

Block Reps Meeting

9th September 2021

Online and Baseline Studios



Agenda

- 1. Welcome and introductions**
- 2. Refurbishment Design Ideas - Progress Update**
- 3. Refurbishment Respite – update offer**
- 4. Notting Dale Heat Network Engagement Summary**
- 5. Lancaster West Future Neighbourhood Vision**
- 6. Understanding the impact of the refurbishment work on Lancaster West Estate**
- 7. Final questions and thoughts**

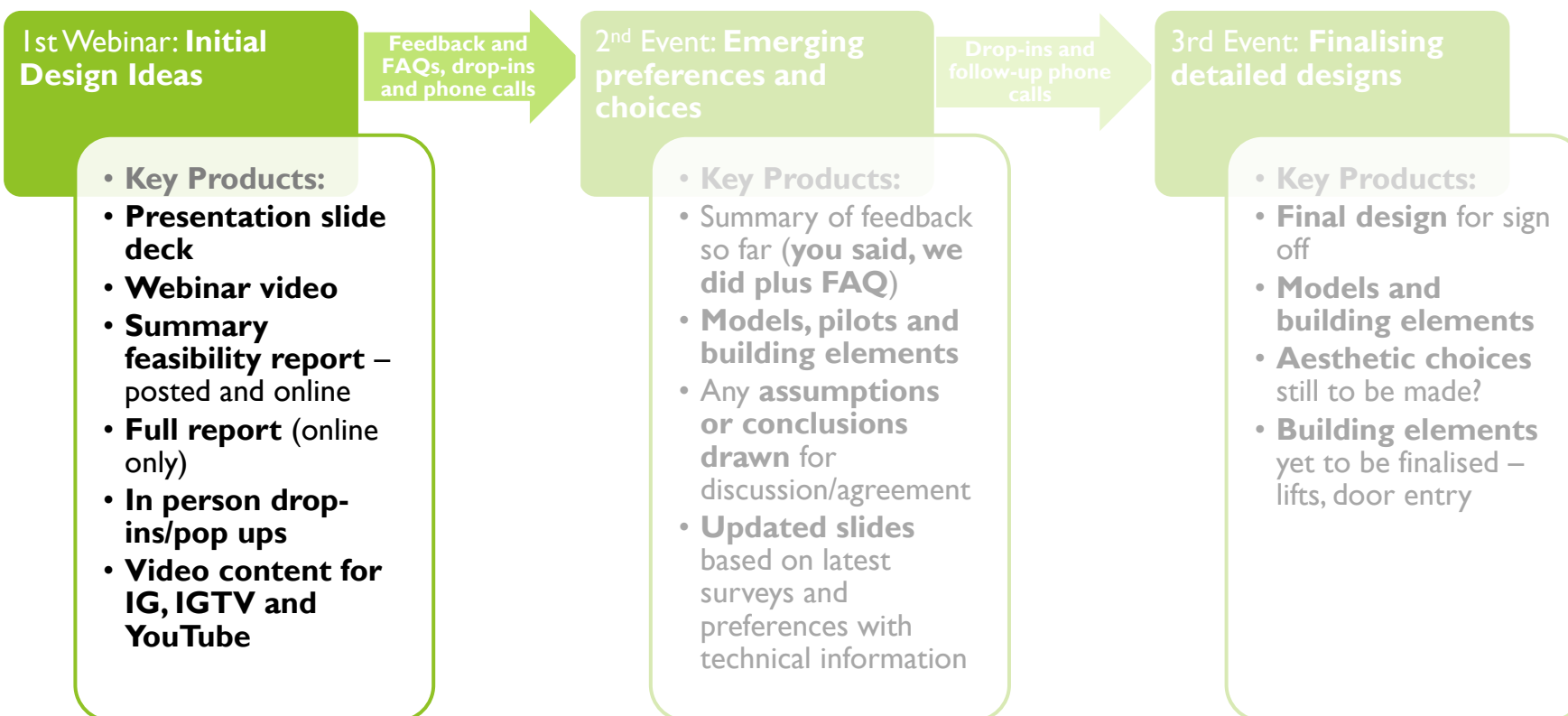
I. Refurbishment Initial Design Ideas

Progress Update

Bunmi Shekoni, Senior Project Manager

High level co-design process

Initial Design Ideas stage (February – June 2021)



Target overall: Over 50% engagement for each lot

Initial Design Ideas

Residents Feedback

Walkways

Of the 320 occupied properties across the three blocks, a total of **80 surveys** were completed.

25%

Camelford Court, Camelford Walk, Clarendon Walk & Talbot Walk

A total of 73 surveys were completed which was roughly the same across each of the individual blocks.

31%

Talbot Grove & Morland House

25 of the 75 flats in Morland House and Talbot Grove House completed the survey.

39%

Verity Close

Of the 68 houses and flats in Verity Close, 21 completed the survey.

38%

Treadgold House

22 of 34 occupied properties completed the survey

70%

Camborne Mews

10 of 34 occupied properties completed the survey

30%



Initial Design Ideas | Residents Feedback

Windows

Respondents who were positive about the prospect of triple glazing.

Walkways

87%

**Camelford Court, Camelford Walk,
Clarendon Walk & Talbot Walk**

90%

**Morland House &
Talbot Grove House**

89%

Verity Close

90%



Initial Design Ideas | Residents Feedback

External Wall Insulation

Respondents across all blocks were generally positive at the prospect of external wall insulation (A1/A2 combustible)

Walkways

56%

**Camelford Court, Camelford Walk,
Clarendon Walk & Talbot Walk**

71%

**Morland House &
Talbot Grove House**

80%

Verity Close

80%



Initial Design Ideas | Residents Feedback

MVHR Ventilation System

Respondents across all blocks were generally positive at the prospect of a MVHR system

