



Lancaster West

Future Neighbourhood Vision

Co-Designing a Future Neighbourhood Vision for Lancaster West Estate and beyond - Final Report
April 2022



Prologue

Working in partnership with residents, the Lancaster West Future Neighbourhood Vision is a model for collaborative and resident-led planning of public services. Together with the Lancaster West Resident's Association (LWRA), we wanted to take this model beyond bricks and mortar and work towards making the Lancaster West Estate the heart of a future eco-neighbourhood that improves health and wellbeing, financial and career opportunities, and tackles inequality.

Supported by the Local Government Association's One Public Estate Programme, we sought to co-design a vision for the future of the area that brought together private, public, and voluntary organisation operating on and around Lancaster West Estate with residents to identify opportunities to work together, and maximise the use of assets and resources in response to resident needs and priorities. As a legacy, we now have a shared vision for what services and improved public spaces might look like in the future, and a toolkit to support our ongoing work with our residents and partner organisations in realising this Future Neighbourhood Vision in the years ahead.

James Caspell

LWNT Neighbourhood Director

The Lancaster West Resident Association is elected by the residents of the estate to represent their views and advocate for them. For us, we wanted to ensure that planning for the services and assets in the local area actively involved our residents. We advocated that the Lancaster West Future Neighbourhood Vision was properly co-designed with the residents wishes at the centre. Our desire was for the plans to be ambitious and advance our community and that services are of the highest quality, and leave our residents genuinely better off. We feel that throughout the process of developing the Future Neighbourhood Vision there was a genuine involvement from the community at different levels and in different ways - especially during the Community Day in September where people were really engaged and put forward their ideas of what vision they want for their neighbourhood. The involvement of different stakeholders, partners and service providers in this process has created a culture of collaboration with us to deliver new and sustainable service improvements together with residents.

Abbas Dadou

LWRA Chair

David O'Connell

LWRA Vice Chair

The Lancaster West Future Neighbourhood Vision is rightly ambitious, it sets the strategy for how the community, its buildings and its spaces should evolve into an exemplar sustainable neighbourhood fit for the future. It has continued the fantastic work of the many groups, stakeholders and organisations and sought to draw together their energy into an actionable plan. The ambition is rooted in a commitment to including people in that transformation – and to building their knowledge to allow them to make decisions and choices with the right information. The project has been powered by the enthusiasm and skill of the FNV Engagement Assistants who have helped to make stronger links and build trust with the rest of the estate. The result has been high levels of participation, and a plan that can continue to be shaped by the specific needs of its community.

Arthur Smart

Project Director - Arup



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Introduction

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Introduction

The Lancaster West Future Neighbourhood Vision seeks to 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 builds and expands on the initiatives and programmes that are already taking place in these four areas and has been co-designed with residents who 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.

Purpose of this report

The purpose of this report is to provide:

- An overview of the background and context for the Future Neighbourhood Vision,
- An outline of the overarching approach and methodology adopted in the development of the Future Neighbourhood Vision,
- A summary of key engagement data and approaches to outlined how residents were part of the process,
- A summary of the method and outcomes of each of the Future Neighbourhood Vision stages,
- Guidance as to how to access and use the various tools developed at each stage of the process to plan and prioritise future projects and services.

To access the tools and reports developed at each stage of this vision please scan the QR code or visit:

<https://www.wearewll.org/en/lancaster-west-neighbourhood-vision>



Lancaster West Future Neighbourhood Vision

Stages Deliverables:



Background and context

On 14 June 2017, 72 residents of the Lancaster West Estate lost their lives in the Grenfell Tower tragedy.

As part of recovery, LWNT has worked with 1,800 residents to co-design a vision for the estate and broader area, to define how to deliver services and utilise assets to meet local needs and deliver better outcomes.

In January and March 2018, around 500 residents engaged with the Lancaster West Neighbourhood Team to discuss their initial ideas around their home, their blocks, the estate and the broader neighbourhood, as an initial visioning exercise for Grenfell recovery.

As engagement and opportunities intensified, creating an eco-neighbourhood was highlighted as a priority in a 2021 survey, with 80% of residents expecting more be done about sustainability in their community.

Community representatives were a part of designing the scope of the work to crystallise a Future Neighbourhood Vision (FNV), from selecting the consultant partner, analysing feedback, and highlighting planning priorities at each stage of the programme.



Area of focus

The Future Neighbourhood Vision is focused on and around the Lancaster West Estate.

Following discussions between LWNT and LWRA, it was agreed to focus the FNV on the spaces on and around the Lancaster West Estate.

At the end of the process, individual projects that are taken forward may need to consult and explore options more widely to ensure all affected parties are involved. However the focus of the visioning process would be limited to the Lancaster West Estate.

It was agreed that the FNV will not cover the Grenfell Tower site while ensuring that any ideas put forward complement, respect and link with those areas.



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

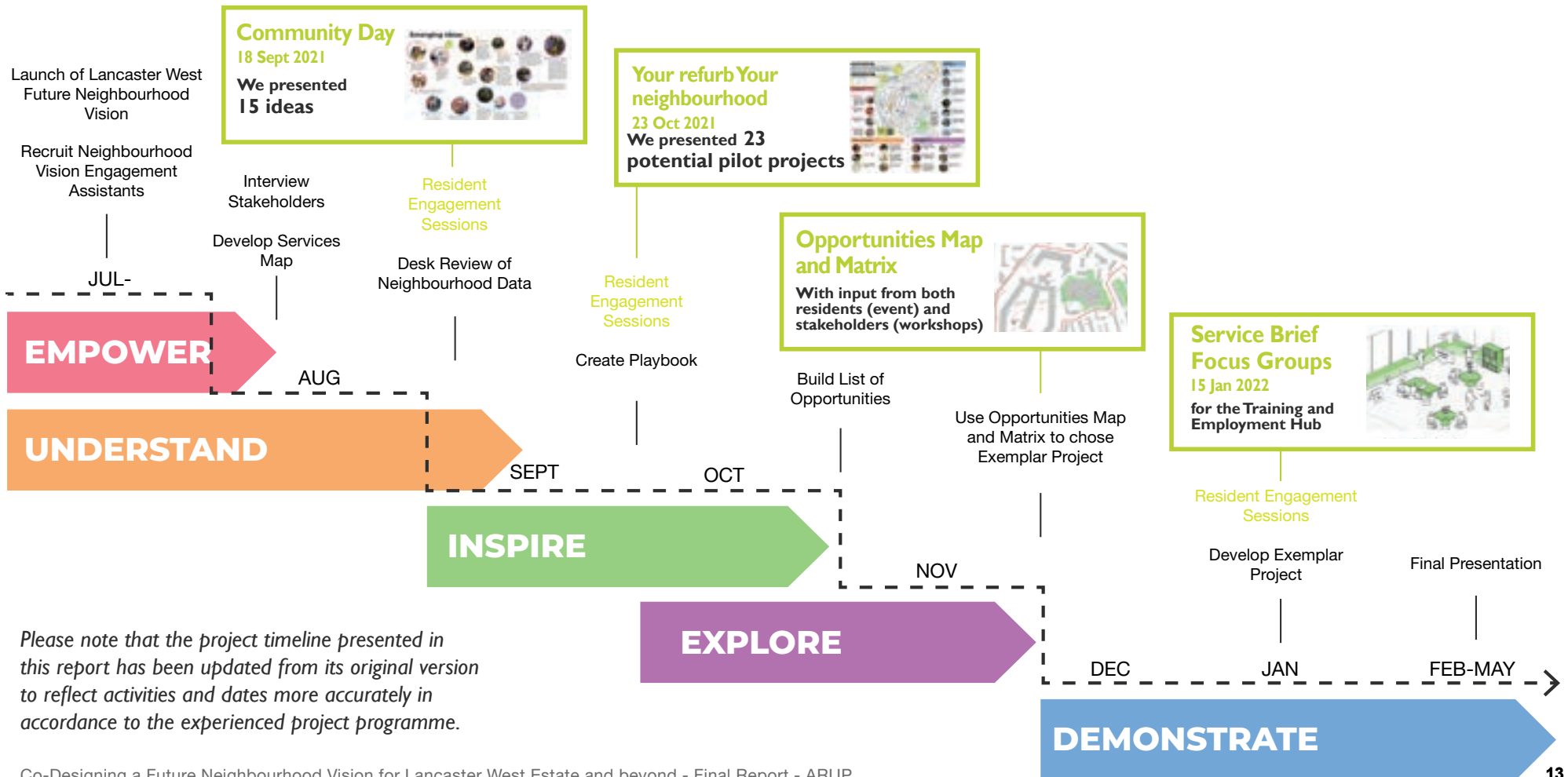
Building a list of opportunities, activities and service improvements specific to Lancaster West Estate and broader area drawing from an understanding of needs, options and inspiration.

