

LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

in partnership with

LWRA 

LANCASTER WEST

RESPITE

Your **refurbishment.** Your **choice.**



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INTRODUCTION

As Lancaster West undertakes an estate-wide refurbishment programme, Lancaster West Neighbourhood Team understands that for some residents, respite options will need to be considered due to any disturbance when carrying out noisy or disruptive work.

Respite may mean different things, depending on your circumstances and needs. The purpose of this offer is to highlight the provisions made available by the LWNT to support residents during the refurbishment works.

SUPPORTING YOU

Providing respite presents a challenge during this current period as the country and local services in the borough respond to the coronavirus pandemic. Safety and wellbeing are a key priority and many services may offer a restricted or limited service.

Provisions made available by LWNT have been designed to make sure we keep residents as safe as possible. We have put a range of public health and social distancing measures in place, including hand sanitisers, complimentary masks and distanced waiting areas. We understand times remain difficult for many of you and we want to thank you for following public health advice, maintaining social distancing, and communicating with us through methods which might have been new to you before the pandemic commenced.



THE JOURNEY SO FAR

LWNT is working with and empowering residents to make decisions about the refurbishment and we recognise that the refurbishment process will cause disruption that could be challenging for many of our residents. To establish this current offer, we used several forms of engagement, including surveys, pop-up events and one-to-one discussion with households.

We also sent out a refurbishment respite survey, to capture a more in-depth understanding of individual and household needs.

Engagement in numbers since the last respite brochure:



From this engagement, you told us that your main concerns were:



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



Noise disruption



Not being able to stay at home



Support for those with illnesses and accessibility needs

We also encouraged residents to share ideas and suggestions for a respite offer which would go some way to addressing the concerns raised. Residents' suggestions included wellness treatments, tickets for local attractions and places to go when the disruption makes working from home difficult.

Through listening to residents' concerns and ideas, LWNT has put together a more holistic offer to ease some of the disruption to residents by creating spaces for working, studying and quiet time, partnering with organisations to offer a range of activities both on and off the estate, and providing decant options.

REFURBISHMENT WORKS IN YOUR BLOCK

We understand that many residents may still be home during the day. To carry out these essential works there may be a level of disruption that will include noise disturbance and movement of materials. We will notify neighbouring properties before we do this and offer options for residents who are working from home or home-schooling to ensure we minimise any disruption. A detailed breakdown of working hours can be found below.

TIME OF WORKS

Work will be carried out between 8am – 6pm, Monday to Friday. This may include both low and high impact noisy works. Any works outside of these times would only be emergencies.

HIGH IMPACT NOISE

To minimise disruption, structural works requiring the use of heavy-duty power tools and breaking of concrete, will be restricted to the following times: 9am – noon and 2pm – 5:30pm, Monday to Friday.

WEEKEND WORK

Sometimes, it might be necessary for work to take place on a Saturday, but this will be non-noisy work such as painting and decorating.

WE ARE HERE TO HELP

If you are disturbed by noise from neighbouring properties due to refurbishment work, please contact us on **0800 389 2005** or send an email to **LancasterWestOffice@rbkc.gov.uk**



HOW CAN WE HELP? ---

LWNT 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 signposted 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.

REFURBISHMENT DECANT SCHEME AND TEMPORARY HOUSING SUPPORT

On the following pages, you can find facilities and provisions which have been made available by Lancaster West Neighbourhood Team for residents who require a temporary or permanent move due to refurbishment works. Where facilities require booking, a key contact has been identified and contact details made available. If you have any questions not covered by the provided information, please do not hesitate to contact us.



REFURBISHMENT DECANT SCHEME

A voluntary scheme to swap your current home for an already refurbished one.

WHAT IS IT?

The Refurbishment Decant Scheme allows residents to move into an identically-sized, permanent home on the estate that has already been fully refurbished and give up their existing one. This will reduce the stress, noise and disruption of living in a property whilst it is refurbished or needing to move twice in some cases. It's open to residents with a secure tenancy agreement who have not already moved on the Local Lettings Plan or registered for a move, and whose current home is about to have major internal refurbishment work.

WHO IS ELIGIBLE?