Walkways

60%

**Camelford Court, Camelford Walk,
Clarendon Walk & Talbot Walk**

57%

**Morland House &
Talbot Grove House**

68%

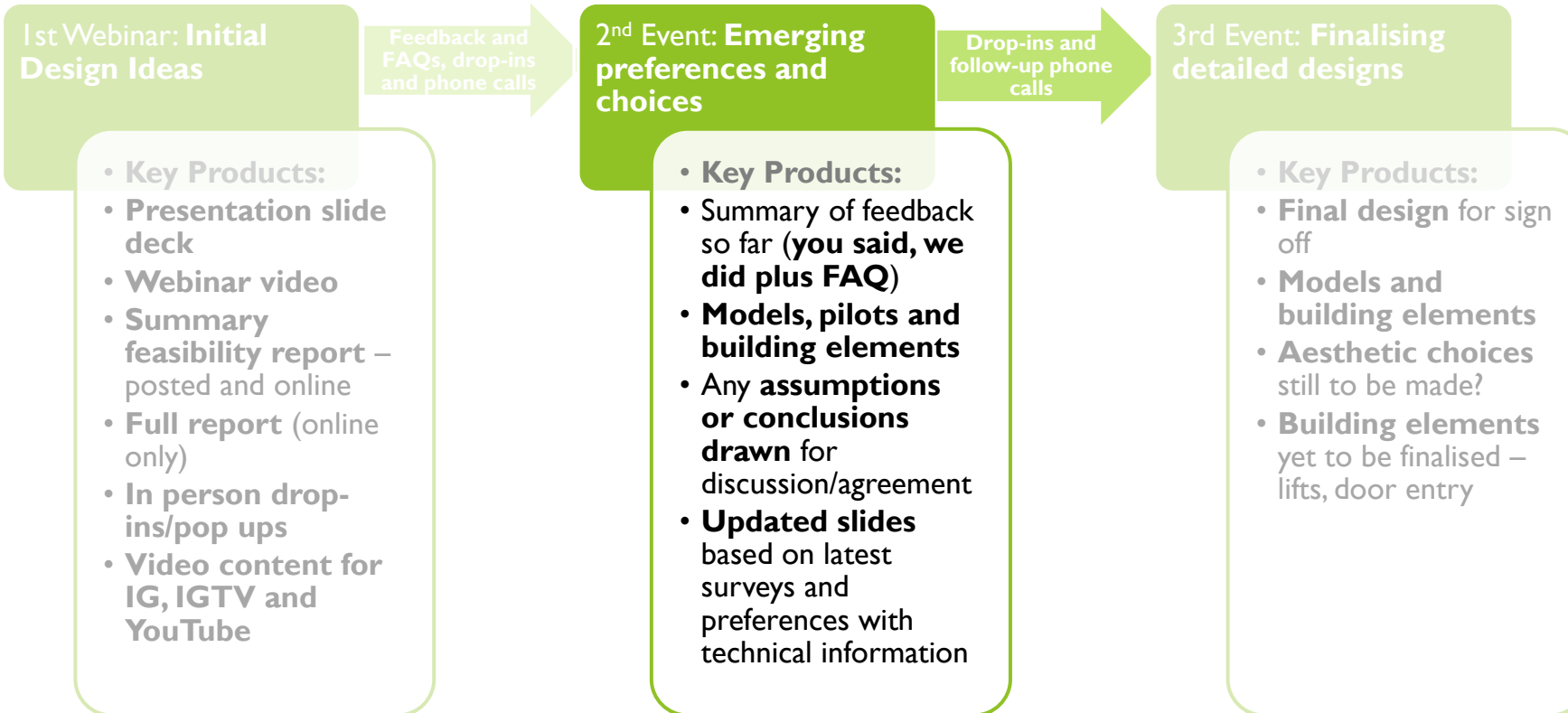
Verity Close

74%



High level co-design process

Emerging Preferences & Choices



Over 50% engagement for each lot

Roof Improvement Projects



Camelford Court



Clarendon Walk



Talbot Walk

- Roof improvement works are the first step in the refurbishment of these blocks
- The work will contribute to the aspiration for the estate to be net zero carbon by 2030
- Improving the thermal performance of the roofs to help to keep energy inside homes, which will help to reduce energy bills

Camelford Court | Detailed Design



New Refurbishment Respite Offer for Residents

Nordeen Fahmy, Head of Community Development, Engagement & Partnerships

Potential Respite demand over four years

Minimal intervention (elective for tenants, minimal work for leaseholders)

Forecast respite demand (based on sample so far)	Number requested	%	Assumes 450 tenants for refurbishment / L/H can remain in property	Demand per year (four year programme)
Permanent decant/move	2	14%	63	16
Stay with friends and family	3	21%	95	24
Temp decant	5	36%	162	41
None / Not Needed	4	29%	131	33

Maximum intervention (all tenants and leaseholders)

Forecast respite demand	Number requested	%	All 795 homes would need decanting at some point	Demand per year (four year programme)
Permanent decant	2	20%	159	40
Stay with friends and family	3	30%	239	60
Temp decant	5	50%	398	99