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.

Methodology and timeline overview

Feedback from residents and stakeholders was used to inform the outcomes of every project stage. A summary of the key engagement activities and project milestones has been mapped in the diagram below:



Governance

The process of delivering this vision and its outputs has been a collaborative journey of residents and stakeholders working together with the project team.

There were different levels of governance that guided this project, all with specific and complementary purposes and objectives:

- Project Team – the purpose of this group was to lead on the approach and methodology developed, undertake technical work and community engagement activities and deliver the outputs of the vision. The Future Neighbourhood Vision Project Team is made up of members of the consultant team (Arup and GS solutions), members of LWNT and the Engagement Assistants who were hired as part of this process.
- Steering Group – the purpose of this group was to provide direction to the project team at each key stage, provide technical input into the methodology, help problem solve any potential issues and ultimately ensure that the overall process was fulfilling the original ambition of the Future Neighbourhood Vision. The Future Neighbourhood Vision Steering



Group is made up of members of LWNT, representatives of LWRA, the OPE Programme Manager and a member of the NHS who represented the broader stakeholders of the Project Board.

- Project Board – the purpose of this group was to bring together private, public and voluntary sector organisations operating on and around the Lancaster West Estate, providing a forum for collaboration in the identification, development and delivery of community projects in the local area. As a part of this visioning process, the Project Board provided strategic commentary on all

stages of the process, ensuring integration and alignment with other initiatives. The Future Neighbourhood Vision Project Board is made up of members of LWNT, representatives of LWRA, other departments within RBKC, as well as other public, private and voluntary and charitable organisations.

Thematic priorities

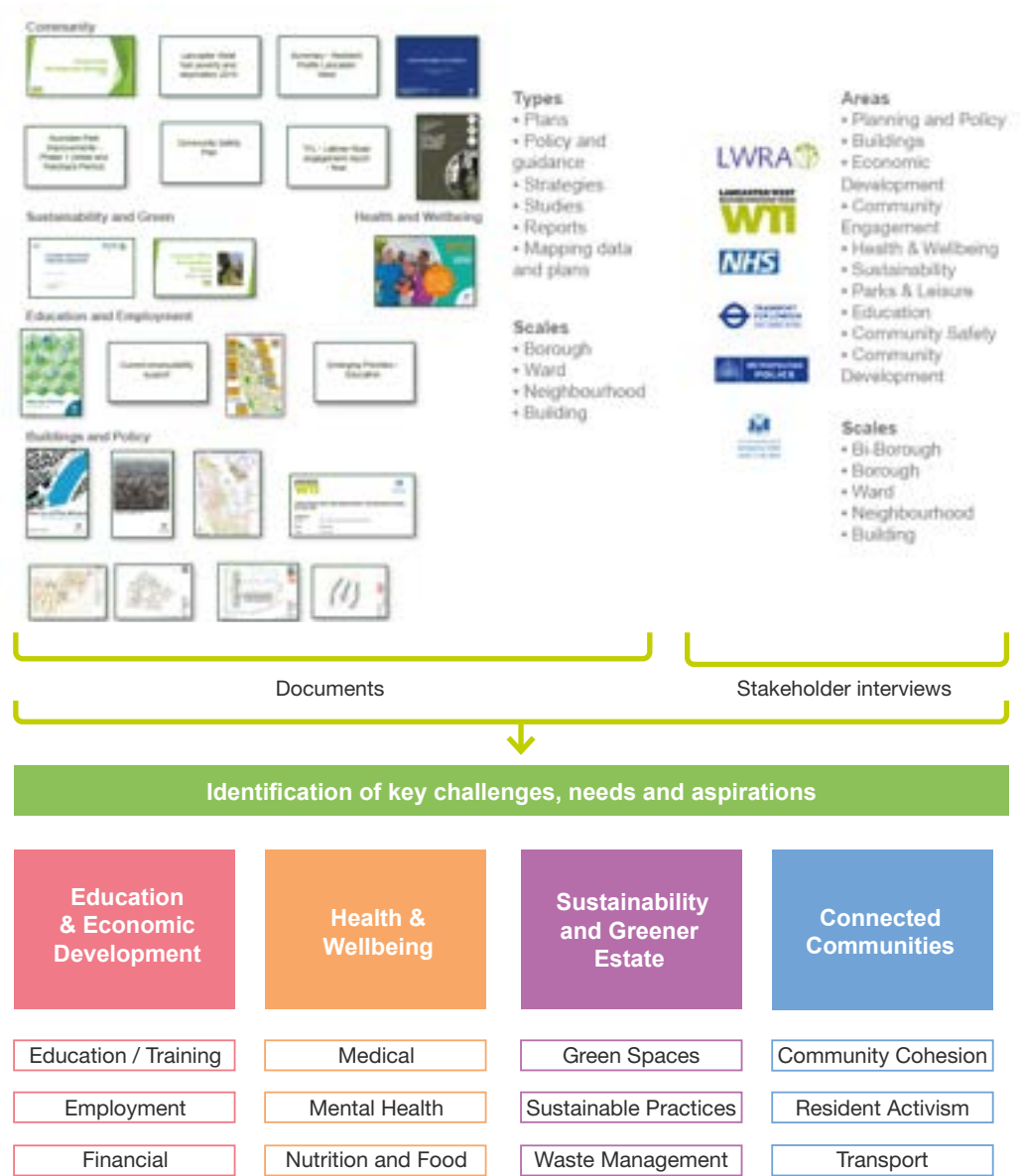
The four thematic areas underpinning this vision are central to the needs and challenges of the Lancaster West community and are in alignment with LWNT's community development strategy:

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

Each area can be divided into sub-themes that touch upon different areas relevant to residents.

