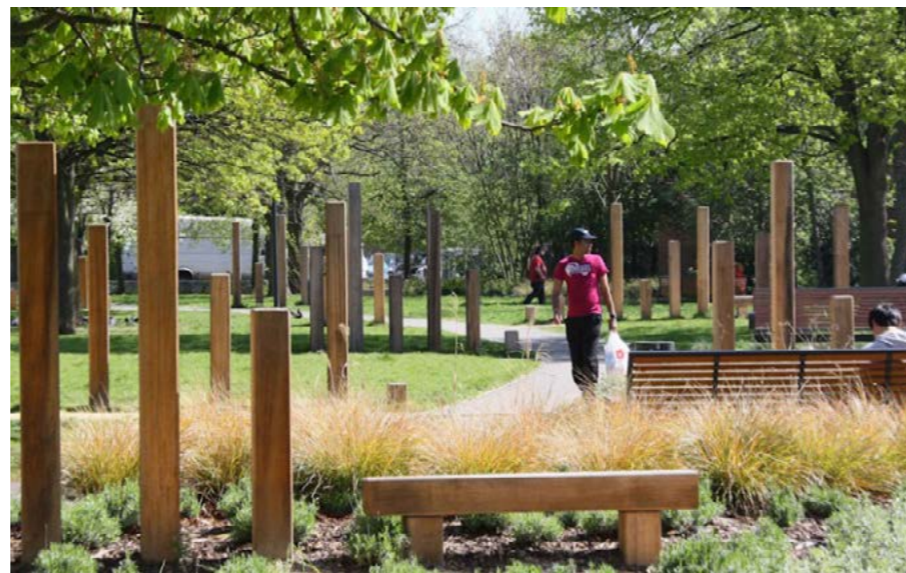
Tree planting along streets



Opportunities for parking



Public art as part of wayfinding strategies



Pedestrian routes



Well lit parks and streets



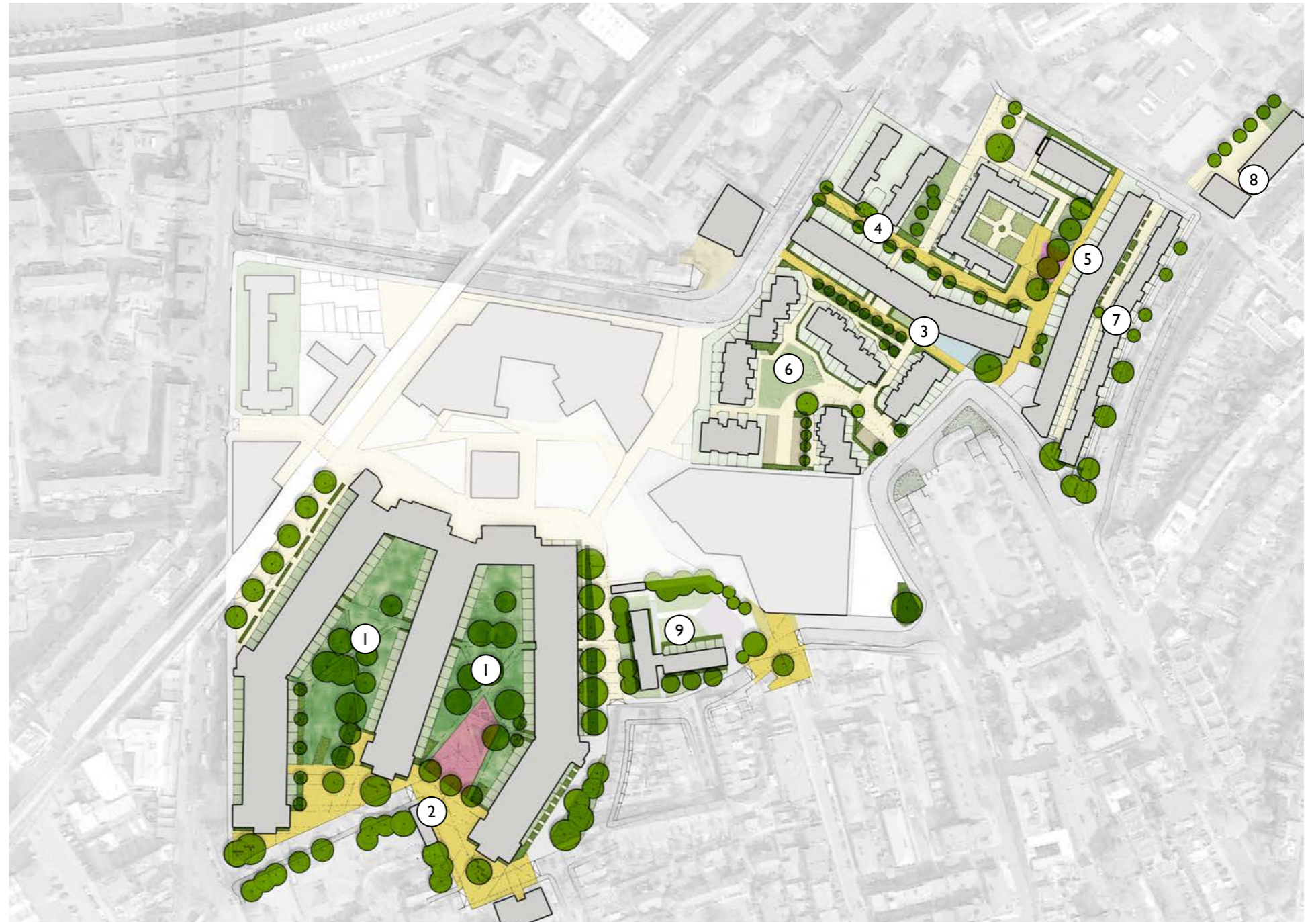
# Concerns and ideas: In detail

## Improving open space

Key ideas, developed together with local residents, consider safety and security, the quality of open spaces and local streets, architectural identity and the provision of community space. As part of the refurbishment of the wider estate, the design and location(s) of nursery and other childcare provision for the estate would be reviewed with residents and service providers with a view to enhancing the current provision.

### Key

- ① Walkway courtyards
- ② Whitchurch Road