Refurbishment Relief

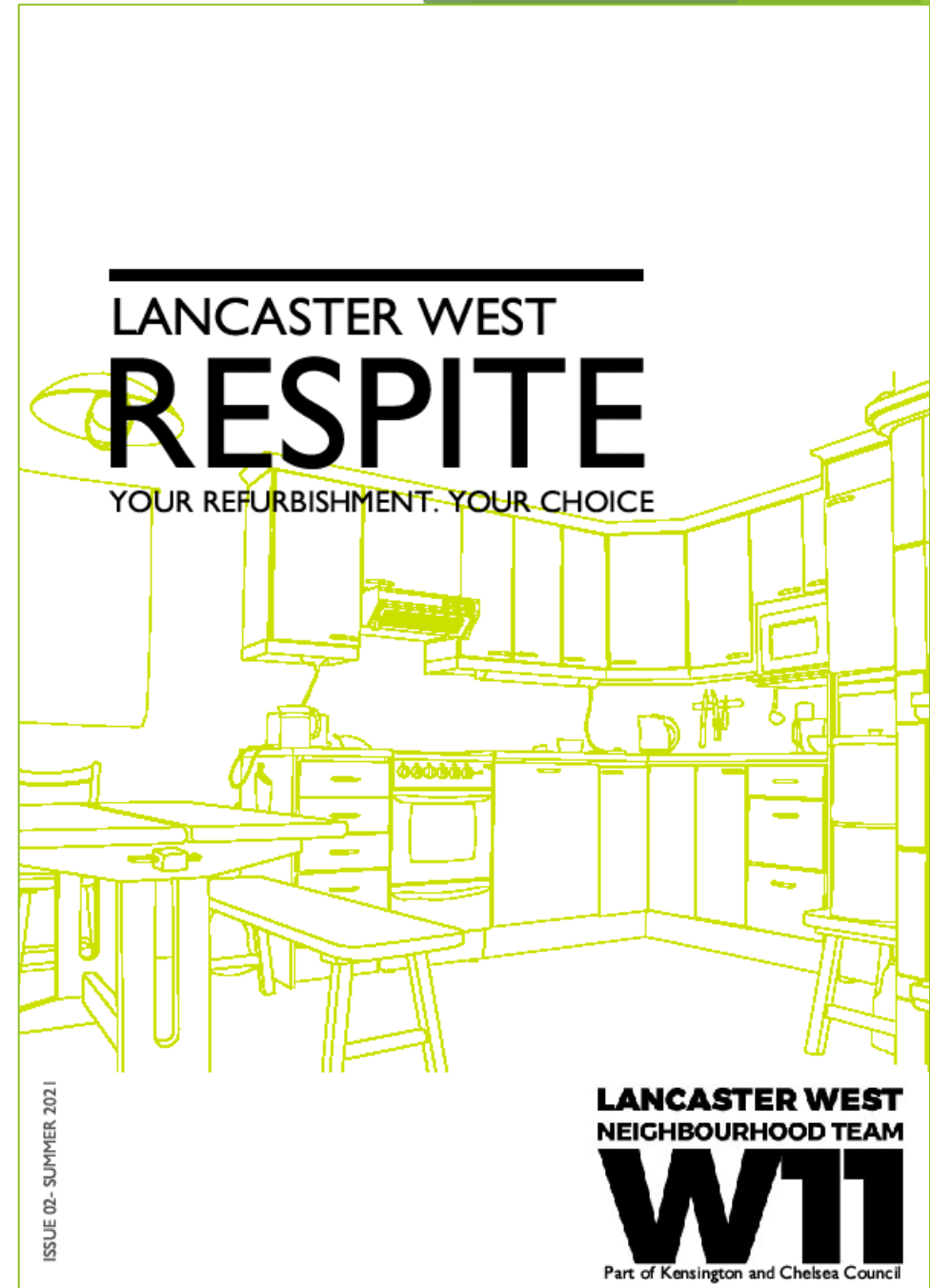
LWNT Respite Offer for Residents

The purpose of the respite offer is to:

- highlight the provisions made available by LWNT to support residents during the refurbishment works
- highlight the resources that are available in the local community and signpost residents to those services.

The offer was formally launched in early 2021 and was centred around four areas, which were developed using resident feedback:

- Work
- Welfare
- Social
- Relaxation

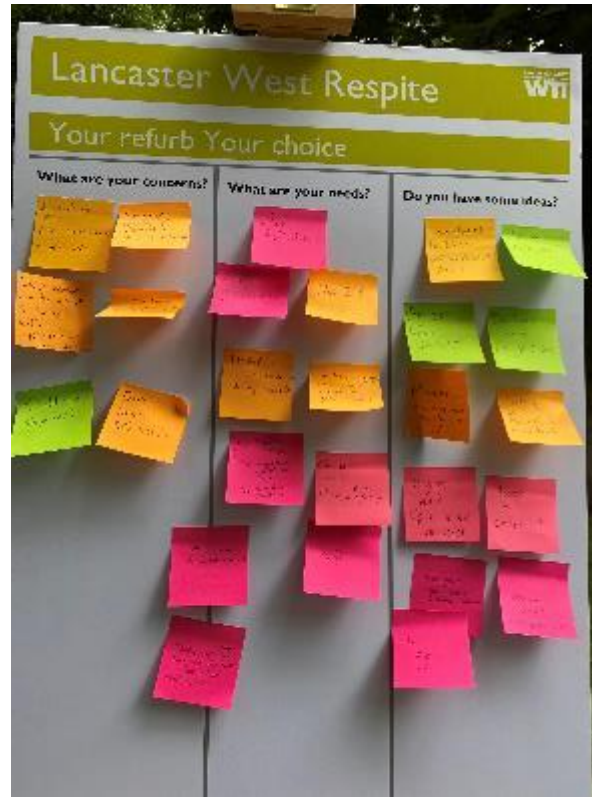


Previous Offer

Type of Offer	Narrative
Refurbishment Decant Scheme	allows residents to move into an identically-sized, permanent home on the estate that has already been fully refurbished.
Co-working Space	for quiet work and study, we are offering shared space at Baseline Studios. There is free Wi-Fi and refreshments, and access to a printer or photocopier. Available Monday to Friday, 09:00 - 17:00
Temporary Welfare Properties	a pool of temporary welfare properties where residents can cook, wash, rest or sleep. For example you may be night-shift worker or not have use of your kitchen but would rather stay living in your own property. Available 24 hours a day, 7 days a week with prior agreement.
Tea Garden	the LancWest tea garden is a great place to relax or use your green fingers to grow produce, water plants or just sit and chat. Available Monday to Sunday, 09:00 - 17:00
Garden Volunteering	join our team of enthusiastic garden volunteers helping to shape the green spaces on the estate on Friday lunchtimes from 12:00 - 14:00.

Improving Respite

- ▶ **5 live pop-up engagements** on respite since June '21
- ▶ **1 estate-wide all day drop-in session**
- ▶ **60+ residents** providing **feedback** on the offer



Sneak peek of new offers



Health and Wellbeing

- **Free monthly and daily gym access**
- **Free monthly massages** at North Kensington Resource Centre

Work and Learning

- **Dedicated computer area** at Baseline Studios for training, working and job searching
- **Bookable workspace** available in Baseline Studios' Garden Café

