



LANCASTER WEST  
NEIGHBOURHOOD TEAM



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



# Understanding Lancaster West

Lancaster West Future Neighbourhood Vision – Baseline report

Nov 2021





Photo Credits: <https://www.meristemdesign.co.uk/news/2021/3/9/lancaster-west-estate-goes-green>

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# Introduction

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# Introduction

**The Lancaster West Future Neighbourhood Vision will define priorities and potential ways forward for future services, programmes and spaces in and around the Lancaster West Estate.**

The Lancaster West Neighbourhood Team (LWNT) has secured funding from the One Public Estate (OPE) programme to help deliver a Future Neighbourhood Vision for the Lancaster West Estate.

This vision is focussed on four main areas: **Education and Economic Development, Health and Wellbeing, Sustainability and a Greener Estate and Connected Communities.**

The vision will build and expand on the initiatives and programmes that are already taking place in these four areas and will be co-designed with residents who will play a key part in shaping the future of their neighbourhood.

The Neighbourhood Vision aims to:

- Join up services in the area based on a thorough understanding of needs and desires 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.

# Area of focus

**This vision is focussed on the Lancaster West Estate.**

The vision is centred around the Lancaster West Estate, as identified in the plan in this page. The work will look to the broader area surrounding the Estate, however this is not the main focus of the project.

The vision does not cover the Grenfell Tower site, but we will make sure any ideas put forward complement, respect, and link with those areas.



# Purpose of this report

**The purpose of this report is to provide an understanding of the context and needs of the residents of Lancaster West Estate.**

We have drawn from interviews and existing documents data to inform the findings of the understand stage, and there are some limitations in the data available in terms of sample (eg documents and indicators provided at ward or borough level) and frequency of data collection (eg census data from 2011).

Engagement being undertaken as part of this vision will seek to confirm that findings at borough and ward level and from census data 2011 are relevant to the current context of the Lancaster West Estate.



Residents engaging with us at engagement event



# Methodology and timeline **overview**

The process of developing this vision is broken down into five phases of working with residents:

## **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**

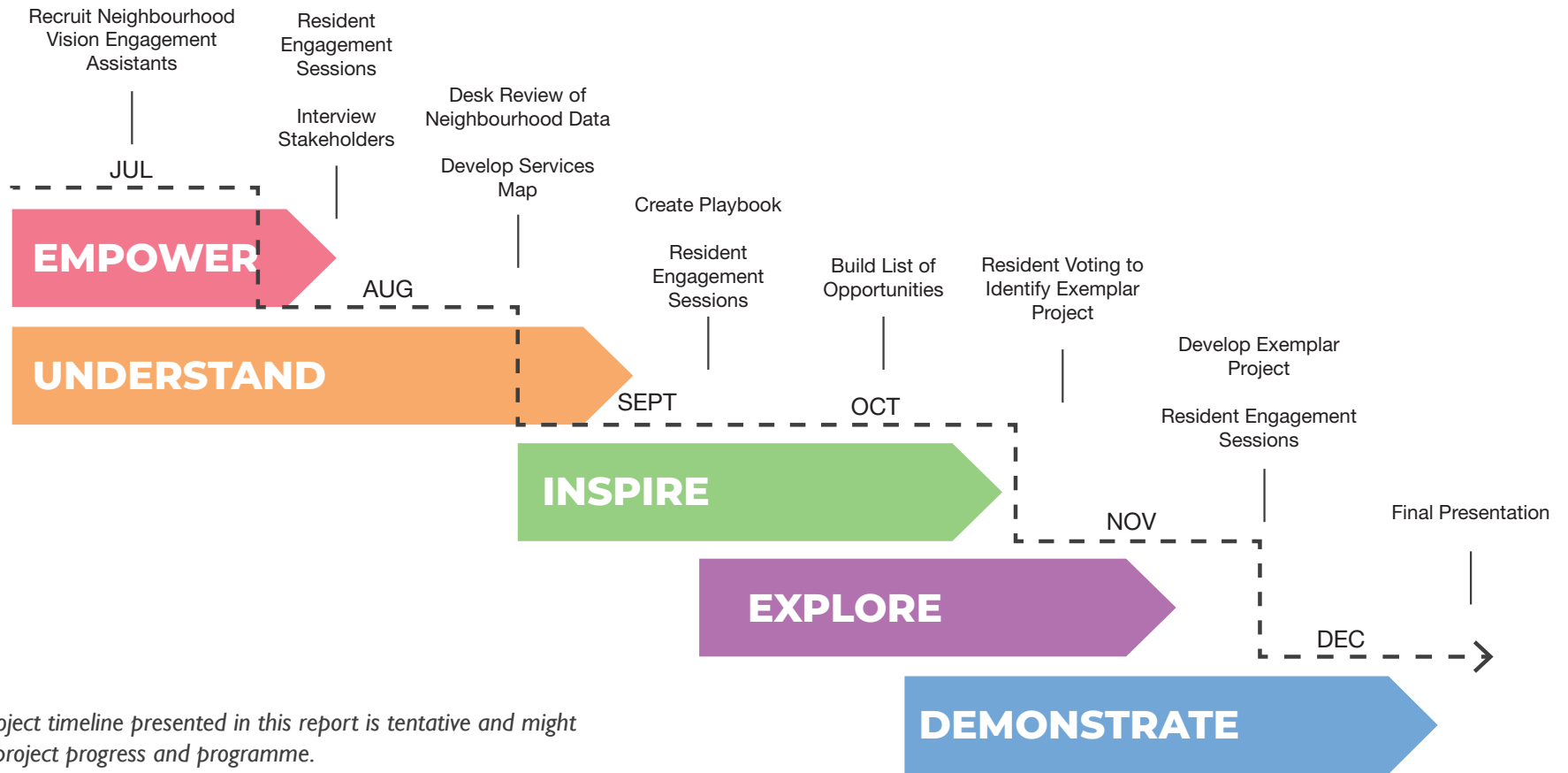
Building a list of opportunities, activities and service improvements specific to Lancaster West Estate and broader area drawing from an understanding of needs, options and inspiration.