The four thematic priorities were used to frame findings and proposals at each stage of the Future Neighbourhood Vision.

Summaries of each of the thematic priorities and their sub-themes can be found in the following pages.



Education and Economic Development

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.

This thematic priority aims to maximise financial opportunities for residents including employment and education and training, and has the following sub-areas for services, projects and facilities:

- Education/ Training: Providing education or training opportunities for residents of all ages such as schools and training facilities.
- Employment: Supporting residents into employment.
- Financial: Supporting residents with financial matters and better utilising their resources.



Photo Credits: www.caserepatriansurance.com

Health and Wellbeing

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

This thematic priority aims to support a person's physical, mental, emotional and social health, and has the following sub-areas for services, projects and facilities:

- **Medical:** Providing residents of all ages with medical care including GPs, hospitals and treatment facilities.
- **Mental Health:** Supporting mental health including counsellors, therapists and community groups.
- **Nutrition and Food:** Providing nutrition and food support including food banks, soup kitchens and community fridges and pantries.

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



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

Sustainability and a Green Estate

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

This thematic priority aims to support fuel poverty, minimise waste, improve air quality and biodiversity, using more renewable energy, and create green jobs and training opportunities, and has the following sub-areas for services, projects and facilities:

- **Green Spaces:** Promoting and improving green, natural spaces such as parks, gardens and community allotments.
- **Sustainable Practices:** supporting a more sustainable lifestyle including electric charging points, upcycling groups, and libraries of things initiatives.
- **Waste Management:** Supporting residents better manage their waste including composting collectives, bins and recycling services.




Photo Credits: erda-estremera -unsplash

Connected Communities

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

This thematic priority integrates key areas of liveability such as connectivity, accessibility and bringing people together, including the following sub-areas for services, projects and facilities:

- Community Cohesion: Bringing people together including community groups, community centres, clubs and networks.
- Resident Activism: Supporting residents in using their voices to influence policy and decision makers.
- Transport: Connecting residents to the rest of the city including parking, public transportation and private transport services.



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



Engagement Overview

- 2.1 Engagement approach
- 2.2 Engagement channels
- 2.3 Engagement statistics

2.



2_ Engagement Overview

2.1 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 and residents of the Lancaster West Estate.

For the purpose of this work engagement has been focused to the Lancaster West Estate residents. At the end of the process, individual projects that are taken forward may need to consult and explore options more widely to ensure all affected parties are involved. However the focus of the visioning process was limited to the Lancaster West Estate.

Feedback from residents and stakeholders has been used to better understand the needs and aspirations of Lancaster West Estate. At each stage we revised and refined the vision to integrate this feedback into the design process.

The Project Team drew from previous engagement data collected by LWNT, LWRA and wider stakeholders to underpin and validate resident feedback collected throughout the visioning process.



Residents engaging with us at event

2.1 Engagement Approach

This vision was underpinned by three innovative strategies to community involvement:

1. Resident-Led - from initial scoping to delivery, community representatives have been a key part of the governing steering group, procurement processes, and strategic decision making.
2. Collaborative Engagement – using a multi-channel and multi-lingual approach, engagement opportunities were designed to require minimal effort to participate, and embedded in everyday activities to bring energy and visibility.
3. Flexible – taking an agile approach to the programme enabled learning and feedback loops, allowing resident to meaningfully shape outcomes at each phase, building lasting local partnerships.

There were 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 that was undertaken as part of this vision sought to address these limitations and confirm if previous findings were still relevant to the current context of Lancaster West.



Support from LWFNV engagement assistants

2_ Engagement Overview

2.2 Engagement Channels

From the onset, 3 residents were hired as engagement assistants to help overcome any linguistic and cultural barriers.

Wider community engagement was undertaken using a variety of in-person and digital approaches including social media, digital newsletters, digital and paper surveys, as well as in person events and focus-groups.

A single engagement event saw 20 community partners present, and attracted over 300 residents to share feedback. 2 Instagram videos received 442 views. Bespoke e-newsletters were engaged with by 2,342 residents.

Over 300 individual comments from these channels were analysed and used to guide decisions by the project team. These comments will continue to inform decision makers as proposed projects progress to implementation. The Opportunities Report in this vision has documented some of this feedback and presents it in such a way that decision makers can ensure resident views shape project initiatives.



Residents engaging with us at Community Day

2_ Engagement Overview

2.3 Engagement Statistics

This table outlines the number of residents and stakeholders that formally spoke to the Project Team at each of the three formal engagement events. It also includes residents and stakeholders who provided their inputs to the FNV at other events and through other channels.

Informal conversations with individuals who didn't want to register also took place during those events. Their feedback was captured in the FNV reports however they are not counted on this table.

This table summarises engagements by block and a cumulative total across the different all events.

Stakeholder conversations were held formally and informally throughout the visioning process. We did have stakeholders formally participate in the Training and Employment Hub Co-Design event and their participation has been recorded here.

Blocks	Engagement Event				Web Response	Grand Total
	Future Neighbourhood Community Day	Community Fridge Launch	Your Refurb, Your Neighbourhood Community Event	FNV Training and Employment Services Co-Design		
Barandon Walk	5	1		2		8
Camelford Court	1			1	1	3
Camelford Walk	2					2
Clarendon Walk	1			1	1	4
Hurstway Walk	1			1	1	3
Moreland House				1		1
Not Resident of NK Organisation					8	8
Resident of NK	16	2			2	20
Talbot Grove House	6			3	3	12
Talbot Walk	1					1
Testerton Walk	2	2		2	1	7
Treadgold House	2			2	1	5
Upper Clarendon Walk					1	1
Verity Close	1					1
Grand Total	38	5		13	19	77

Residents and stakeholders that engaged with us during events.