- Residents who have a secure tenancy.
- Residents who have not moved through the Local Lettings Plan (LLP) or have registered for a move.
- Residents who do not have rent debts on their account, or who have adhered to an agreed payment plan to clear any debt for at least three months.
- Residents whose homes have been selected to undergo major internal refurbishment work.

TO FIND OUT MORE



LancasterWestOffice@rbkc.gov.uk



0800 389 2005



lancasterwestneighbourhoodteam



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STAYING WITH FRIENDS AND FAMILY SUPPORT

THEMES:



✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 [lancasterwestneighbourhoodteam](#)

📱 WeAreW11 app

Depending on the choices you make for you and your family as to what refurbishment works you want in your home, as well as health and safety works required to keep you and your loved ones safe, you may need to leave your home for the duration of the works.

If you choose to stay with friends or family for the duration of the works, we can reimburse £100 per week for your household, to cover the costs of doing so specifically for the period of time you are unable to live in your home. Choosing to stay with family or friends ensures that we can deliver your high-quality refurbished home in the fastest possible timeframe.



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HELPING YOU PACK, STORE AND DECLUTTER

THEMES:



✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📱 lancasterwestneighbourhoodteam

📱 WeAreW11 app

We recognise that moving can be challenging, whether moving temporarily or permanently. To support you with this, we are offering:

- free packing boxes available at Baseline Studios for residents to collect
- free support from the LWNT to dispose of unwanted bulky items
- assistance in packing and moving large items for those who need a hand, such as residents with mobility impairments or those living alone.





TEMPORARY WELFARE PROPERTIES

THEMES:



- 📍 Various blocks, Lancaster West, London W11
- ✉ LancasterWestOffice@rbkc.gov.uk
- ☎ 0800 389 2005
- 📱 lancasterwestneighbourhoodteam
- 📱 WeAreW11 app
- 🕒 7 days a week, 24-hour access with prior agreement

We recognise that residents will need to carry on with their lives whilst we undertake the refurbishment, and so we have a pool of temporary welfare properties where residents can cook, wash, rest or sleep. For example, you may be a night-shift worker or not have use of your kitchen but would rather stay living in your own property. Prioritisation for these properties is assessed on an individual basis dependent on resident circumstances.



RESPITE OPTIONS

On the following pages, you can find other facilities and provisions which have been made available by Lancaster West Neighbourhood Team. Where facilities require booking, a key contact has been identified and contact details made available. If you have any questions not covered by the provided information, please do not hesitate to contact us.



CO-WORKING SPACES

FREE  WIFI

THEMES:



📍 Baseline Studios, Whitchurch Road, London W11 4AT

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Monday to Friday, 09:00 – 18:00

For work and study, we are offering a shared space at Baseline Studios' Garden Café. There is free superfast Wi-Fi, refreshments and access to printing and photocopying facilities. As we have limited space, residents will need to book available slots in advance using the contact details above.

In addition to this, there is a new iMac computer available for residents to drop-in and use near the reception area of Baseline Studios to securely access work, study or other lifestyle needs.



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ENJOY OUR TEA GARDEN

THEMES:



📍 Lancaster West Tea Garden, Whitchurch Road, London W11 4AT

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Monday to Sunday, 09:00 – 18:00

The tea garden is officially open to residents, having launched as part of the drive to increase green and open spaces around the estate. The tea garden is a great place to relax or use your green fingers to grow produce, water plants or just sit and chat.



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GARDEN VOLUNTEERING

THEMES:



📍 Various green spaces, Lancaster West, London W11

✉ Robert.Halbert-Pereno@rbkc.gov.uk

📞 07814 6122876

📷 @lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Every Friday, 11:00 – 14:00

Join our team of enthusiastic garden volunteers helping to shape the green spaces on the estate on Friday lunchtimes from 12:00 – 14:00. Gardening is a great way to keep active, work together with others and improve your mental health. The sessions are run under the guidance of our Community Gardener, Robert Halbert-Pereno. Email or call Robert to join.