## **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.

# Timeline and methodology overview

Feedback from residents and stakeholders will be used to inform the project at each stage. A summary of the key engagement activities and project milestones has been mapped in the diagram below:



*Please note that project timeline presented in this report is tentative and might shift as a result of project progress and programme.*

# Engagement overview

## ENGAGEMENT APPROACH

Engagement for the Lancaster West Future Neighbourhood Vision has been done considering two main groups:

- key stakeholders currently delivering services in the area.
- Residents of the Lancaster West Estate.

For the purpose of this work engagement has been focused to Lancaster West residents and not the broader ward community. In the case individual projects are taken forward outside estate boundaries, relevant residents will be engaged with in a separate process.

Feedback from residents and stakeholders will be used to better understand the needs and aspirations of Lancaster West Estate. At each stage we will revise and refine the vision to integrate this feedback into the design process.

We have drawn from the previous engagement data to inform the findings of the understand stage and gather evidence from what residents

have said in the past to inform our work. The engagement reports below have been reviewed as part of this process:

- TFL - Latimer Road engagement 2018
- Community Safety Consultation – May 2021
- Avondale Park Improvements – 2021
- NNS-Resident Feedback– 2021
- Ideas Day report 2018

There are some limitations in the engagement data available, mainly in terms of sample (eg engagement undertaken at borough or ward level) and number of residents engaged. Engagement being undertaken as part of this vision will seek to address these limitations and confirm if findings from previous engagement are relevant to the current context of the Lancaster West Estate.

## IDEAS DAY 2018

In January and March 2018, residents engaged with the Lancaster West Neighbourhood Team to discuss their initial ideas around their home, their blocks, the estate and the broader neighbourhood. The reports from these events

can be found here - <https://www.wearew11.org/en/page/59409>.

In order to build on the discussions that were already had with residents around what their initial ideas were for their estate and neighbourhood, we will review these reports during the Explore phase as we map out potential project ideas and locations. Where overlaps or new ideas are identified, these will be integrated into the engagement analysis and factored into the final opportunities mapping process.

# Engagement overview

## ENGAGEMENT ASSISTANTS

We are working with three residents who have been hired as engagement assistants to support us in engaging with residents and stakeholders across Lancaster West and broader area in the development of the Lancaster West Future Neighbourhood Vision.

As part of their role, engagement assistants Fatma Abdel-Samie, Afnan Farah and Melissa Holguin are:

- Providing project support to the Lancaster West Neighbourhood Vision Project Team and broader Lancaster West Neighbourhood Team.
- Building relationships with a variety of residents and stakeholders across Lancaster West Estate and broader area.
- Supporting the capture of resident views and feedback through conducting interviews, facilitated discussions and meetings.
- Collecting, entering and managing project data and information.