Lancaster West Future Neighbourhood Vision

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3.1 Empower - Engagement Assistants Testimonials

3.1 Empower - Engagement Assistants Testimonials

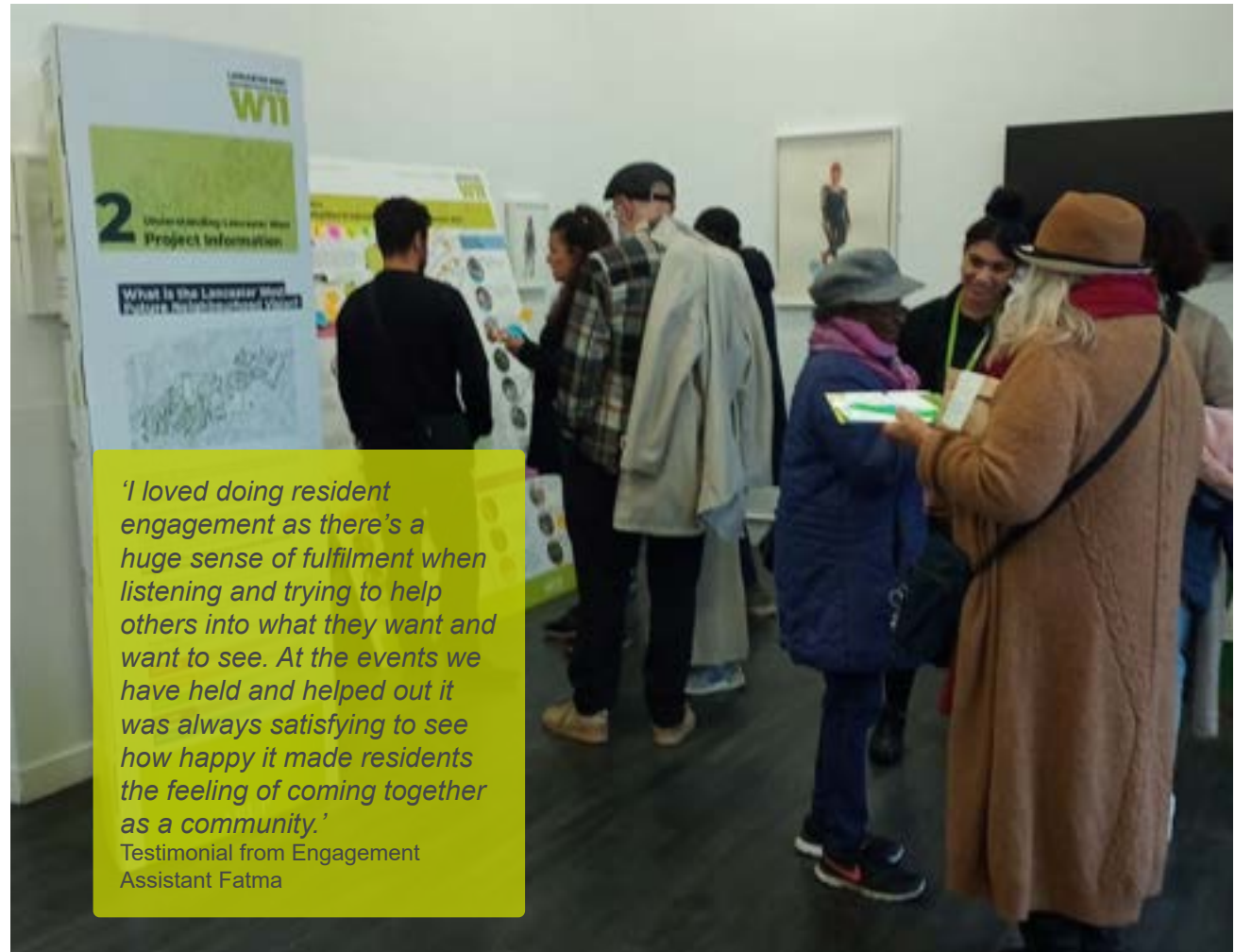
Why engagement assistants?

PURPOSE OF THIS APPROACH

During the Empower Stage, 3 residents were hired by LWNT as Engagement Assistants (EAs) to be a part of the Project Team and support in the delivery of the Future Neighbourhood Vision.

EAs played a key role in gaining trust from the community and delivering meaningful community engagement. Some of the activities EAs had to take part in and lead on include:

- Engaging with local residents and stakeholders across LWE to build trust and relationships.
- Outreach support.
- Planning and supporting at events.
- Supporting the capture of residents views and analysing this feedback to inform the project.
- Supporting, planning and attending local meetings, event and other organised activities.
- Monitoring and evaluation processes.
- Managing social media channels.
- Providing, collecting and managing project data and information.
- Supporting the delivery of community projects.



Project team and Engagement Assistants talking to residents at an event.

3.1 Empower - Engagement Assistants Testimonials

Meet our Engagement Assistants



Afnan

Resident of Lancaster West Estate and North Kensington for 22 years.

Afnan has been living on and around the Lancaster West Estate for the past 22 years. She previously volunteered offering emotional support to victims who suffered from traumatic experiences at the Rape Centre in Hargeisa, Somalia. She also became a nurse assistant and was responsible for administering Vitamin A supplements to the children to prevent blindness, whilst also assisting the medical team by monitoring body temperature, heart rate and assessing other signs of vitality at the Pediatrics Malnutrition Ward, Hargeisa, Somalia. Afnan is bilingual and is fluent in Somali.



Fatma

Resident of Lancaster West Estate since 2018.

Fatma has lived on Lancaster West Estate since 2018. She is a full-time mother of 3 who graduated in Television and Film Studies in 2009. Having a passion in always wanting to help people she previously volunteered with the RBKC Housing and Employment team as an Administrator. Her role consisted of booking appointments for clients over-the-phone, via email, or in person with the online booking system whilst ensuring the GDPR regulations are carefully followed, and use laid out procedures to protect data. Fatma is bilingual and is fluent in Arabic.



Melissa

Former resident of North Kensington.

Melissa is a former resident of North Kensington and has been working on the Lancaster West Estate for a long time in various capacities. She began as an Engagement Assistant for one of the estate architects, Karakusevic Carson Architects where she carried out surveys, supported planning and delivering community events. Melissa just graduated from her degree in Business Management, Human Resources in 2021. Melissa is bilingual and is fluent in Spanish.

Training Plan **Development**

APPROACH

As part of their onboarding process a contextualised training plan was developed for each Engagement Assistant. The purpose of this plan is to build skills and create valuable experiences for the individuals involved.

SUPPORT PROVIDED

Following a project briefing session provided by the project team and 1-2-1 meetings held with each Engagement Assistant to understand their needs and training requirements, Arup and LWNT worked together to develop and deliver a training plan for each assistant. The following activities and key areas of focus were included as part of their training plans:

- A community engagement workshop where assistants learned how to write a communication and engagement plan, how to organise community meetings, events and workshops, how to outreach, how to do conflict management and how to manage public speaking.



Afnan, one of the Engagement Assistants supporting the project team at an event.

3.1 Empower - Engagement Assistants Testimonials

Training Plan **Development**

- Ongoing support given to the Engagement Assistants during the length of the project by the Project Team, including support in their learning to implement and operate Arup's digital tool and regular meetings with the design team.
- Core training courses provided by LWNT i.e Time management, Excel training, Microsoft training.
- Regeneration project visit to Ebury Estate for peer to peer engagement and gaining better insight of the community engagement role.
- Event and logistics planning training linked to the delivery of the Co-design workshop.

OUTCOMES

Engagement Assistants reflected on the outcomes of their experiences and achievements during their time working as part of the Project Team in the Lancaster West Future Neighbourhood Vision.

A summary of their testimonials is on the next page.



'I have gained so much more confidence. At the start of this role I was always nervous/shy to speak or present ideas. Because of regular team meetings and having to come up with different presentation ideas for our team meeting I am now able to present with confidence.'