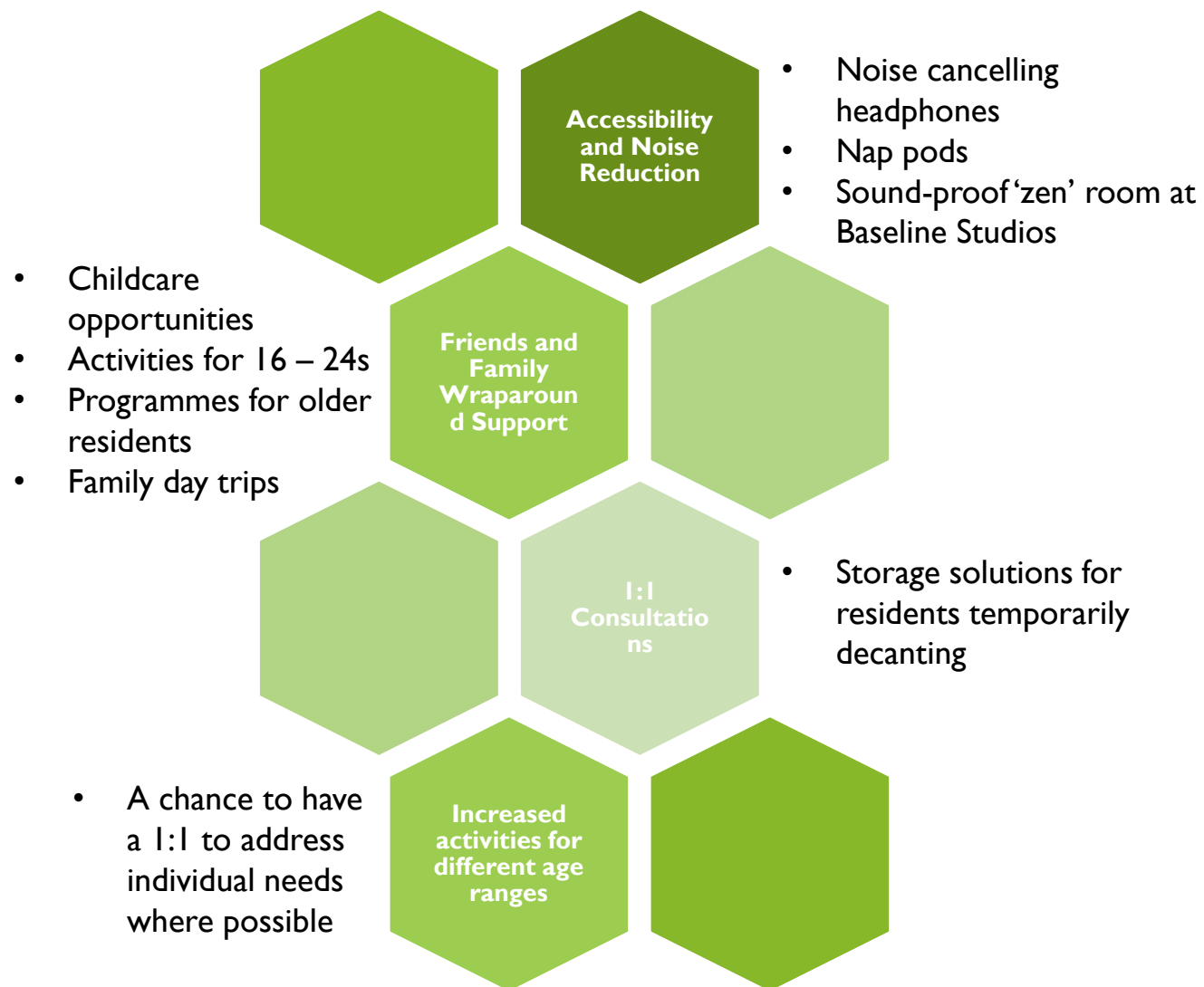
Cultural and Heritage Activities

- Free tickets to the **Museum of Brands**, with additional on-site discounts and incentives
- Free tickets to **London Zoo**
- Free trips to **Historic Royal Palaces** venues, including **Tower of London** and **Kew Palace**

Other

- **Improved communal spaces** – developing a wellbeing and social space on Camelford Court Roof Terrace
- **Supporting residents to pack, move and dispose of unwanted bulky items**

Other Potential Offers



Next Steps

- ▶ **Launch autumn update** of respite offer
- ▶ **Continued engagement** on respite offer
- ▶ **Review and respond** to feedback
- ▶ **Develop winter updates** to offer





Notting Dale Heat Network

Summary of resident feedback

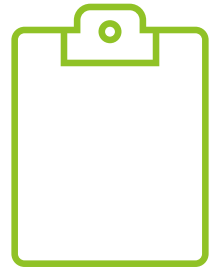
Janet Hall, Heat Network Engagement Manager

Engagement Overview

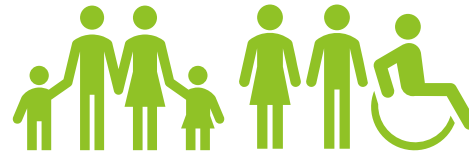
177 comments

96 surveys

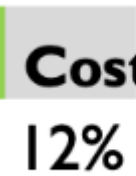
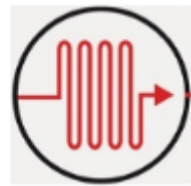
+ 81 individual comments



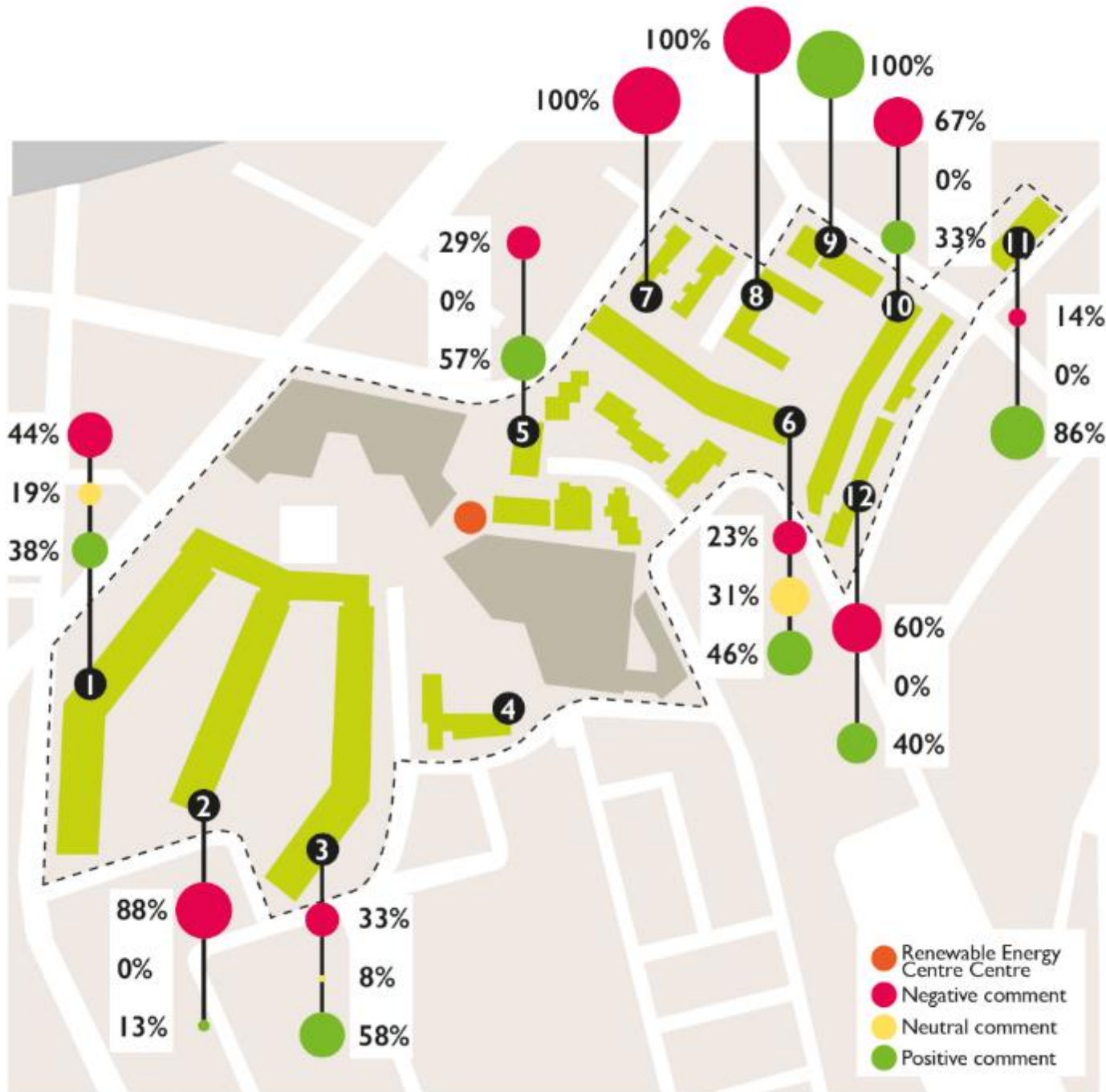
200+ residents actively engaged



Comment Themes



How people feel now?