- ③ Clarendon Walk
- ④ Lower Clarendon Walk
- ⑤ Camelford Walk
- ⑥ Verity Close
- ⑦ Camelford Court
- ⑧ Camborne Mews
- ⑨ Treadgold House

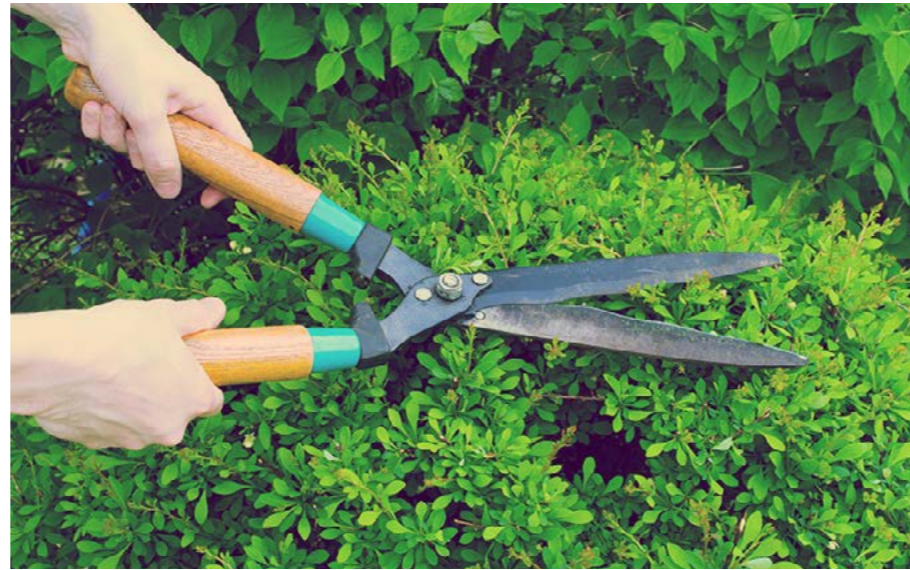




The following precedents illustrate important considerations as part of the improvement of open spaces within the neighbourhood.



Landscape character and tree planting



Maintenance



Opportunities for play



Shared surfaces and squares



Private gardens



Security / boundaries



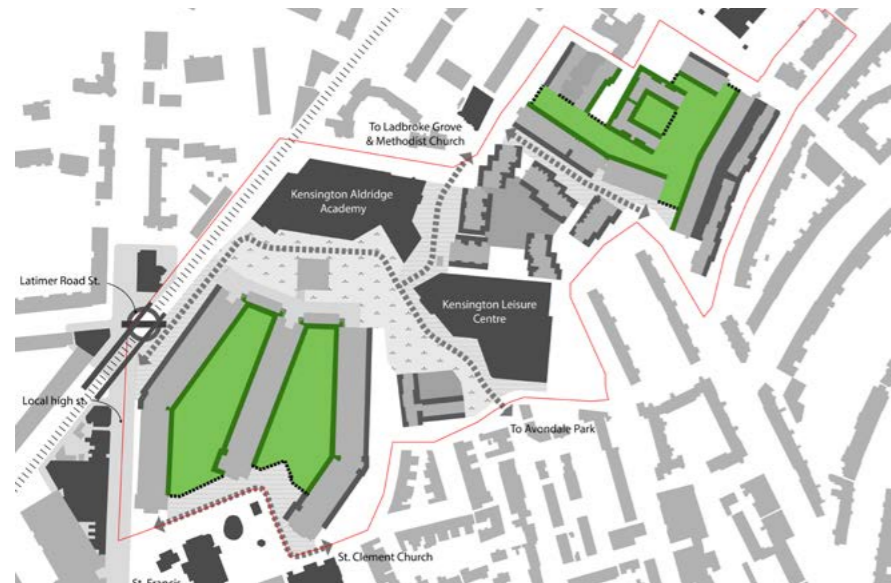
# Concerns and ideas: In detail



## Establishing public, semi-private and private outdoor spaces

Need for an open space strategy that identifies ownership of open spaces as well as those important connections to surrounding facilities and spaces.