MUSEUM OF BRANDS TICKETS

THEMES:   

📍 111-117 Lancaster Road, London W11 1QT ✉ LancasterWestOffice@rbkc.gov.uk ☎ 0800 389 2005

📱 [lancasterwestneighbourhoodteam](#) 📲 [WeAreW11](#) app

LWNT has partnered with the Museum of Brands to offer a limited amount of free entry tickets to visit the Museum. The Museum of Brands was established in 1984 and takes visitors on a nostalgic journey through 200 years of social change, consumer culture and lifestyle.

The collection details how social and cultural history has progressed through the ages through the use of personal effects, toys, music, fashion and literature. The story is told through the visual mediums of commercial art, design and graphics, and highlights how much technology and consumerism have changed our daily lives.

Tickets can be picked up from the **Lancaster West Neighbourhood Team** at **Baseline Studios**.





LONDON ZOO TICKETS

THEMES:



📍 ZSL London Zoo, Regent's Park, London NW1 4RY

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 [lancasterwestneighbourhoodteam](#)

📱 [WeAreW11 app](#)

LWNT has a limited number of free tickets available for residents to visit the iconic ZSL London Zoo. To get your tickets, contact the Lancaster West Neighbourhood office and speak to the Community Development team.



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HISTORIC ROYAL PALACES SITE VISITS

THEMES:



📍 Various London sites

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 @lancasterwestneighbourhoodteam

📱 WeAreW11 app

LWNT is working with Historic Royal Palaces to provide Lancaster West residents with free visits to the Tower of London, Kensington Palace and Hampton Court Palace.

If you are interested in participating in a visit to one of these historical sites, contact the Lancaster West Neighbourhood office and speak to the Community Development team.





MASSAGE SESSIONS

FREE  WIFI

THEMES:



📍 North Kensington Resource Centre (between Testerton and Hurstway Walk),
Whitchurch Road, London W11 1WG

✉ LancasterWestOffice@rbkc.gov.uk 📞 0800 389 2005

📷 lancasterwestneighbourhoodteam 📱 WeAreW11 app

🕒 Last Tuesday of each month, 10:00 – 18:00

LWNT has partnered with Community Massage to offer free seated massage and shiatsu sessions at North Kensington Resource Centre. Residents can self-refer for a free 20-minute massage session with a specialist on the final Tuesday of each month. There are also additional sessions available throughout the month, please contact LWNT for more information.

Shiatsu and seated massage are non-invasive therapies that help reduce stress and contribute to overall wellbeing. They provide preventative and remedial effects without oils. Longer sessions and free guided meditation sessions are also available through Community Massage.

WELL-READ PLAY-READING SESSIONS

FREE 

THEMES:



📍 North Kensington Resource Centre (between Testerton and Hurstway Walk),
Whitchurch Road, London W11 1WG

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

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🕒 Wednesdays, 10:45 – 11:45

Read a play every week with a theatre professional, meet and talk with new friends new and old, explore characters and stories. There is no experience needed to participate.



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GYM MEMBERSHIP

FREE

WIFI

THEMES:



📍 Kensington Sports Centre, Walmer Road, London W11 4PQ

✉ LancasterWestOffice@rbkc.gov.uk

📞 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

LWNT is working with Kensington Leisure Centre to provide a limited amount of monthly gym passes to residents directly affected by refurbishment works.

If you are interested in getting a daily or monthly gym pass, contact the Lancaster West Neighbourhood office and speak to the Community Development team.

LANCASTER WEST COMMUNITY FRIDGE

FREE



THEMES:



📍 North Kensington Resource Centre (between Testerton and Hurstway Walk),
Whitchurch Road, London W11 1WG

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

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🕒 Wednesday 13:30 - 16:30, Thursday 15:30 - 18:30

The Lancaster West Community Fridge is one of over 150 community fridges across the UK helping thousands of people connect to their neighbours, save money, learn new skills and reduce waste. The Community Fridge has been developed in partnership with Lancaster West Residents' Association and is supported by Co-op and environmental charity Hubbub.



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WOMEN'S YOGA SESSIONS


FREE 

THEMES:



 North Kensington Resource Centre (between Testerton and Hurstway Walk),
Whitchurch Road, W11 1WG

 LancasterWestOffice@rbkc.gov.uk

 0800 389 2005

 [lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)

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 Wednesday 9:45 – 10:45am

LWNT is working with Community Champions to provide weekly yoga classes for women, every Wednesday at North Kensington Resource Centre. The classes are open to learners of all levels but are not suitable for women who are pregnant.