“I would rather use electric radiators than the communal network as it is today, but it is too expensive.”

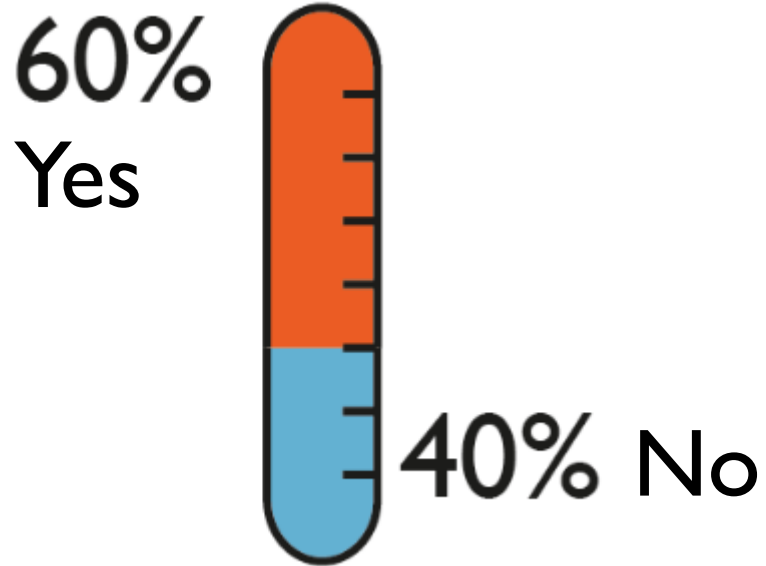
“I am more concerned about the future price of heating than the technical aspects”

“How will works align to the other refurbishment? Can they be minimised?”

“I like the potential of new heat controls being installed”

“Will the heating system remain the responsibility of the council?”

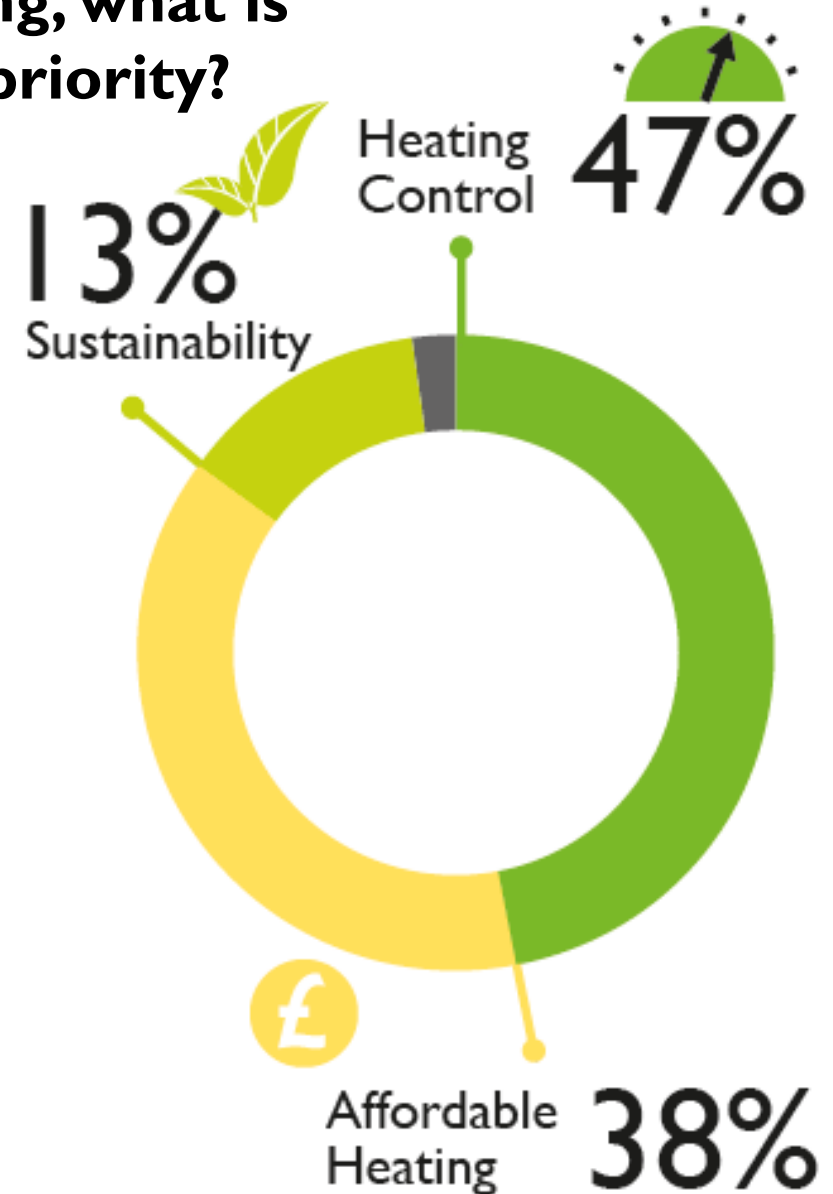
Do you heat your home to the level you would like?



Comments from 'no' said this was due to **over-heating, under-heating** and **lack of heating controls**

- 24% Hurstway Walk
- 24% Testerton Walk
- 18% Clarendon Walk
- 12% Barandon Walk

Thinking about heating, what is your priority?



Cost is a major concern



Residents would change to a renewable supplier if energy was

More expensive (16%)

The same price (31%)

Cheaper (37%)

Did not respond (27%)

How do we address everyone's needs and awareness?

Co-designing a customer service guarantee

To put residents first, we guarantee control, price, comfort, carbon and excellent customer service.



1. Control

Residents able to control heating in their homes



2. Resident Price Promise

Heat network working group output



3. Comfort Guarantee

21°C heat available to all homes, even when its -4°C outside (following refurbishment). Access to instant hot water; pay by use.



4. Environmental Promise

From 2024: LancWest will use mainly renewable heat with some gas support.