- Public open spaces designed for the wider surrounding neighbourhood that incorporate strategic connections to important facilities such as Latimer Road Station, primary schools, shops, community buildings, etc.
- Semi-private spaces such as courtyards intended for use by those residents living in the surrounding residential blocks. Future refurbishment should explore whether surrounding residents would prefer these spaces as private gated courtyards.
- Private outdoor space including front and rear gardens and balcony space.



- Private courtyard ■
- Controlled access ■
- Alternative open space plan establishing land between Camelford, Talbot and Castleford as private communal space ■



- Private Gardens ■
- Semi-private courtyards ■
- Public space ■
- Important building ■
- High Street ■
- Connection ↔



➤ Providing community space and considering opportunities along Bramley Road

There are currently a number of social initiatives and community groups within the Lancaster West Estate, however, a number of residents have commented that there are a lack of community spaces where groups can meet. Future refurbishment of the neighbourhood should consider potential locations for the incorporation of community uses.

Opportunity areas include the semi basements at the base of the walkways buildings, and in particular at the base of Hurstway Walk along Bramley Road in order to contribute to this local high street.

During the resident ideas day (27.01.18) local residents highlighted a particular need for; affordable community space, youth facilities, a children’s day centre/ additional nursery space and training / apprenticeship opportunities. The following examples were popular ideas discussed by local residents during the ideas days:



Local shops



Gallery space



Nursery/ day care



Youth centre



Space for community groups



# Concerns and ideas: In detail

## Considering safety, security and antisocial behaviour

More immediate projects are proposed as part of the 'possible early projects', however, in the longer term, careful interventions to the design of streets and buildings can be carried out to improve safety and the feeling of security within the wider neighbourhoods. This could include improving natural surveillance and eyes on the street through incorporating residential and non-residential uses within the semi-basement of many of the walkway buildings throughout the neighbourhood.



Introducing greater natural surveillance through incorporating front doors and gardens at the ground floor

## Providing a wayfinding strategy and improving signage

Navigation through and around the estate was raised as a problem, particularly for visitors to the neighbourhood. An important part of proposals for the neighbourhood will include a wayfinding strategy involving local artist and Walkways resident Miles Watson. His proposal aims to enhance and give a recognisable identity to the currently scruffy, nondescript entrance areas with a careful redesign and upgrade of the direction and entrance signs and maps on the estate.

In addition to signage, a robust lighting strategy will play an important role in both creating a safer environment and also in helping with navigation at night.



Existing estate signage



➤ Providing spaces within which temporary activities can take place

There are a number of short-term opportunity sites for various meanwhile uses within the neighbourhood, including at the base of the various walkway blocks and within the open spaces surrounding buildings. Designated areas for meanwhile uses not only provide low cost space for community initiatives but also provide a way of testing ideas to see what works and what doesn't before proposing longer term uses. The following meanwhile uses were popular ideas discussed by local residents during the ideas days:



Creative studios



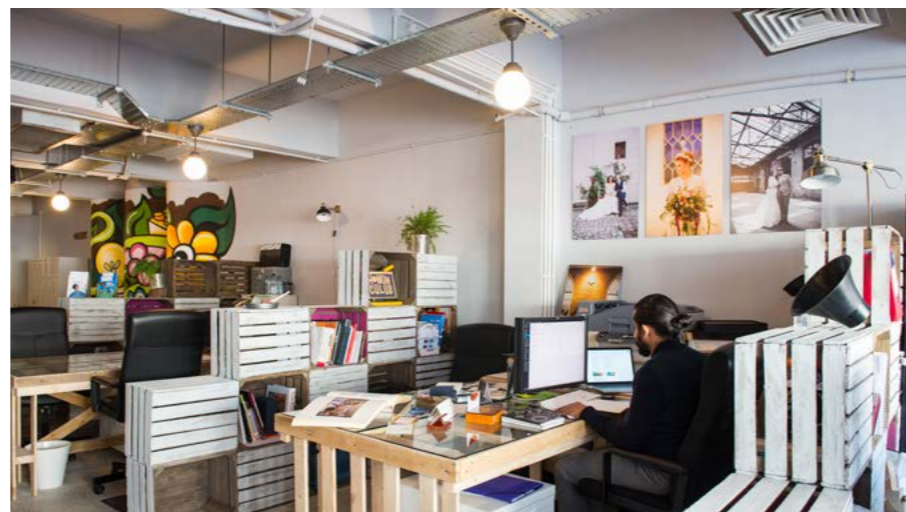
Use of arches



Independent commercial spaces



Cultural Venue



Studio space



# Record of all resident comments received:

	Concerns	Suggested Idea:	Possible Early projects
1.	Safety, security and antisocial behaviour	Neighbourhood wide lighting strategy, greater CCTV and video door entry system to blocks.	✓
		Block by block fire safety strategy	✓
		Greater overlooking of streets and open spaces at the ground floor level to improve natural surveillance.	
		Creating a secure boundary to ground floor dwellings by incorporating front and rear garden space.	
2.	Quality and maintenance of streets and open spaces	Rethinking existing streets and open spaces to incorporate: <ul style="list-style-type: none"> <li>• more play</li> <li>• spaces for different groups e.g. younger and older children</li> <li>• more planting</li> <li>• Incorporating private front and back garden space</li> <li>• Improving the street design to incorporate street furniture</li> </ul>	
3.	Poor accessibility and wayfinding throughout the neighbourhood	Wayfinding strategy looking at signage, estate maps and lighting.	✓