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MY NOTES

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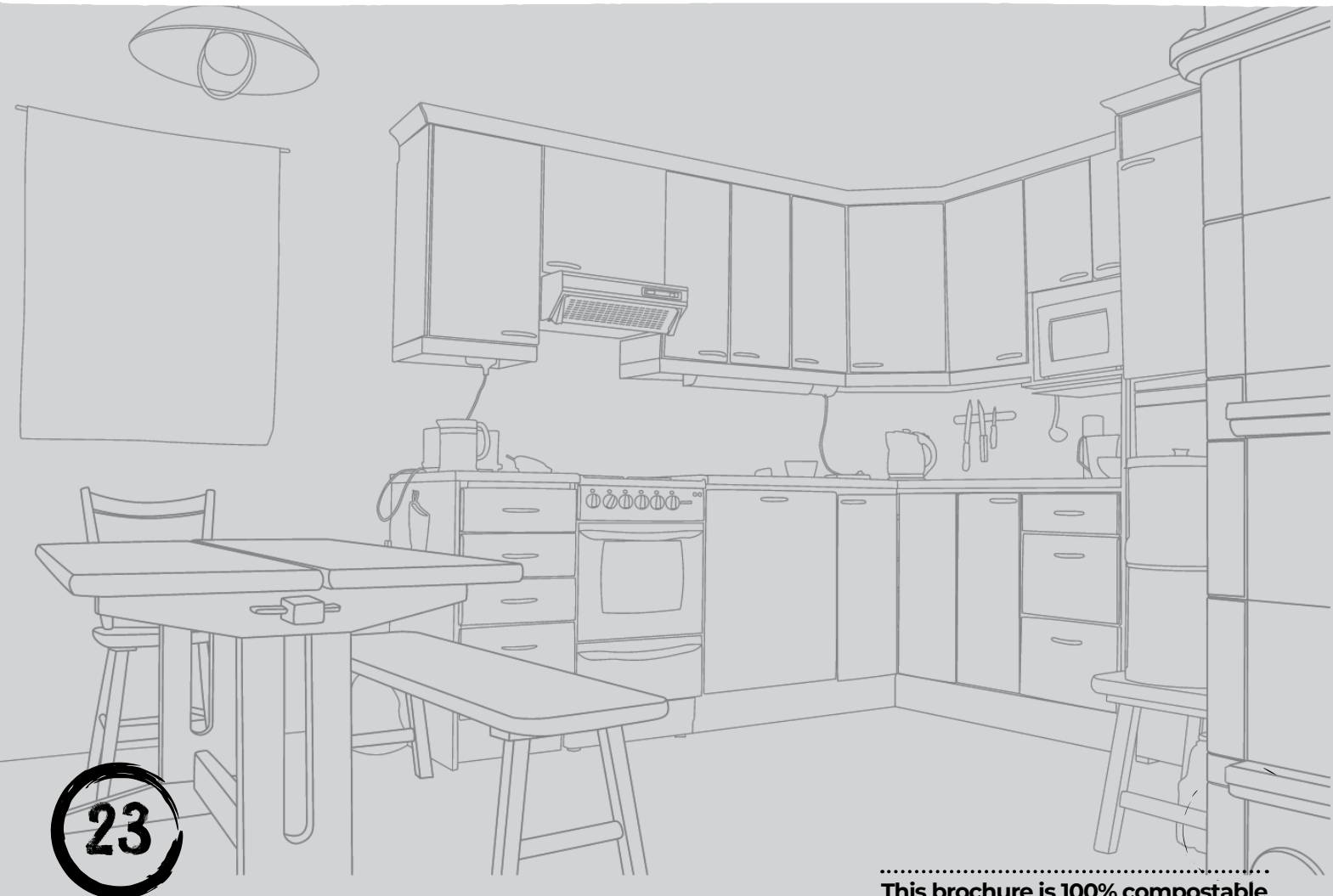
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W11



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

**LANCASTER WEST
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**GET IN TOUCH
WITH US**



Unit 3, Baseline Studios, Whitchurch Road, W11 4AT



0800 389 2005



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