From 2030: LancWest will use 100% renewable heat

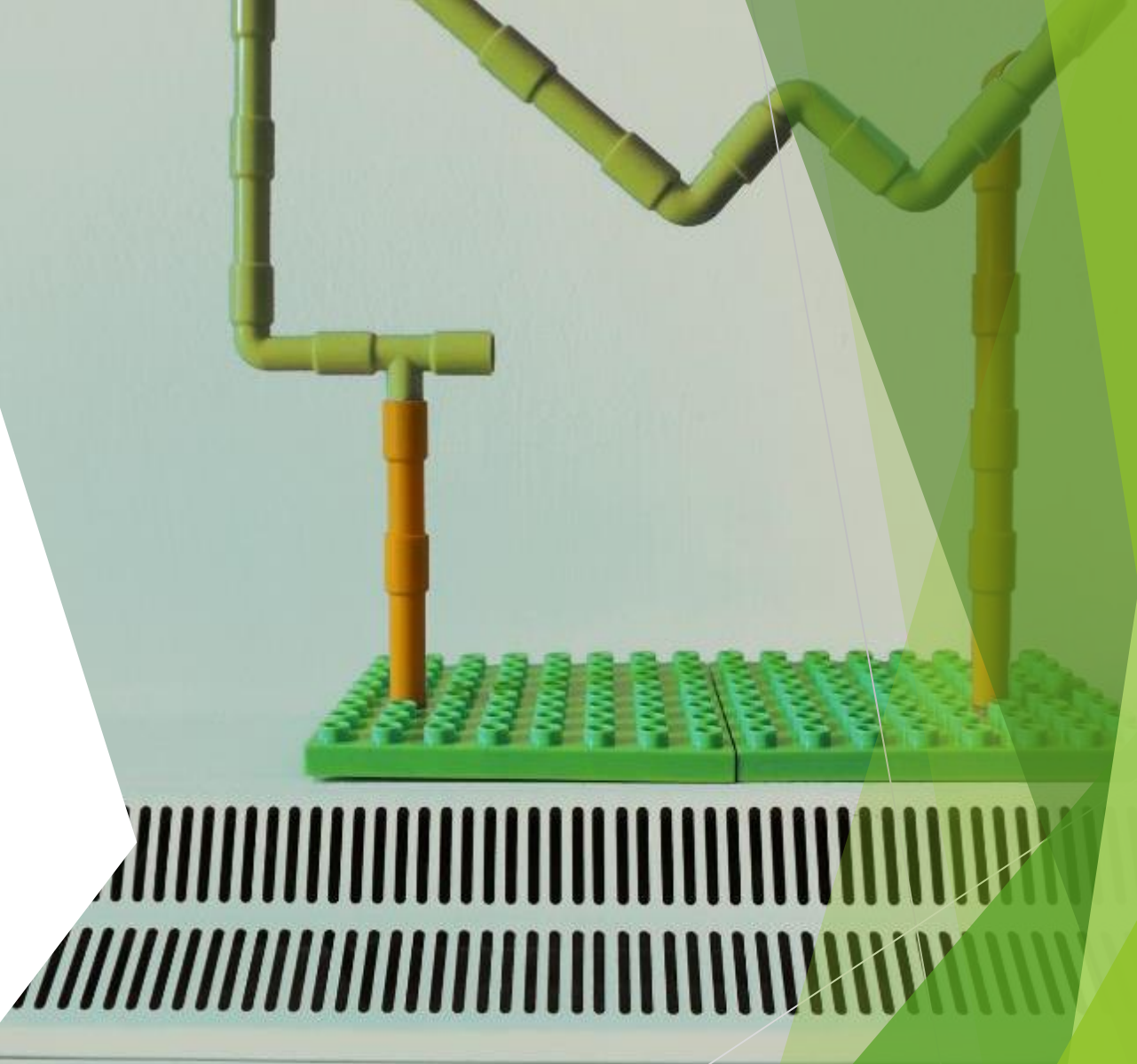


5. Customer Service

1. Heat Trust registration
2. Independent verification of Price Promise
3. Vulnerability Policy
4. Transparent resident tariff structure
5. Complaints procedure

Heat Network Resident Working Group

- ▶ When: **Tuesday 5 October**
- ▶ Time: **6.30 - 8pm**
- ▶ Where: **Teams (Or Baseline by request)** <https://bit.ly/3zEb5fV>
- ▶ **What:**
 - ▶ Develop resident price promise & Customer Guarantee



Lancaster West Future Neighbourhood Vision

Chrissy Galerakis, Programme Delivery Lead (Community
Development and Social Value)

What is the Lancaster West Future Neighbourhood Vision?

- ▶ The LWNT has secured funding from the One Public Estate (OPE) programme to help deliver a **Future Neighbourhood Vision** to support:
 - **Join up services in the area** based on a thorough understanding of needs and wants of residents
 - Bring a **holistic approach to coordinating investment**, new homes at social rent, and improving the public realm in the area
 - **Improve visioning around transport, connectivity and accessibility** across the area
 - Help establish a **framework of ongoing health interventions** in partnership with the NHS
 - Place a **green recovery at the heart** of Grenfell recovery.
- ▶ We are working with our partners [Arup](#) who have pulled together a team of designers, planners, sustainability and engagement experts to support take us through this journey in co-designing this Future Neighbourhood Vision together with residents and key stakeholders across Lancaster West Estate.

What is the Lancaster West Future Neighbourhood Vision?



Our goal for **Lancaster West Estate** to become a model 21st century social housing estate and future neighbourhood by 2030.



Help move towards **carbon neutrality**, create **London's largest eco-neighbourhood by 2030**, and become a “**garden estate**”



Co-design with residents a vision for Lancaster West and the wider area, to ensure new developments and services are joined up, better meeting the needs of expectations of residents

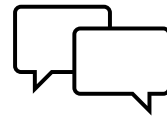
What is the Lancaster West Future Neighbourhood Vision?



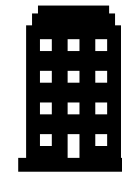
The vision will be designed and developed **sensitively** and **collaboratively** with residents and key stakeholders.



We will **listen** to all age groups and communities on what improvements they want to see now and in the future.



There will be **transparent** decision-making and **feedback** provided by the council and Arup at each step.



There will be **no demolition** of people's homes on the Lancaster West Estate, and any new homes will benefit local residents.

How are we Co-Designing the Lancaster West Future Neighbourhood Vision?

EMPOWER

Establishing and empowering a group of residents to develop new skills in community engagement, communication and as advocates of the vision, supporting co-design throughout the process.

UNDERSTAND

Building a picture of the current context in Lancaster West Estate and broader neighbourhood through understanding the needs and aspirations of residents, while mapping the current services offered.

INSPIRE

Creating a playbook of potential solutions and opportunities to address identified gaps, drawing inspiration from best practice around the world.