	Concerns	Suggested Idea:	Possible Early projects
		Public realm strategy strengthening key routes through the neighbourhood to important facilities and open spaces.	
4.	Not enough secure parking	Public realm strategy identifying locations for secure vehicular and bicycle parking.	
5.	Need for community facilities	Utilise walkway basements in particular basement space along Bramley Road for community facilities, workshop/work space and space for community initiatives. Such community facilities could be part of a programme of 'meanwhile uses.'	✓
6.	Need to consider privacy, particularly for ground floor residents	<p>Creating front and back gardens to establish boundaries to flats</p> <p>Reinforcing open space hierarchy establishing public, semi private and private external spaces.</p>	
7.	Existing issues with noise	Need to consider noise as part of any play and landscape proposals.	
8.	Create opportunities for young people	Identify locations and activities for young people of different ages. Early ideas include play spaces and a youth centre.	



# Energy and sustainability

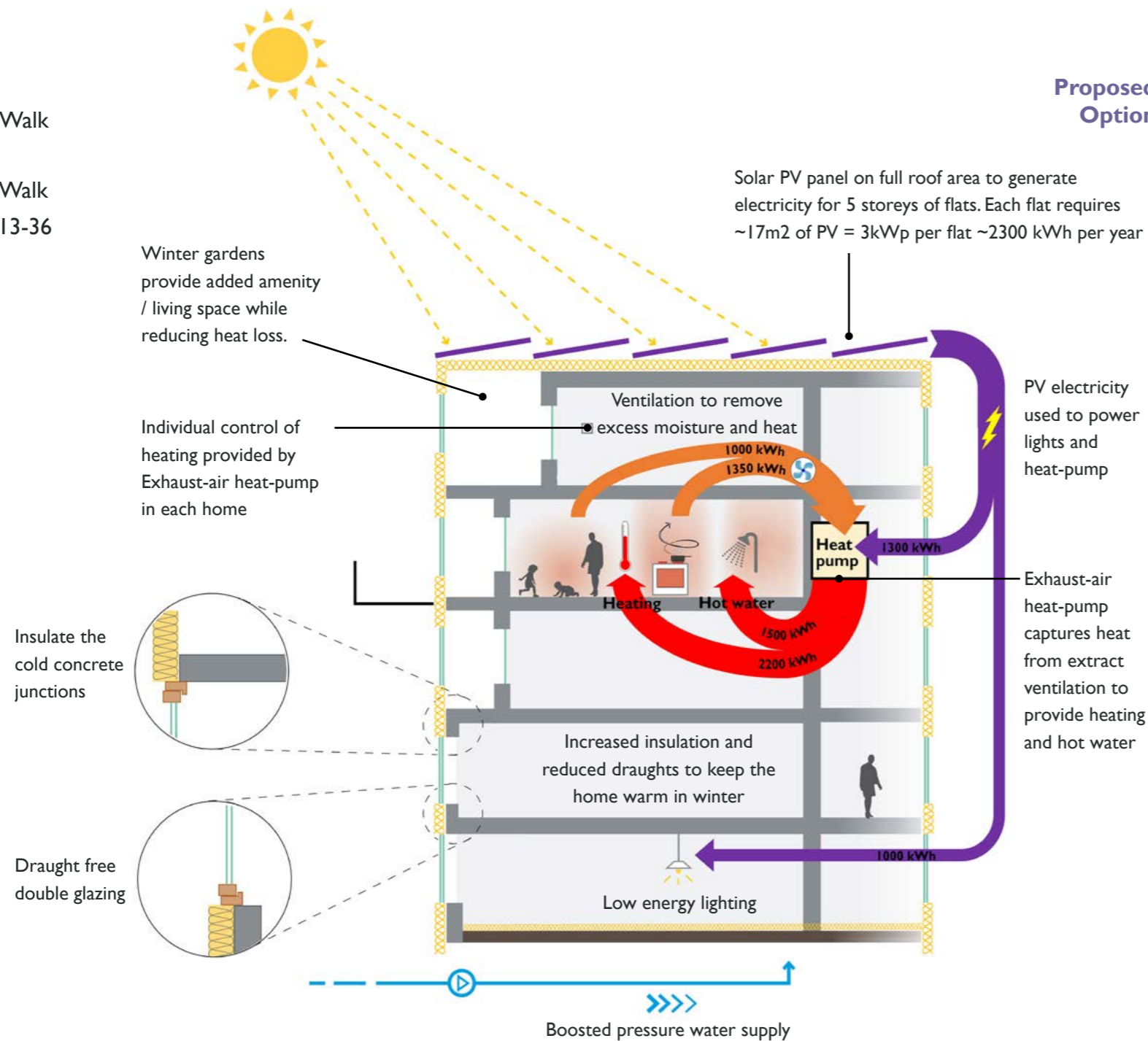
## Zero carbon ideas

- New windows
- Increased insulation
- Reduced draughts
- Improved ventilation from kitchens / bathrooms
- Use 'renewable energy' from: waste heat from people, appliances, cooking and solar PV panels