- Planning, managing and attending local community meetings, events and other organised activities.

As part of this vision, we will support LWNT to develop a tailored training plan based on each individual needs and ambitions.

# Understanding Lancaster West

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- 2.2 Education and Economic Development
- 2.3 Health and Wellbeing
- 2.4 Sustainability and a Greener Estate
- 2.5 Connected Communities

# 2

# 2.1 Review process graphic summary

In order to provide an understanding of the context and needs of the residents of Lancaster West Estate, we have reviewed a range of documents and interviewed a number of stakeholders and residents of the Estate.

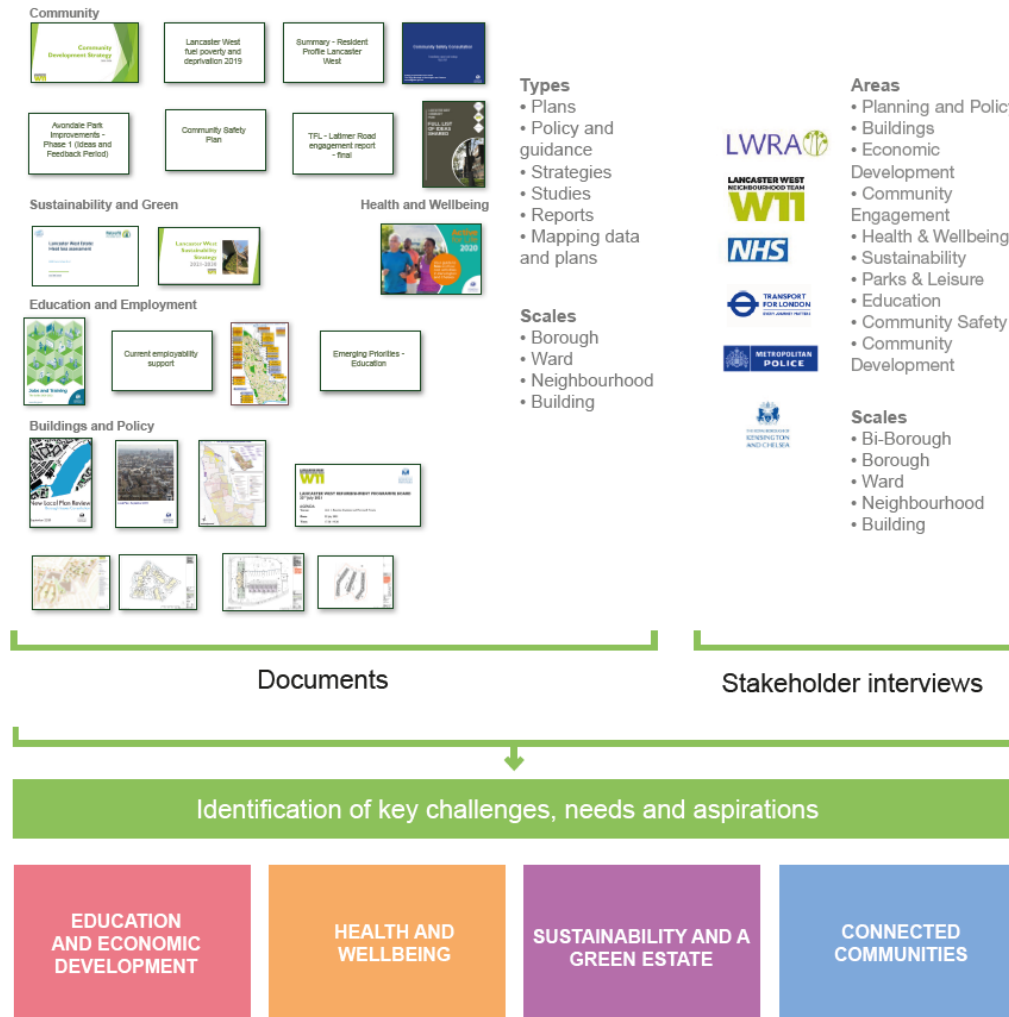
Both documents and interviews cover a range of types, scales and thematic areas pertinent to this vision.