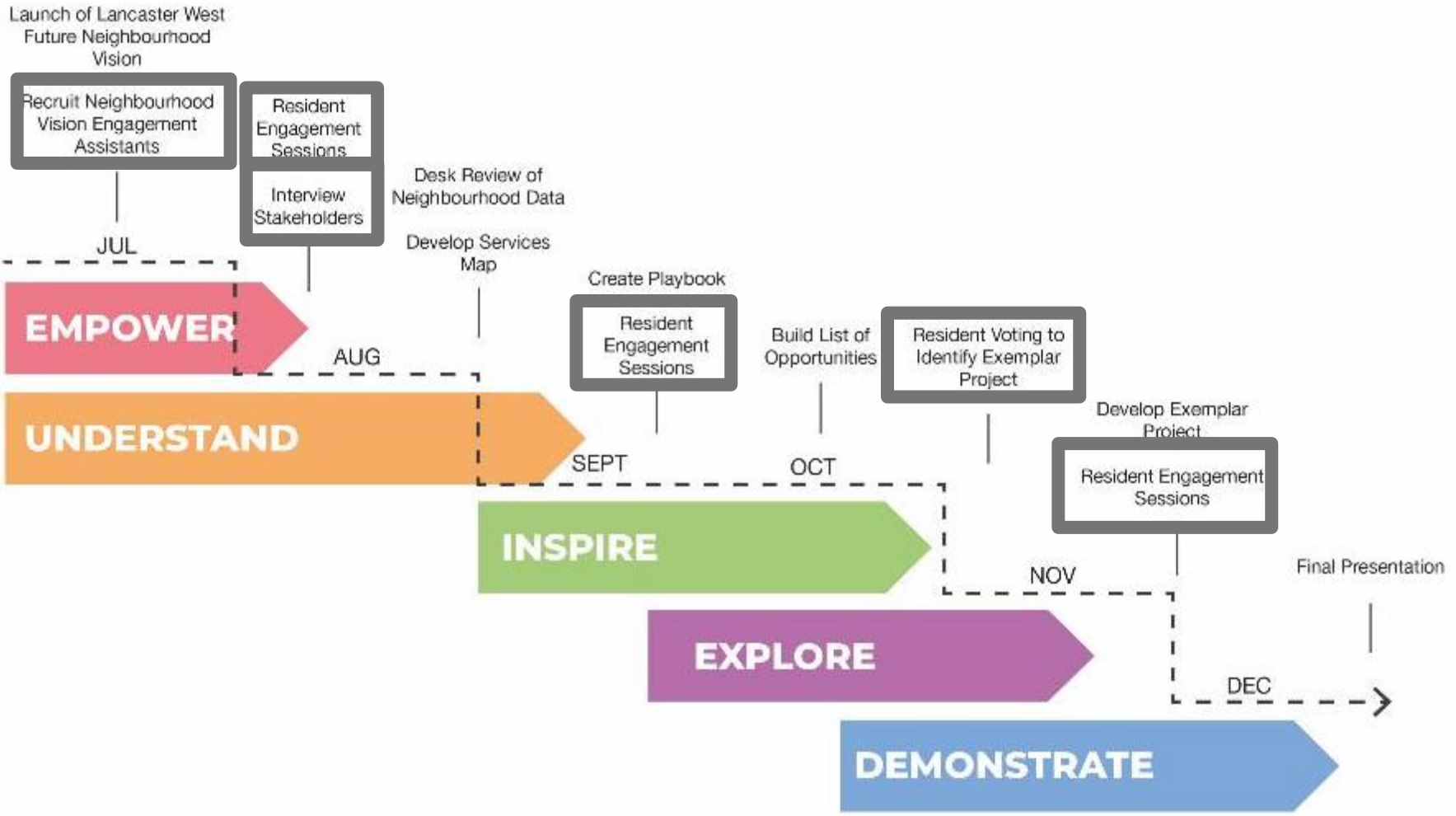
EXPLORE

Building a list of opportunities, activities and service improvements specific to Lancaster West Estate and broader area drawing from an understanding of needs, options and inspiration.

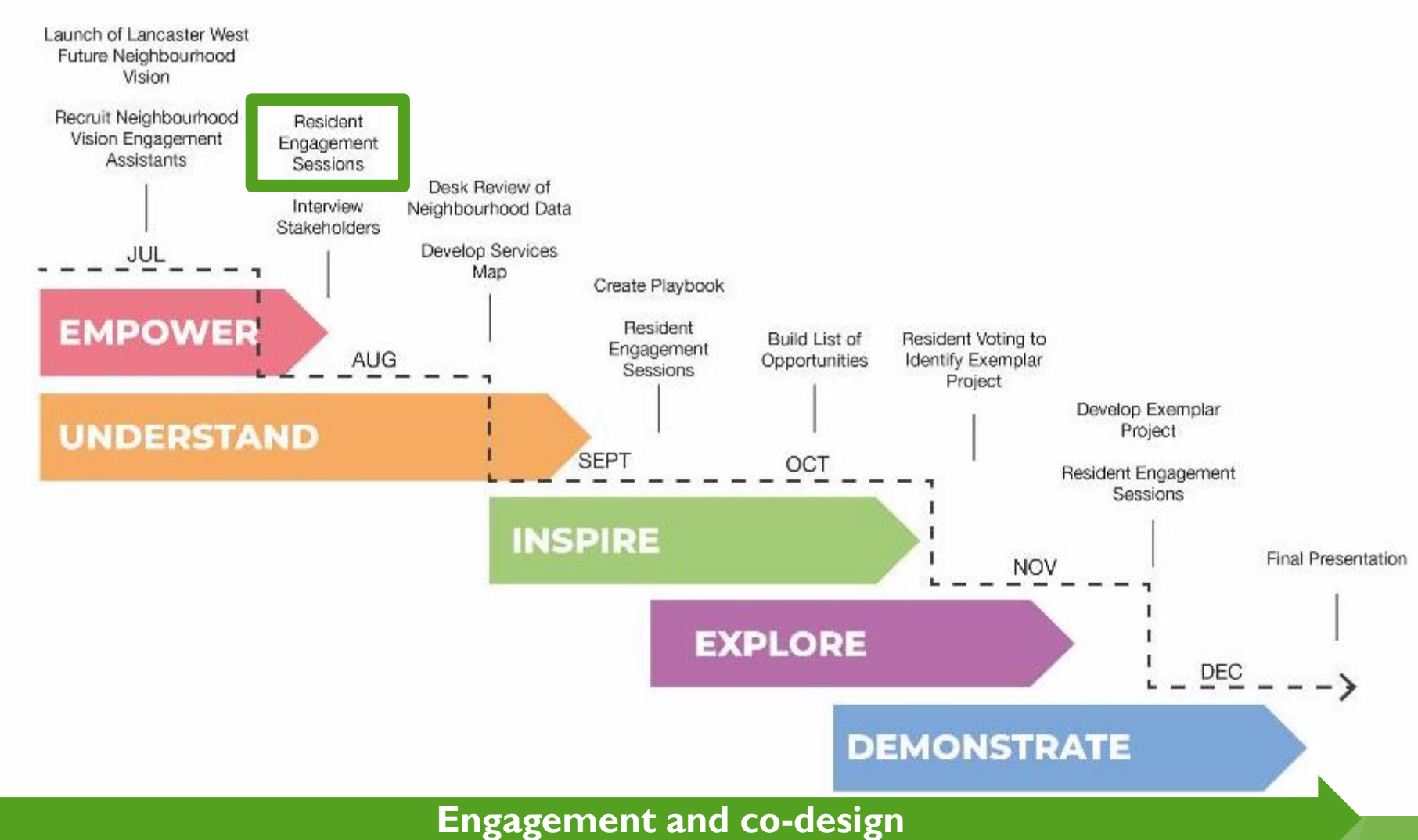
DEMONSTRATE

Co-designing one exemplar project with the community and stakeholders to demonstrate the value of the vision, and set the tone for further delivery.

