

New Refurbishment Respite Offer for Residents

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Refurbishment Relief

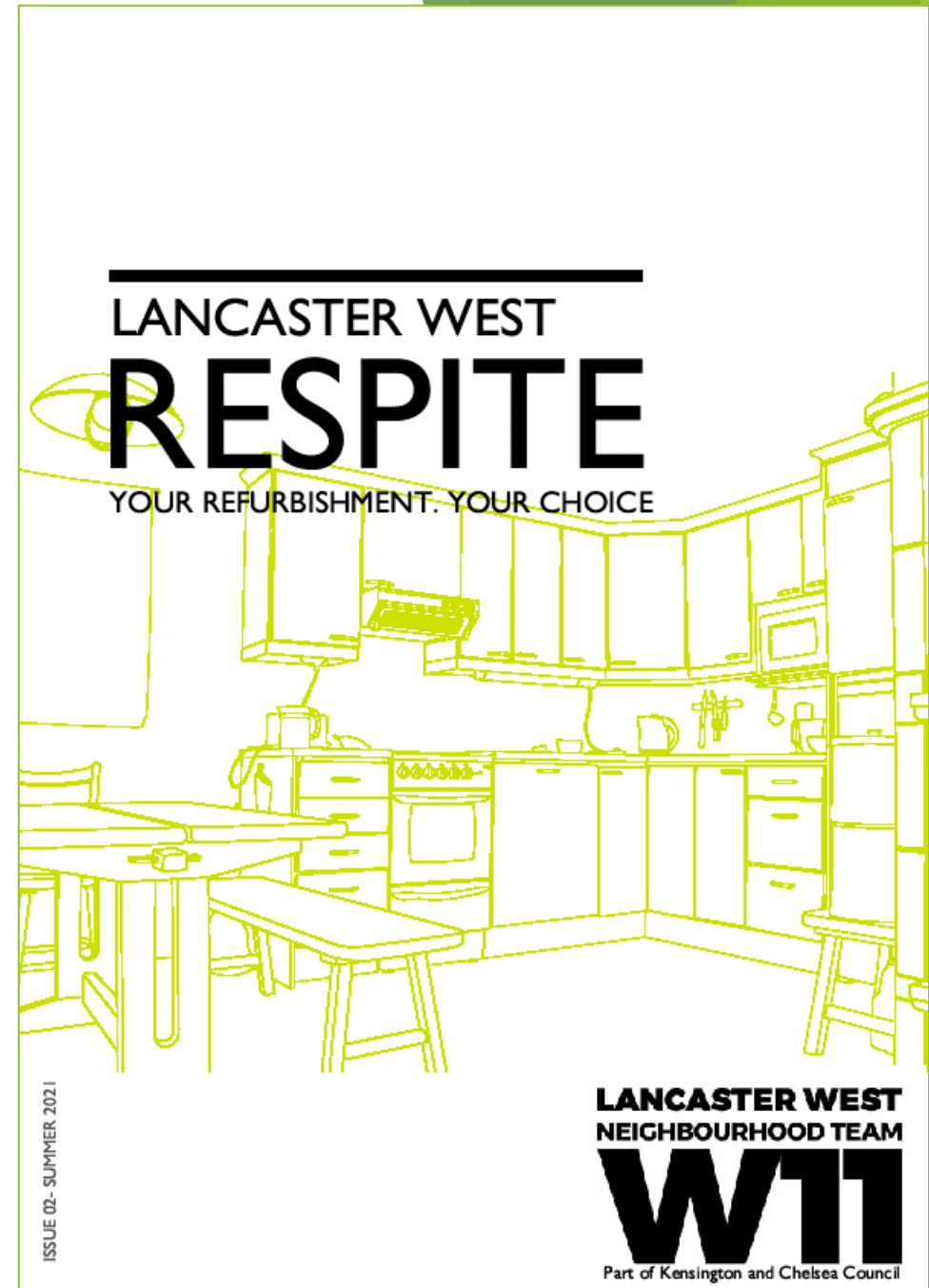
LWNT Respite Offer for Residents

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



Summer 2021 Respite 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 the Respite Offer

Respite Engagement in Numbers



Since July 2021



1
ESTATE-WIDE ALL
DAY DROP-IN SESSION



7
IN-PERSON
ENGAGEMENTS



20
SURVEYS RETURNED



100+
RESIDENTS
PROVIDING FEEDBACK



200+
IDEAS GENERATED

Needs and Concerns

What residents told us

01

Noise disruption

02

Not being able to stay at home

03

Lack of free activities for children, young people and adults outside of home

04

Support for those with serious illnesses and accessibility issues

Autumn 2021 Respite Offer



The graphic features the Lancaster West WTI logo at the top right. Below it, the text 'LANCASTER WEST' is in a smaller font, followed by 'RESPITE' in large, bold, green letters. Underneath, it says 'Your refurbishment. Your choice.' To the left, there is an image of a paintbrush with green paint on its bristles, resting on a paint can. At the bottom right of the graphic, there is a circular icon with the number '4' inside.

LANCASTER WEST
WTI

LANCASTER WEST
RESPITE
Your **refurbishment.** Your **choice.**

HOW CAN WE HELP?

LWWT has categorised possible areas of respite into five main themes: Relax, Socialise, Work, Explore, Stay Active. Below is a scope of where residents can be sign posted should they need support during refurbishment of their homes. This scope is not exhaustive and may vary at times, depending on the provider and their capacity to deliver the services at the time. The scope will be monitored and updated regularly to provide the latest up to date offers.

- RELAX**
These spaces and activities can serve as an alternative place of rest and relaxation.
- SOCIALISE**
These spaces and activities can serve as an alternative place of rest and relaxation, with the added benefit of socialising with others.
- WORK**
These spaces have been organised and/or identified to provide a quiet area for residents to complete work or study.
- EXPLORE**
These spaces or activities offer opportunities to learn and explore culture, history and heritage.
- STAY ACTIVE**
These spaces or activities have been organised to help stay physically active and/or improve physical wellbeing.

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**
- **Staying with friends/family offer** – Covering up to £100 per week for those temporarily staying with others



Continued areas of focus

Decant properties

Storage solutions for decanting

1-2-1 discussion to understand the differing needs

Next Steps

1. **Launch updated brochure**
2. **Continued engagement**
3. **Review and respond to feedback**
4. **Develop winter update**