Testimonial from Engagement Assistant Fatma

Melissa, one of the Engagement Assistants gathering residents feedback at an event.

Engagement Assistants Testimonials



Afnan

'The work I have done analysing Engagement Feedback will help LWNT to identify funding priorities for grants and social value, potential projects to support Community Development and any improvements or gaps to existing services.'

Afnan worked closely with LWNT and the project team to deliver a range of activities including the creation of comms plans, collation and analysis of engagement feedback and supporting ongoing LSE research on the Estate.

The things she is most proud of as a result of this experience is how she performed engagement feedback analysis and her role leading on TfL step-Free consultation for Ladbroke and Latimer station.

Following her FNV experience, Afnan would like to continue to pursue leading roles to build up her project management skills.



Fatma

'I am proud of everything I have done and learnt. I have gained so much confidence and most of all, I learnt to believe in myself.'

Fatma worked on a range of activities as part of her role as Engagement Assistant, from engagement with residents during events and managing data from those events, to developing comms plans and activities with the help of her EA colleagues.

The things she is most proud of as a result of this experience is her knowledge on excel and how confident she's become using pivot tables to make data consistent and accurate. She also liked leading on the delivery of the Services Map.

Fatma continues to work with LWNT after the FNV, however her career ambitions are to pursue a career as Events Co-ordinator and continue to build on her learning from this experience.



Melissa

'I am proud of all the tasks I did as part of my role as they will help me in my future career goals'

During her time as an Engagement Assistant, Melissa worked and lead on a range of activities, including: the development of a LWNT referral partners list of organisations to support residents, translation of documents to 3 different languages (Farsi, Somali and Arabic), support to the refurbishment team, events planning and comms plans development.

Out of all the things Melissa did as part of her role, the things she is most proud of are creating the LWNT Referral Partners List and leading and organising the Co-Design event.

Since her role as EA, Melissa has secured a job as a HR assistant.

3.2 Understand - Baseline Report

3.2 Understand - Baseline Report

Purpose of this report

The purpose of the Baseline 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. 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 that was undertaken as part of this stage seeks 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 event

3.2 Understand - Baseline Report

Method overview

In order to provide an understanding of the context and needs of the residents of Lancaster West Estate, we 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 were organised into the four thematic priorities, as illustrated in the diagram on this page.

Once we understood the key challenges, needs and aspirations from residents, we suggested 23 emerging ideas that could help LWE to realise their ambitions and fulfill their needs.

These ideas were later turned into potential projects during the Inspire and Explore Stages.



3.2 Understand - Baseline Report

How to use it?

For each thematic priority the Understand Stage Baseline Report:

- Builds a picture of the current context using demographic data and resident feedback
- Identifies key ward level indicators/ data to act as a baseline and inform an analysis of needs
- Identifies emerging ideas for potential projects and services for exploration in later phases of the vision process

This report can be used as robust evidence-base for future projects over the next decade.

To view the Baseline Report click on the link below or scan the QR code.

<https://www.wearewll.org/en/lancaster-west-neighbourhood-vision>



Overview of current context and indicators per thematic priority

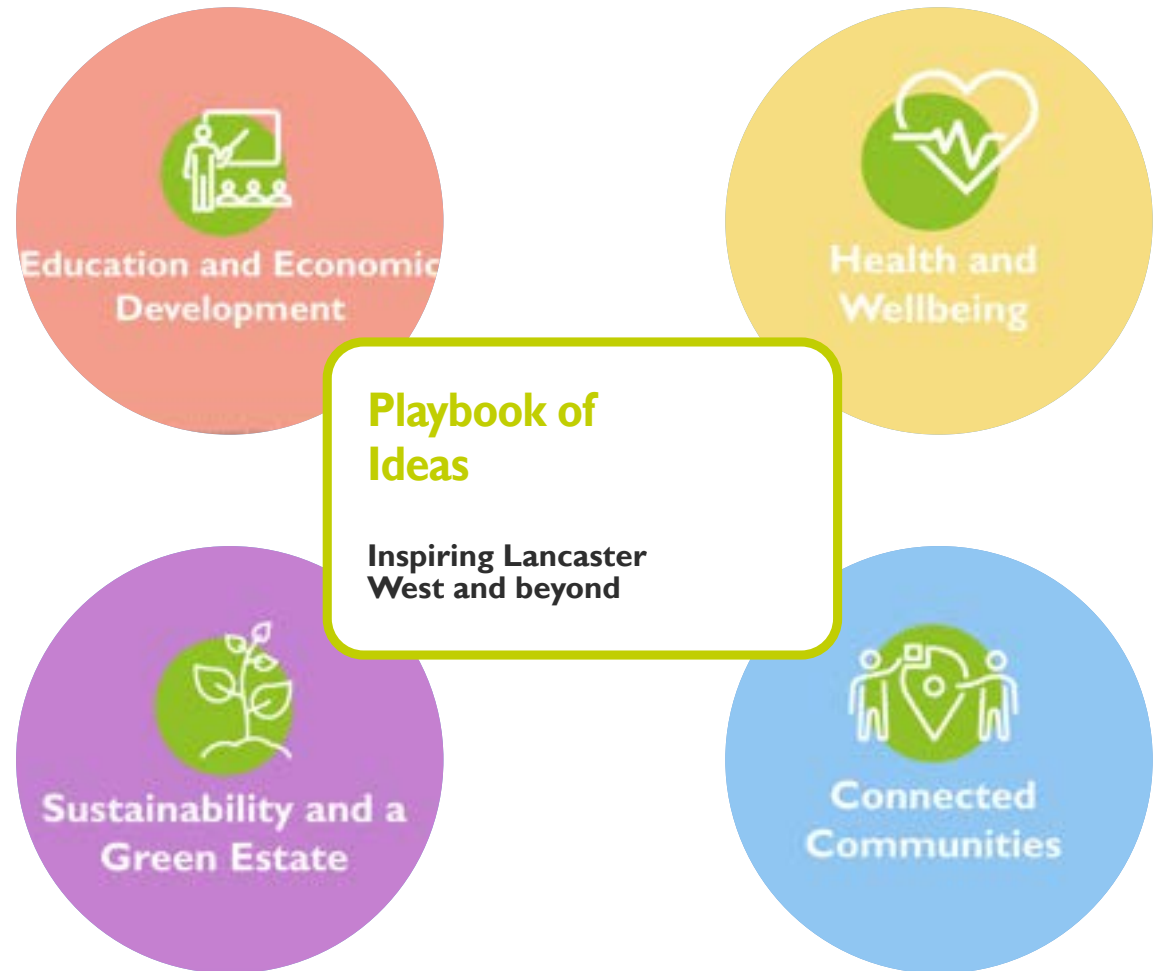
3.3 Inspire - Playbook of Ideas

Purpose of this report

The purpose of the Playbook of Ideas is to inspire stakeholders and the community with case studies of best practice examples from around the world.

The Playbook of Ideas is a visual document outlining examples to support in conceptualising and advancing potential project ideas.

Selected case studies are summarised in the Playbook of Ideas and organised by the four thematic areas.