The findings from this stage have been organised into four themes:

- Education and Economic Development
- Health and Wellbeing
- Sustainability and a Greener Estate
- Connected Communities

For each area we have:

- Provided an overview of current context and why is it important for Lancaster West Estate
- Identified key ward level indicators/ data to act as a baseline and inform an analysis of needs
- Identified emerging ideas for potential projects and services for exploration in later phases of the vision process



# 2.2 Education and Economic Development

### WHY IS IT IMPORTANT FOR LANCASTER WEST?

**The Lancaster West Neighbourhood Vision is a great opportunity to improve access to employment and education.**

By improving links between residents and employment and learning services, residents will have greater job opportunities. According to stakeholder and resident interviews, this access to services is something that so far isn't readily available to the Lancaster West community. We know from the review that **only 31.7% of residents are full time employees**, compared to 41% in the borough and 40% nationwide<sup>1</sup>.

From stakeholder interviews we know that building **careers in the built environment and green skills** is an interest of residents on the Estate, however there are currently some significant barriers to employment in Notting Dale. For example, **only 31.5% of residents have a level 4 (degree equivalent or above) qualification**, in contrast to 52.7 % in the borough and 37.7% in London, **23.6% of the adult population have no qualifications at all.**

<sup>1</sup> Notting Dale Ward Profile RBKC



Photo Credits: [www.caserepairsinsurance.com](http://www.caserepairsinsurance.com)

# 2.2 Education and Economic Development

## EMERGING IDEAS

The following ideas are **potential areas to explore** as part of the vision process.

Preferred ideas will be selected by residents and stakeholders to become small-scale pilot projects for the Lancaster West Estate to be developed further in the final stage of the vision process.



Photo Credits: Leon - unsplash

2

Support the creation of a **job brokerage centre** on the Estate, a service for residents to access employment opportunities all in one place, structured to bring together all possible opportunities from different providers from the Estate and beyond.



3

Support the creation of a **social enterprise model**, a service which would enrich livelihoods by allowing residents to start their own businesses on the Estate and to create positive social change.

Photo Credits: PEMHS

1

Help define an **educational journey**, a service that maps the different learning and training opportunities and milestones in relation to an area of interest, for example the built environment or green skills, to help secure paid employment.



Photo Credits: thisisengineering - unsplash



# 2.3 Health and Wellbeing

### WHY IS IT IMPORTANT FOR LANCASTER WEST?

**Health and wellbeing refers to the combination of a person's physical, mental, emotional and social health, which contribute to overall quality of life.**

The review indicates that the Notting Dale population, which Lancaster West is part of, is affected by a range of conditions, mostly **respiratory diseases, heart diseases and cancer**, as well as **learning disabilities, epilepsy and obesity**, especially in children<sup>2</sup>. We also know that **20.9% of residents in Notting Dale have a long term limiting illness**, compared to 12.3% in Kensington and Chelsea and 14.1% in London<sup>3</sup>. We also know from the review that **life expectancy in this ward is 10 years less than the borough average<sup>2</sup>**.

Physical and mental health is linked to **income, employment, education, housing quality, overcrowding and crime**. From interviews, these are challenges that are faced by Lancaster West Estate residents. This is backed up by the data which shows, for

example, **15% of households in Notting Dale are overcrowded**, compared to 8.3% of households in the borough and 11.3 per cent in London<sup>3</sup>.

Daily health and wellbeing services contribute to improved social, economic and environmental conditions, helping to achieve and maintain happiness and life satisfaction. However we also know from interviews that, historically, there have been a **lack of health and wellbeing services in and around the Lancaster West Estate**.

2 Joint Strategic Needs Assessment – Health profile Notting Dale RBKC  
3 Notting Dale Ward Profile RBKC

Life expectancy in Notting Dale is **less than the borough average**



Photo Credits: <https://www.bodybybrummond.com/services>

# 2.3 Health and Wellbeing

## EMERGING IDEAS

The following ideas are **potential areas to explore** as part of the vision process.

Preferred ideas will be selected by residents and stakeholders to become small-scale pilot projects for the Lancaster West Estate to be developed further in the final stage of the vision process.



2

Photo Credits: pexels-marcus-aurelius

Identify **potential underutilised spaces** to further encourage **physical activity** – for example, physical trails to connect to services and green spaces in the broader area, or outdoor gyms and playgrounds.

3



Support the creation of a **food ecosystem map**, to provide equitable access to residents to food-related initiatives and schemes in the Estate and beyond.