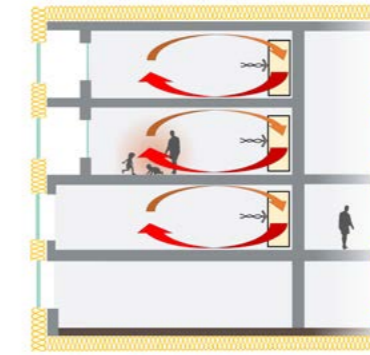
- New heat-pump heating & water systems
- High-pressure + low-flow + low-energy-rated shower heads
- In summer heat-pump cools ventilation as it creates hot water
- Individual control of heating
- Reduced bills

## Suitable for :

- Lower Clarendon Walk
- Clarendon Walk
- Upper Clarendon Walk
- Camborne Mews 13-36
- Upper and Lower Camelford Walk
- Camelford Court
- Barandon Walk
- Hurstway Walk
- Testerton Walk
- Treadgold House
- Upper and Lower Talbot Walk

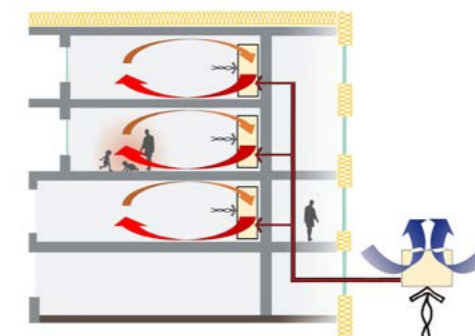


## Proposed Option



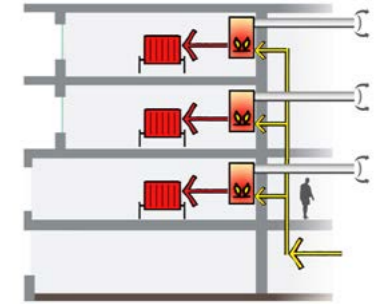
### Option 1 (if high levels of insulation can be provided) Exhaust-air Heat-pumps:

- ☺ Recycles waste heat
- ☺ Lower energy bills
- ☺ Individual control
- ☹ Maintenance costs
- ☺ Electricity powered
- ☺ Allows zero carbon



### Option 2 (if limited insulation can be provided) Exhaust-air Heat-pumps + Communal heat-pump:

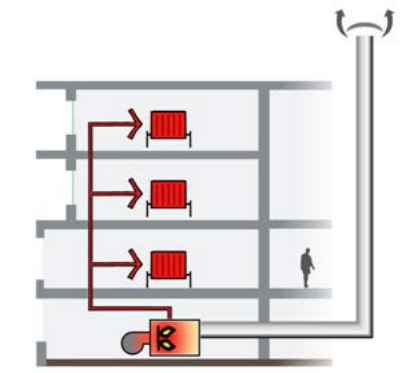
- ☺ Recycles some waste heat
- ☹ Energy bills
- ☺ Individual control
- ☹ Maintenance costs
- ☺ Electricity powered
- ☹ Zero carbon needs additional off-site renewable energy



### Option 3

#### Boiler in each flat:

- ☹ Energy bills
- ☺ Individual control
- ☹ Maintenance costs
- ☹ Gas fuelled
- ☹ Not zero carbon
- ☹ Flues near windows



### Option 4

#### Communal boilers:

- ☹ Energy bills
- ☹ Individual control
- ☹ Maintenance costs
- ☹ Gas fuelled
- ☹ Not zero carbon



# Community energy ideas

## Buildings become 'Power Stations'

Solar panels are proposed on all roofs to produce renewable electricity to power flats. The community could operate and own the solar panels and use the income to reduce energy bills. Solar panels could also be added to empty space on the Leisure Centre roof for additional energy.