3.3 Inspire - Playbook of Ideas

Method overview

During the Understand Stage, a comprehensive needs assessment was undertaken to build a picture of the current context on and around the Lancaster West Estate.

In the Inspire Stage, the Project Team identified emerging ideas and themes to explore from this baseline assessment, which were later translated into potential project opportunities.

The Playbook of Ideas aims to provide practical, real examples of how these ideas or projects have been achieved elsewhere.

Each case study includes general information about the project, and more specific information such as location, project type, scale, ownership status, organisational model, implementation timeline, benefits and web links.

How can we design spaces that improve health outcomes...?
Maggie's centres healing gardens

£12 million raised per year to deliver their patient support programme across the UK
Garden budget £600,000 / 1700 sqm*

GENERAL INFORMATION
Maggie's cancer charity provides non-clinical cancer care across the UK at its specially designed centres. Within the UK, Maggie's are independent of the NHS; they offer complementary services to those provided within mainstream hospital settings. Their buildings and gardens are distinctive and domestic in scale, presenting a striking visual contrast to the large-scale hospital complexes typical of the cities in which they sit. The phenomenal success of the charity is testament to the vision of the late Maggie Keswick Jencks, a writer and garden designer, who believed that design could play an intrinsic role in improving health and well-being. With her husband Charles Jencks, an architectural historian and landscape designer, she conceived the idea of a new kind of cancer-care centre that would transform people's lives.

LOCATION
Various locations UK & HK

OWNERSHIP STATUS
Private

PROJECT TYPE
Spatial and Service

ORGANIZATIONAL MODEL
Charity

SCALE
Building / Space

IMPLEMENTATION TIMELINE
2 years (estimated)

STATUS
Permanent

WEB LINK
Scan QR code or click the [Online link](#)

BENEFITS:

- Health and Wellbeing**
The aim of a Maggie's is to provide an environment of practical and emotional support for people with cancer, their families and friends. Healing architecture provides a welcome respite from typical institutional hospital architecture.
- Sustainability and a Green Estate**
Maggie's Centres was designed with a strong conviction between inside and outside spaces with spaces that add colour, scent and interest throughout the year.
- Connecting Communities**
Spaces are designed that make it easy for people to talk to each other and to feel less alone. All Centres incorporate a kitchen table at their heart; a place for visitors and families to come together and feel connected.

Developing a Future Neighbourhood Vision for Lancaster West and beyond - Playbook of Ideas - ARUP

Playbook of Ideas Case Study Example

3.3 Inspire - Playbook of Ideas

How to use it?

The Playbook of Ideas can be used as a repository of best practice solutions from around the world to address identified needs of residents in Lancaster West and the wider area.

The Playbook of Ideas can be used by communities and stakeholders wanting to start a project. This is a tool that is meant to inspire and provide best practice examples to inform future work.

To view the Playbook of Ideas click on the link below or scan the QR code.

<https://www.wearewll.org/en/lancaster-west-neighbourhood-vision>



Ebury Bridge Estate by Jan Kattein Architects, ARUP; Gardiner + Theobald; Meanwhile Space CIC - Case Study from the Playbook of Ideas
Image © JKA



3.4 Explore - Opportunities Report

3.4 Explore - Opportunities Report

Purpose of this report

The purpose of the Opportunities report is to detail potential projects that have been explored on the Lancaster West Estate and wider area during the Explore Stage.

The Understand Stage, as documented in the Baseline Report, and Inspire Stage, as documented in the Playbook of Ideas, were used to identify, test and explore potential pilot projects with stakeholders and residents. These potential pilot projects were then more deeply analysed in this Explore Stage, with the details of those investigations and discussions captured in the Opportunities Report.



Residents mapping opportunities with us at an event

3.4 Explore - Opportunities Report

Method overview

There are two distinct but interconnected outputs in the Opportunities Report:

- Opportunities Map
- Opportunities Matrix

The Opportunities Map gathers inputs from residents and stakeholders received during engagement events on preferred locations for potential pilot projects.

Projects are shown per categories in this consolidated map.



Opportunities Map

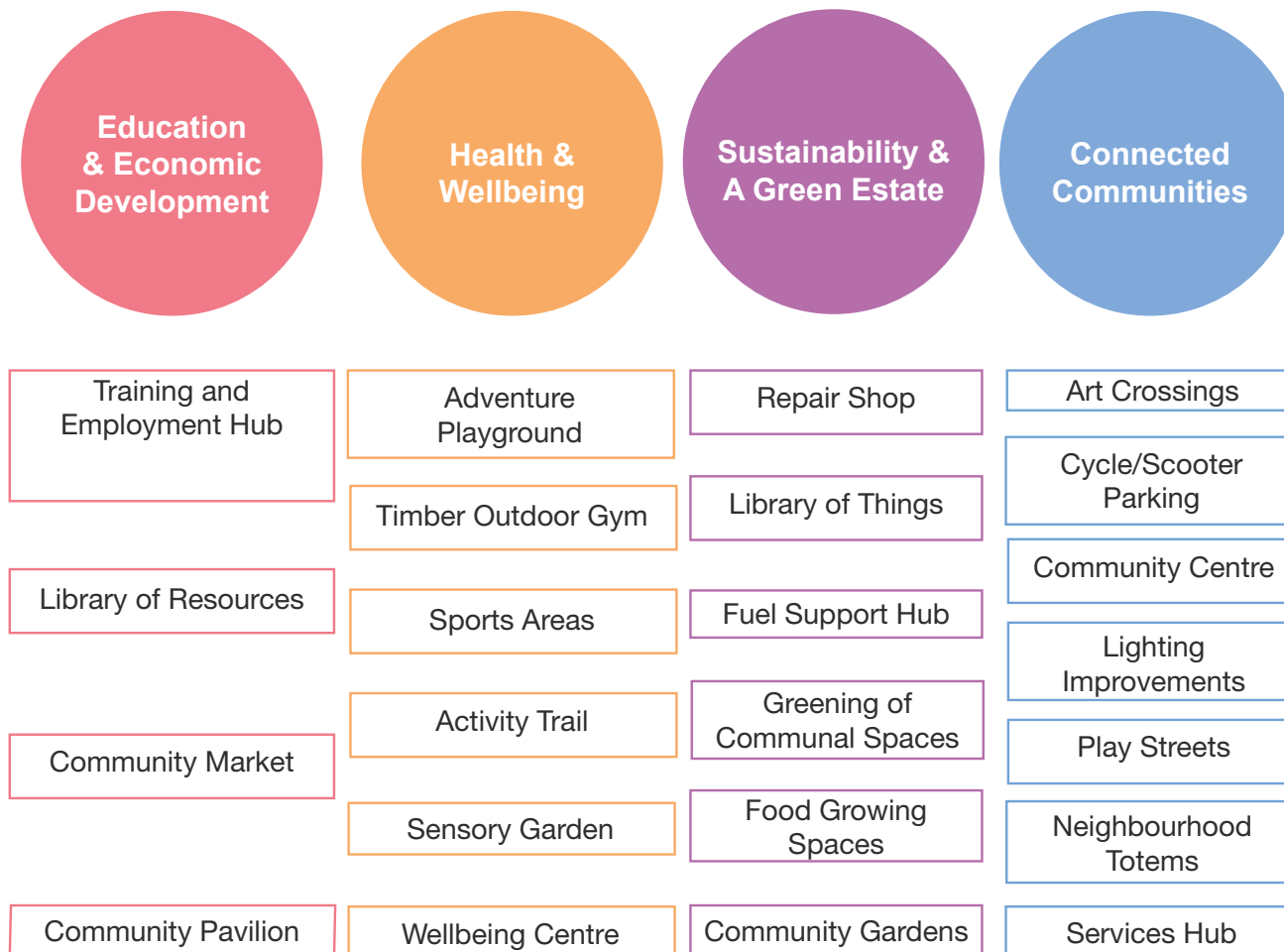
3.4 Explore - Opportunities Report

Projects summary

For each potential project, a summary has been included in the report with the following information:

- Short description.
- Scores from the Opportunity Matrix.
- Feedback from stakeholders and residents, including any potential challenges and opportunities.
- Potential locations suggested by residents and stakeholders for this project during the Opportunity Mapping activities.

These projects should not be seen as a fixed list of fully formed and designed deliverables, but rather as a long list of potential opportunities that can be prioritised and further explored with residents and stakeholders.



Potential pilot projects per theme

3.4 Explore - Opportunities Report

How to use it?

The Opportunities Report builds a list of potential projects specific to Lancaster West Estate, and can be used as a tool for assessing and prioritising each of these against need, deliverability, funding and benefit to the community.

To view the Opportunities Report click on the link below or scan the QR code.

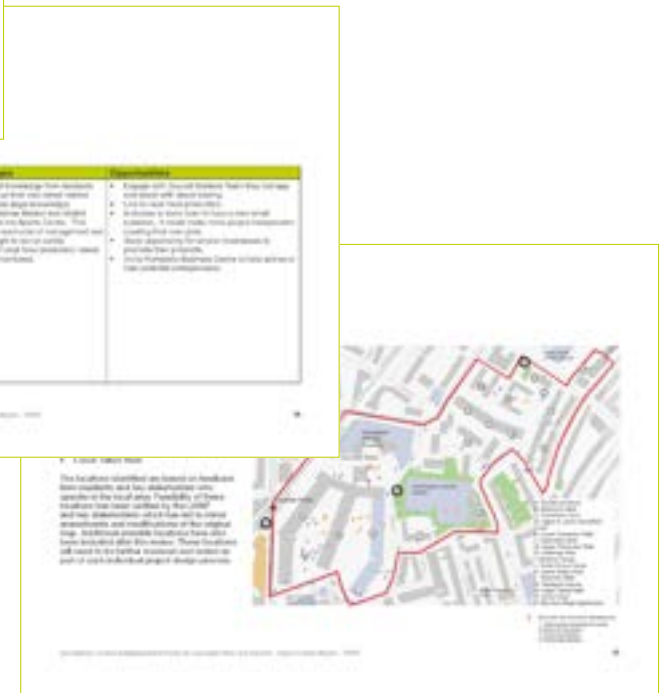
<https://www.wearewll.org/en/lancaster-west-neighbourhood-vision>




Description and scoring

What are the Objectives?	Challenges	Recommendations
<ul style="list-style-type: none"> There is a gap between the current state of opportunities and the potential for the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. 	<ul style="list-style-type: none"> There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. 	<ul style="list-style-type: none"> There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area. There is a need for a more integrated approach to the planning and delivery of the area.

Residents and Stakeholders Feedback



Potential locations

Project summary sheets

3.4.1 Explore - Neighbourhood Services Map



3.4.1 Explore - Neighbourhood Services Map

Purpose of this map and method

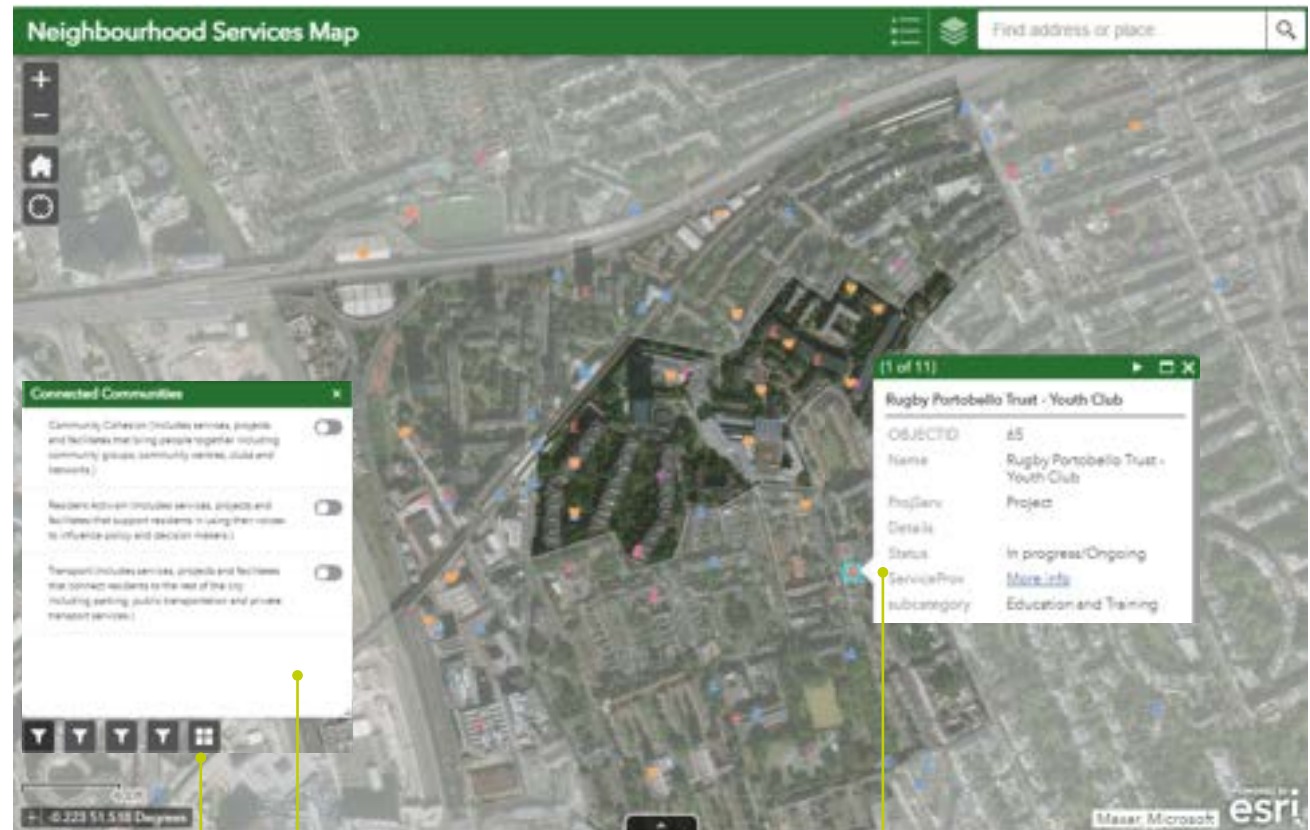
There is a wide range of services, projects and facilities available to residents in the wider area. The purpose of the services map is to make this information accessible to all in Lancaster West and beyond.