1

Build on existing initiatives to create an **Estate Volunteering Network Programme** – a service that brings together contractors and businesses on and surrounding the Estate, offering and promoting volunteering opportunities for residents. This could help alleviate social isolation and improve mental health, whilst building skills needed for paid employment.



Photo Credits: <http://martyria.diecezja.elk.pl/wolontariat-stworzeni-do-dzialania/>

4

Identify potential spaces on the Estate and surrounding area to accommodate **mental health services**, making best use of both indoor and outdoor opportunities - for example, a **sensory garden**, which is a space with features, surfaces, objects and plants that stimulate people's senses through touch, sight, scent, taste and hearing, and with that they contribute to physical and mental health & wellbeing.



Photo Credits: priscilla-du-preez -unsplash

# 2.4 Sustainability and a Green Estate

### WHY IS IT IMPORTANT FOR LANCASTER WEST?

**Lancaster West has committed to become a carbon-neutral Estate by 2030.**

The **Lancaster West Sustainability Strategy 2021** describes the vision for the Estate to become the **UK's biggest eco-neighbourhood** including targets to end fuel poverty, minimise waste, improve air quality and biodiversity, use more renewable energy, provide energy efficiency refurbishments, and create green jobs and training opportunities.

There are some challenges to sustainability and achieving a Green Estate. The Sustainability Strategy, highlights issues of **fuel poverty** (12.37% of residents in Kensington and Chelsea are at risk), **heating of homes** (75.5% of homes on Lancaster West are rated EPC D or below), high levels of air pollution and **deficiencies in access to nature in the Notting Dale ward**<sup>4 5</sup>.

The vision also seeks to build on the initiatives already started or planned in this area to further improve sustainability across the Estate.

<sup>4</sup> Lancaster West Sustainability Strategy 2021

<sup>5</sup> 'deficiencies in access to nature in the Notting Dale ward according to Greenspace Information for Greater London'



Photo Credits: erda-estremera -unsplash

# 2.4 Sustainability and a Green Estate

## EMERGING IDEAS

The following ideas are **potential areas to explore** as part of the vision process.

Preferred ideas will be selected by residents and stakeholders to become small-scale pilot projects for the Lancaster West Estate to be developed further in the final stage of the vision process.



**2** Identifying potential for **circular economy initiatives** – for example a **repair shop** or **library of things** where household items, appliances and tools can be borrowed or repaired within the community free of charge. This could help residents to save money and minimise waste by giving access to appliances without having to buy or store them, and helping people to fix items rather than replace them. Such services can also provide opportunities for volunteering and skills development, and bring residents together, helping to avoid social isolation and improve mental health.

Photo Credits <https://www.trowbridgegardens.com/blog/the-library-of-things-comes-to-hackney-wick>



**1** Support ongoing activities to address fuel poverty by helping establish a **fuel support service** to help residents understand their energy usage and bills, and make changes in their homes to help save energy whilst remaining comfortable (cool in summer, warm in winter). By doing this, residents could save money and have more control over their energy use. It will also help to cut carbon and contribute to sustainability goals.

Photo Credits:  
[shutterstock\\_1348037315-scaled-e1621937309960](https://www.shutterstock.com/image-photo/1348037315-scaled-e1621937309960)



**3** Identify underutilised spaces that could be developed into **communal green spaces**, **community gardens** and **food growing spaces** to build on the already successful small-scale local community gardens that have been developed across the estate and bring people together over a shared passion for growing and nurturing herbs and plants. These will provide opportunities for skills development, learning about gardening and healthy eating and a space for community gatherings.

Photo Credits: <http://agile-city.com/uks-first-community-wikihouse-at-the-meanwhile-in-fountainbridge-8/>

# 2.5 Connected Communities

## WHY IS IT IMPORTANT FOR LANCASTER WEST?

**Connected communities are resilient and are active drivers of change in the key processes that shape the future of their neighbourhood.**

As a concept, it integrates key areas of liveability such as **connectivity, accessibility** and **equality**.

There are challenges for the Lancaster West community in becoming a fully Connected Community: it is within an area with **high levels of deprivation**, with **poor/moderate public transport accessibility**, as well as **poor accessibility to retail, offices and green space**. **Perception of safety** has also been a key concern present in past consultations<sup>6</sup> at borough level.