## Reducing occupant disruption

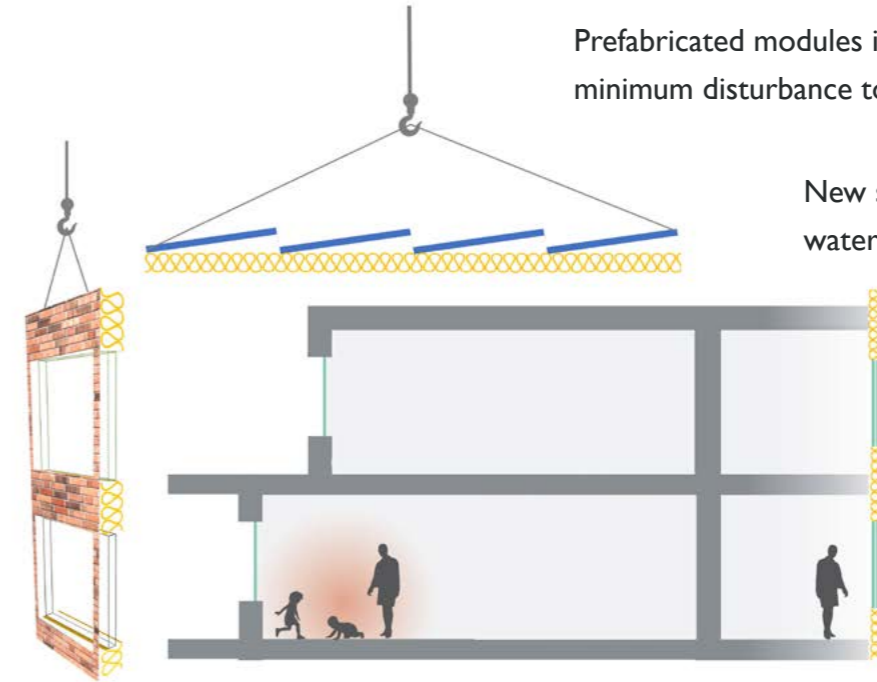
New windows, insulation and wall finish

Existing terraces and balconies enclosed to increase flat sizes and/or create winter gardens

Prefabricated modules installed from outside with minimum disturbance to residents

New solar panels, insulation and waterproof roof

Access routes enclosed and insulated to make flats warmer and less draughty



External insulation and prefabricated building elements



Prefabricated elements to reduce disruption and improve performance



Solar panels



Buildings as 'Power Stations' - solar panels on all roofs







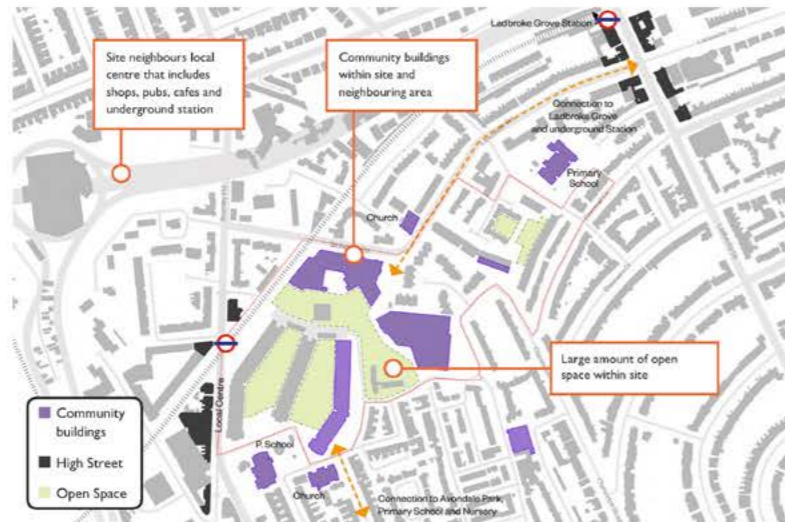
# Appendix



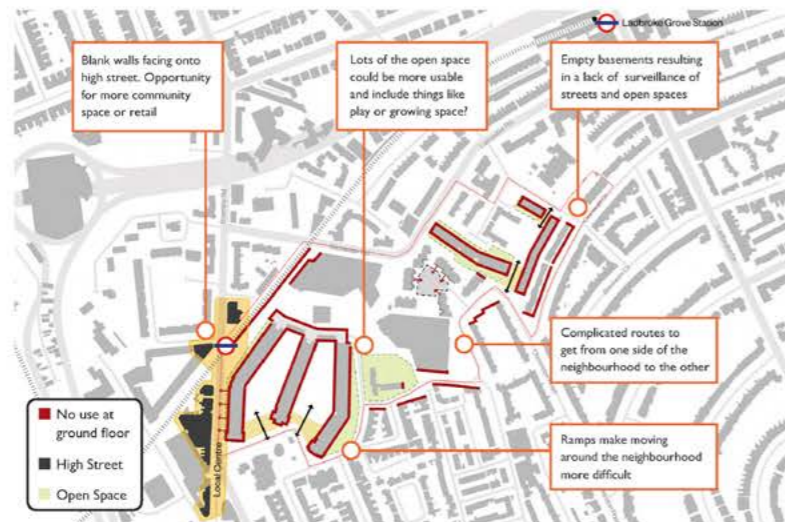
# Engagement boards: Your wider neighbourhood