A process of mapping that involved relevant stakeholders and service providers was undertaken by the Project Team to register key information for each facility, project and/or service in Lancaster West and the wider area.

HOW TO USE IT?

Facilities, projects and services are categorised into the four thematic priorities and their sub-themes and can be explored in the map using filters. Useful information such as weblinks has been mapped for each facility, project and service.

To view and use the Neighbourhood Services Map please contact LWNT.



Different basemaps available

Interactive filters to consult information per each of the sub-themes

Key information for each available service



3.5 Demonstrate - Training and Employment Hub Service Design Brief

Purpose of the **exemplar project**

The purpose of this report is to outline a proposed Service Design Brief for the Training and Employment Hub to help guide the community and key stakeholders in taking this concept through to implementation.

In a ward where only an estimated 31.7% of residents are in full-time employment, the Training and Employment Hub was identified through resident feedback by the steering group as a priority. Exploratory focus group discussions held with 20 residents were used to begin to shape the scope of this Hub which has already begun to see results, supporting 46 residents in finding employment, 8 into training, and 19 into new jobs.



Residents and stakeholders engaging with us during one of the Focus Groups.

3.5 Demonstrate - Training and Employment Hub Service Design Brief

Method overview

The Training and Employment Hub is the exemplar project of the FNV and has been put together utilising information from resident engagement, stakeholders, and other research. It outlines:

- what residents told us about what they want to see from a Training and Employment Hub.
- proposed phased approach for delivery.
- suggested locations, timelines, partners and programmatic focused of each phase.
- high level spatial recommendations.



1. Help desk and exhibition area
2. Docking desks and live feed wall
3. Learning café – book corner
4. Library of resources

5. Digital labs and training rooms
6. Study rooms
7. Quiet rooms
8. Collaboration spaces
9. Open air classrooms
10. Flexible multi-purpose space
11. LWNT*



Phase 3 Suggested spaces - Training and Employment Hub

3.5 Demonstrate - Training and Employment Hub Service Design Brief

How to use it?

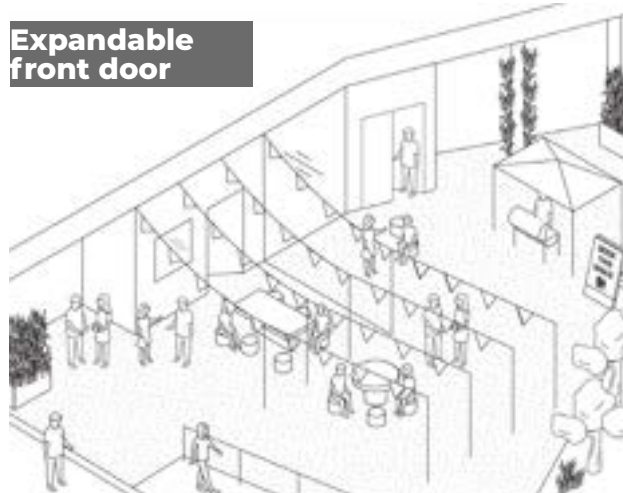
The Training and Employment Hub Service Design Brief provides a template for co-designing a pilot project based on resident demand. In this case the project developed is a Training and Employment Hub, however this method can be applied for any other future project initiatives that are meant to be developed through co-design.

To view the Training and Employment Hub Service Design Brief click on the link below or scan the QR code.

<https://www.wearew11.org/en/lancaster-west-neighbourhood-vision>



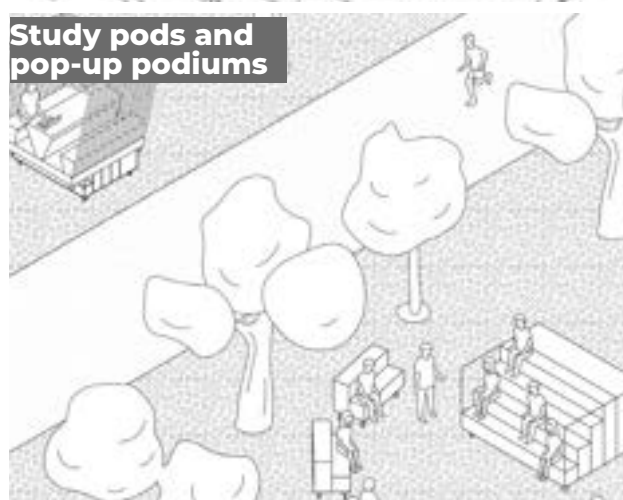
Expandable front door



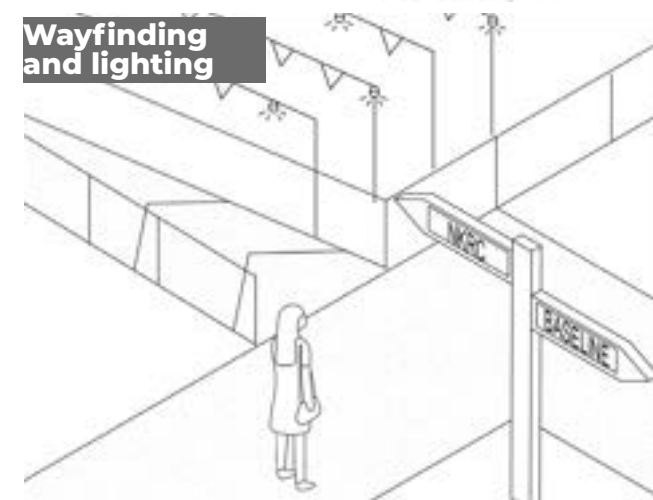
Live feed wall



Study pods and pop-up podiums



Wayfinding and lighting



Spatial recommendations - Phase 1

Next steps

3.



Next steps

The Future Neighbourhood Vision has resulted in a toolkit of various reports, maps and databases to support residents and community partners in progressing evidenced projects that align with community priorities and needs.

In terms of next steps:

- Lessons from this process will be distilled and shared across stakeholders in order to promote positive practices around resident centric co-design for community prioritisation and planning.
- The Future Neighbourhood Vision Project Board and Steering Group will transition to a Future Neighbourhood Partnership, leveraging the progress made in bringing together the various organisations operating on and around Lancaster West Estate.
- Together with resident representatives, the Future Neighbourhood Partnership will look to classify and prioritise proposed projects based on their level interest and demand, complexity, feasibility and funding availability.



Next steps

- For key projects, leads will be identified and working groups established across organisations and with resident representation where possible.
- The information collected and presented throughout the Future Neighbourhood Vision will form the basis of projects including initial resident feedback, proposed locations, and key considerations.
- Progress on individual projects will be monitored and tracked, and reported back to residents and stakeholders at different levels.



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