<sup>6</sup> Community Safety Consultation – May 2021



### Connectivity

is about having the structure to enable residents to get around their neighbourhood and to be able to reach key services and assets

### Accessibility

is about enabling everybody in the community, specially vulnerable groups, to easily and safely get to and into the places and services they need

### Equality

is about ensuring everyone in the community is able to benefit equally from services, amenities and assets

# 2.5 Connected Communities

## EMERGING IDEAS

The following ideas are **potential areas to explore** as part of the vision process. These ideas are not fixed and we are seeking your input so that you can help us define what matters most to you. Some projects will be selected, by you, to become small-scale pilot projects for the Lancaster West Estate.

Photo Credits: <https://www.cycleconfident.com/faqs/>



1

Identify potential opportunities to create **safer pedestrian routes** and to **improve and increase provision of active travel infrastructure** (for example secure parking for bikes and scooters).



2

Identify potential on the Estate to create and expand on existing **community spaces** that can be **owned, led and managed by residents** and can provide activities for **families, children and youth** on the Estate.

Photo Credits: <https://agile-city.com/agile-city-research/>



Photo Credits: <https://www.signage-printing.com/blog/q-and-a/logo-or-no-go/>

4

Identify potential **improvements to wayfinding and signage** on the Estate to strengthen the Estate's identity and make it easier for residents to move around and find key locations (for example, nearby health and employment services).



Photo Credits <https://www.architectmagazine.com/al->

3

Make the Estate a **safer and more inclusive place** for residents, especially for women, the elderly, disabled and vulnerable communities (for example by encouraging passive surveillance, activity in buildings and spaces, and improvements in infrastructure such as lighting or CCTV).



Photo Credits: <https://ambetharder.com/munitymaps.org.uk/>

5

Promote equitable access to services with the creation of a **services map** that will link residents with the range of health and employment services available at estate and ward level.

# Next steps: Creating a playbook

Ideas selected by residents will be developed into a Playbook - a visual document to inspire us and residents with examples of how things have been achieved elsewhere.

## PLAYBOOK EXAMPLE - “GREEN AND THRIVING NEIGHBOURHOODS” GUIDEBOOK



### Playbook example - “Green and Thriving Neighbourhoods”

This month Arup and C40 published their “Green and Thriving Neighbourhoods” guidebook which sets out approaches to create sustainable lifestyles and resilience in local communities. This emphasises the importance of hyper-local communities in supporting quality of life and improving cities’ resilience.

Photo Credits: DEL RIO BANI

# Feedback from residents

On 18 September 2021, we presented the findings of the understand stage and emerging ideas to residents to gather their feedback at the Lancaster West Future Neighbourhood Community Day.

We engaged with around **50 residents** from W11 and North Kensington, who gave their views using two different methods:

- Voting using green stickers on the ideas that were most important to them
- Providing feedback and ideas on the engagement questions using sticky notes

This section of the document shows a summary of engagement with residents during this event.

In addition to Community Day, we engaged with residents attending other activities happening on the estate, such as the Community Fridge Launch, to maximise opportunities for gathering feedback, and we collated input using an online survey which provided a continuous platform for people to provide feedback throughout the duration of the project.