## Your wider neighbourhood

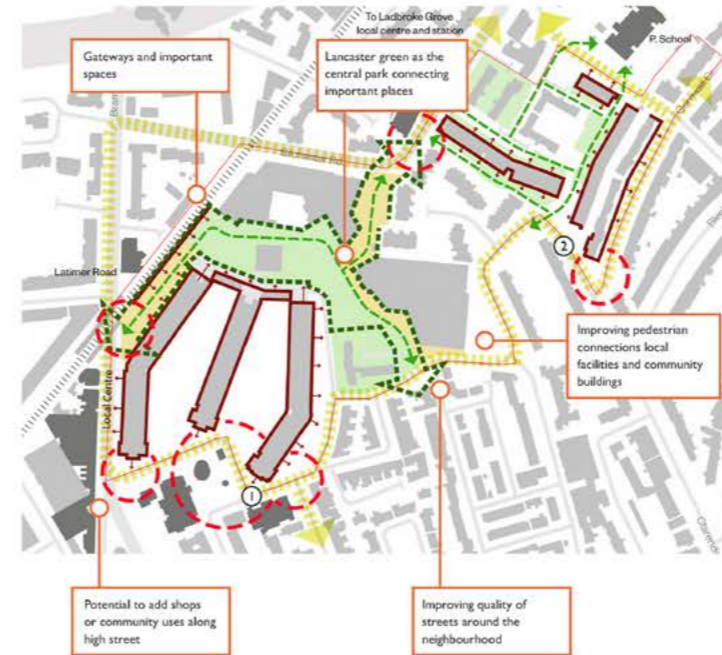
### What works?



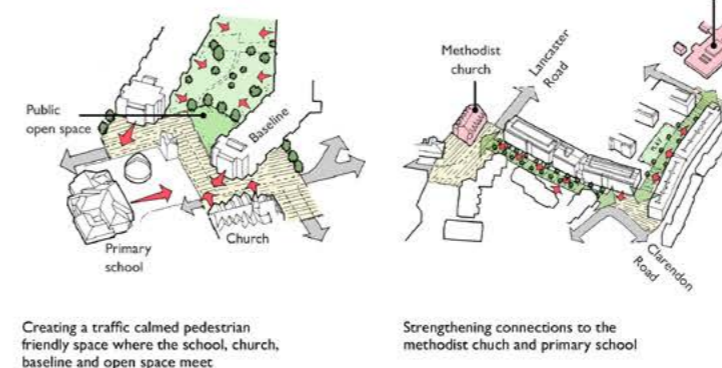
### What doesn't work?



### Early ideas - site strategy



### Local strategies



What are your thoughts...

What are your thoughts...





# Example comments from residents: Your wider neighbourhood

Some well used open spaces

Good location

Improved accessibility from house to station, schools and play spaces

More green, more trees

Poor accessibility.

Few communal spaces



Need for a strong overall architectural identity

Need for better maintenance

Need for new community facilities.

Safety and security needs improvement

Better lighting throughout the neighbourhood



# Engagement boards: Urban

## Urban

### Streets



Pedestrian friendly streets



Tree-lined streets



More parking



Public art



Safe cycling routes



Parks

### Wayfinding strategies

The complex layout of the Lancaster West estate as well as a need for clearer signage makes navigation locally difficult. An important part of proposals for the neighbourhood will include a wayfinding strategy involving local artist and Walkways resident Miles Watson who will be involved in future community engagement.



Existing Walkway signs



Existing Walkway map

What are your thoughts...

### Possible community, non-residential uses



Community spaces



Ground floor retail



Children's day centre



Gallery



Flexible work space



Boxing club

### Meanwhile uses



Business incubation



Cultural venue



Art space



Studio space



Commercial space



Use of arches

What are your thoughts...