Engagement Approach



Progress to Date



Join the Lancaster West Future Neighbourhood Community Day

- ▶ When: **Saturday, 18 September**
- ▶ Time: **12 – 5pm**
- ▶ Where: **Kensington Leisure Centre**
- ▶ What:
 - ▶ Free food
 - ▶ Free entertainment
 - ▶ Free access to the gym and pool
 - ▶ Free taster sessions, sports and classes
 - ▶ Chance to chat to LWNT teams
 - ▶ Access to other services

Lancaster West Future Neighbourhood Community Day

Join the LWRA and LWNT for our Lancaster West Future Neighbourhood Community Day

Saturday 18 September
12 – 5pm
Kensington Leisure Centre
Silchester Road, W11 4PQ

-  FREE food
-  FREE entertainment for children
-  FREE access to the gym and pool facilities
-  FREE taster sessions, sports and classes put on by the Leisure Centre and sports clubs
-  A chance to chat to LWNT
-  Access to a range of services including NHS, health and wellbeing groups, employment services and many more.



LWRA 

LANCASTER WEST
NEIGHBOURHOOD TEAM
W11

Understanding the Impact of Refurbishment Works at Lancaster West Estate

**Chrissy Galerakis, Programme Delivery Lead (Community
Development and Social Value)**

What are we doing?

- ▶ As part of the refurbishment of the Lancaster West Estate, the **London School of Economics (LSE)** Housing and Communities team, in partnership with the Lancaster West Neighbourhood Team (LWNT), will be **undertaking research** to understand the experience of residents, and the social impact of the works.
- ▶ LSE are a small research group within the Centre for the Analysis of Social Exclusion (CASE) at the London School of Economics. They have many years' experience in social housing, community and neighbourhood issues and urban problems. They focus on energy saving and environmental upgrading of social housing.



**Housing and
Communities**

Why are we doing this?

- ▶ A full retrofit programme, with residents in situ, has a major impact on people's lives, and **the aim of this research is to learn from this journey from a resident point of view.**
- ▶ We want to **understand the wider community impacts** of the refurbishment, as the support of the local community is vital to the success of this upgrading project.
- ▶ We want to **understand and document what happens**, to provide feedback and make recommendations to the delivery team.
- ▶ The findings will offer lessons for other similar projects and support the roll-out of similar works in estates across the country.



How are we doing it?

In conducting this evaluation, LSE will:

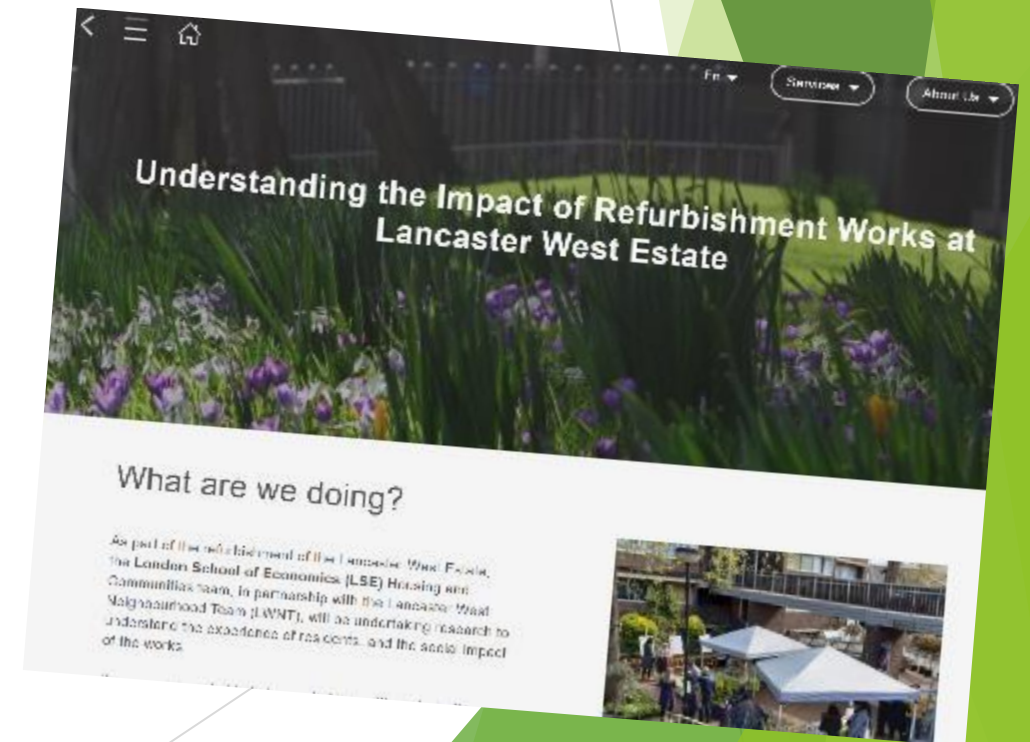
- ▶ Examine key documents from the refurbishment design and delivery
- ▶ Interview key stakeholders, including the architects and contractors involved, local community partners, and government
- ▶ **Interview 50 residents** from the Lancaster West Estate before, during and after the refurbishment process in order to understand:
 - ▶ Residents' expectations and support from the Lancaster West Estate Neighbourhood Team
 - ▶ The impact of the works on residents' homes and daily lives
 - ▶ The outcome of the upgrading works and how residents feel about their homes after the works
 - ▶ What lessons need to be learnt.

How to get involved?

If you want to be involved in these interviews, and share your views and experiences, then register interest:

- ▶ Online form - <https://lwnt.typeform.com/to/dqOF5DKL>
- ▶ Letter - we will be sending a letter and paper form to fill in and drop off at the post-box at the front of Baseline Studios, W11 4AT
- ▶ Lancaster West Future Neighbourhood Community Day - LSE will be here the speaking to and registering residents

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Block:	<input type="text"/>
Flat Number:	<input type="text"/>
Tenancy Type:	<input type="text"/>
Phone Number:	<input type="text"/>
Email Address:	<input type="text"/>



Final questions and thoughts?

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Join the Lancaster West Future Neighbourhood Community Day

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