Residents engaging with us at Community Day



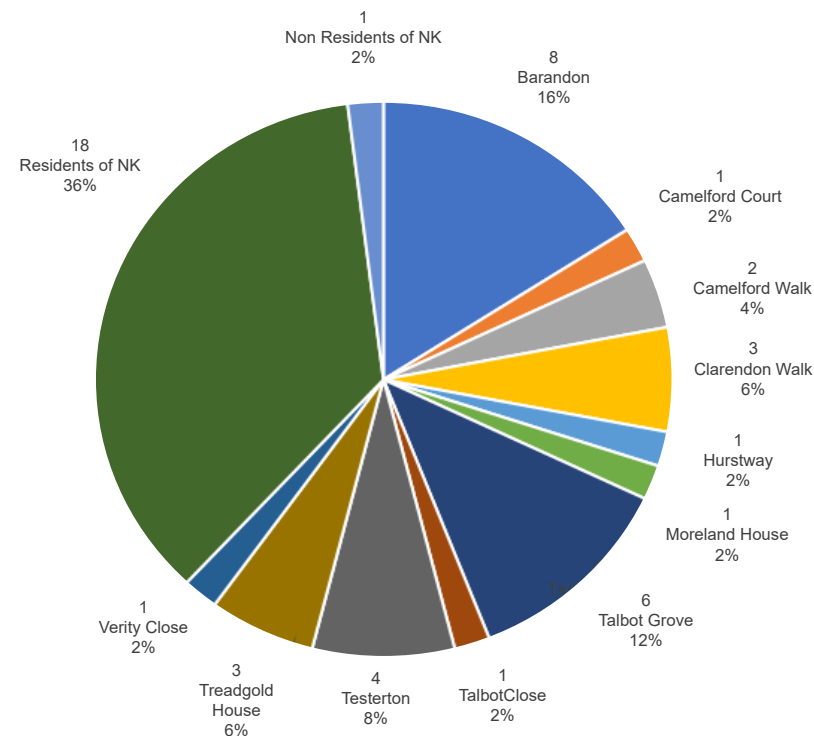
# Feedback from residents

The table on this page indicates the number of residents and percentage from the total residents that engaged with us during the Community Day and other events.

Out of all residents involved, 62% of residents indicated they live in Lancaster West in contrast to 38% of residents who indicated they were from the wider North Kensington area.

The Lancaster West block with the highest attendance is Barandon with 16% of total residents.

Block	Residents
Barandon Walk	8
Camelford Court	1
Camelford Walk	2
Clarendon Walk	3
Hurstway Walk	1
Moreland House	1
Talbot Grove	6
Talbot Walk	1
Testerton Walk	4
Treadgold House	3
Verity Close	1
Residents of North Kensington	18
Non-residents of North Kensington	1
<b>Total</b>	<b>50*</b>



Residents we have engaged with

\* Note that this is individuals – some of which have engaged at multiple events

# Feedback from residents

## POPULAR IDEAS

During Community Day we asked residents to use stickers to vote for the ideas that were most important to them.

The graphic on this page shows the most popular ideas considering votes from the residents that engaged with us during this event.



Circular economy initiatives – for example a repair shop or library of things



Make the Estate a safer and more inclusive place



Communal green spaces, community gardens and food growing spaces



Educational journeys



A job brokerage centre



A social enterprise model



Spaces for physical activity



Community spaces



A fuel support service



Spaces to accommodate mental health services

Most popular ideas from residents voting

*For Photo Credits see previous slides on Emerging Ideas.*



# Feedback from residents

## RESPONSES TO FEEDBACK QUESTIONS

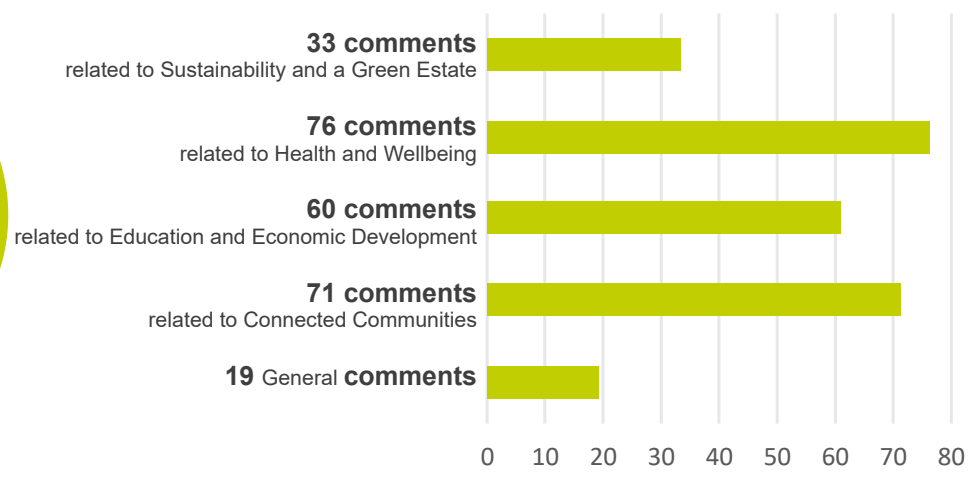
We have analysed the feedback received to identify alignment to the vision's key themes.

A summary of this analysis is on this page.

We will be using all feedback received to inform the next stage where we will identify opportunities that could be explored as potential pilot projects for Lancaster West.

We will also use this feedback to assess and prioritise projects to ensure that evidence is captured on residents support and needs.

Around  
**260 comments**  
received in total on  
Community Day,  
Community Fridge  
Launch and the web  
response.



ARUP