# Example comments from residents: Urban

Concern about the cost of maintenance

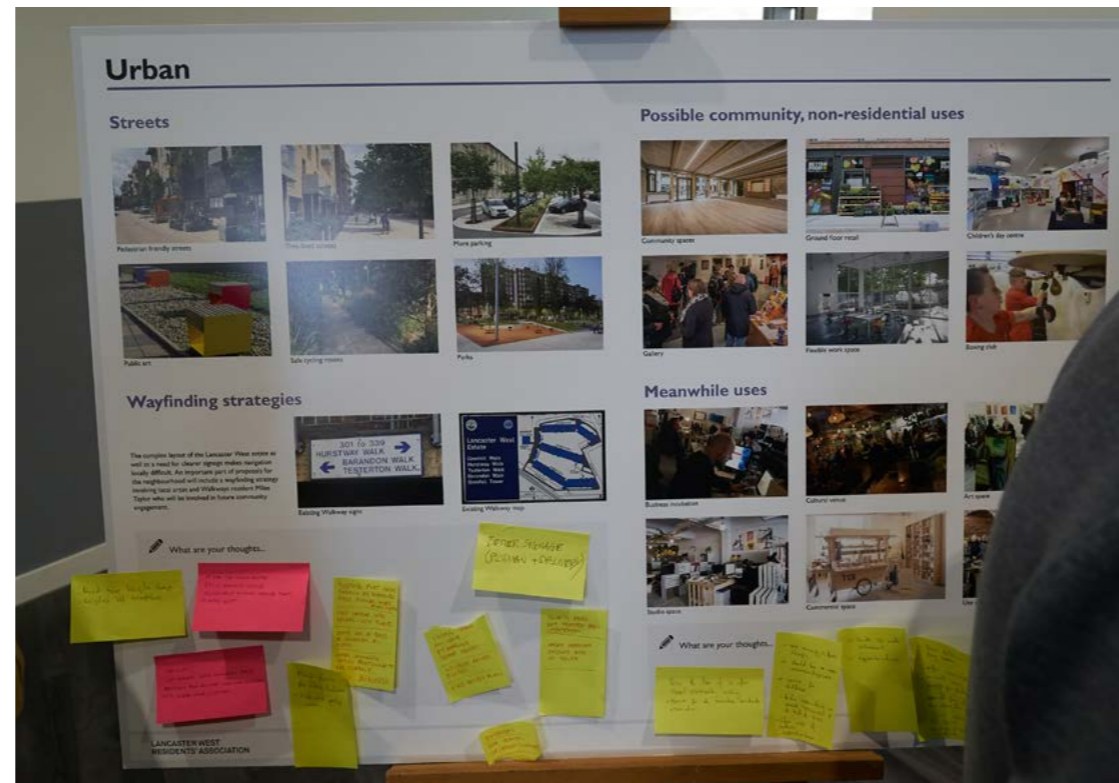
Need for public realm improvements

Facilities that provide opportunities for young people

New community facilities for all

Public realm improvements

Meanwhile uses



Support for general architectural design and landscaping

Improved walkways

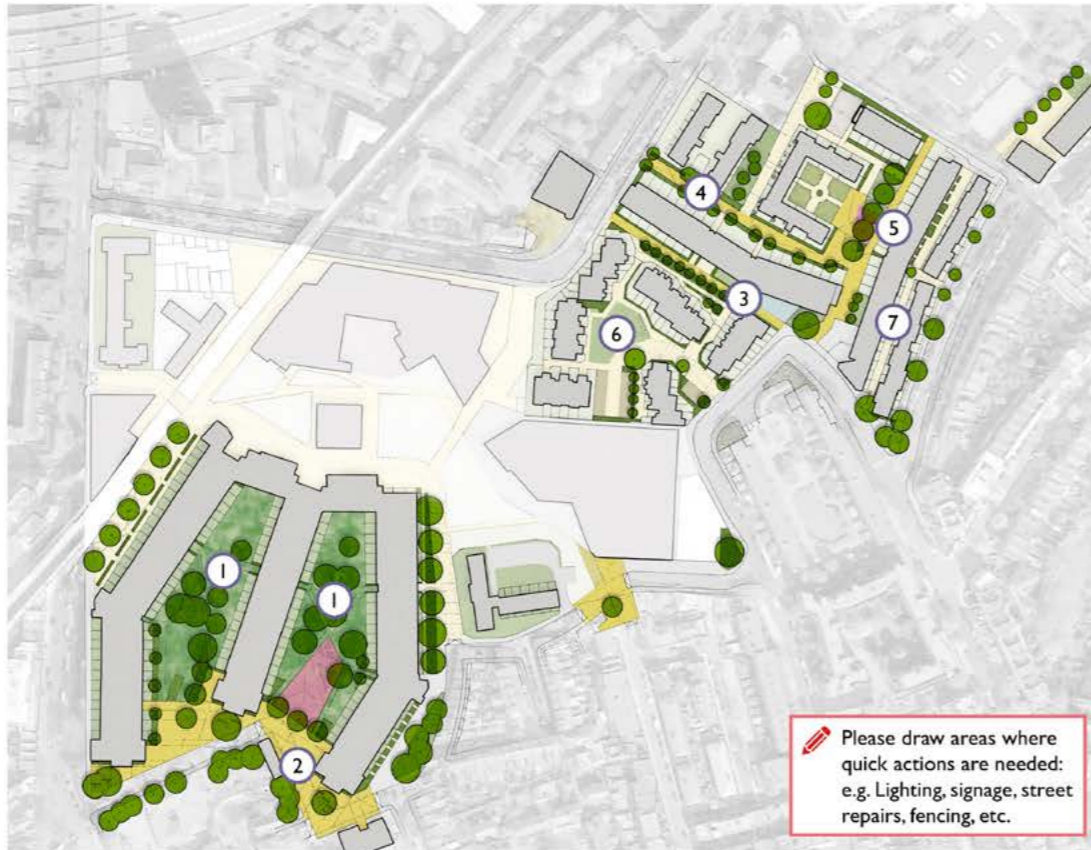
Need for improvements to road and cycle networks



# Engagement boards: Landscape

## Landscape strategy

### Early ideas



Key landscape strategies:

- ① Walkway Courtyards
- ③ Clarendon Walk
- ⑤ Camelford Walk
- ⑦ Camelford Walk
- ② Whitchurch Road
- ④ Lower Clarendon Walk
- ⑥ Verity Close

What are your thoughts...

### Open spaces



What are your thoughts...



What are your thoughts...



What are your thoughts...





# Example comments from residents: Landscape

Like idea of gardens

Like shared open spaces

Badly maintained, inaccessible and dangerous communal spaces

Involve local people

Need to protect existing trees

Poor lighting



High levels of vandalism

Poor access to good community facilities

Keep the memory of those living in the tower

Plant more trees

Sustainable waste management is positive



## Further information:

Website: [www.lancwestrefurb.com](http://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](mailto:lancasterwest@newmanfrancis.org)

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Version number: 1

Created on: 09/04/2018

## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

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.