

LANCASTER WEST
NEIGHBOURHOOD TEAM

WT1

in partnership with

LWRA 

LANCASTER WEST

2023

RESPIRE

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



OVER 500
RESPITE
OFFERS
DELIVERED SO FAR

CO-DESIGNED WITH RESIDENTS



CONTENTS



INTRODUCTION



**KEEPING NOISE TO
A MINIMUM**



RESPITE IN THEMES



RESPITE ELIGIBILITY



RESPITE OFFERS



KEEPING IN TOUCH

INTRODUCTION

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

Respite may mean different things, depending on your circumstances and needs. The purpose of this brochure is to highlight the provisions available through Lancaster West Neighbourhood Team to support residents during the refurbishment works. The offers and how you can access them are described in detail on the following pages. The offers range from permanently moving to an already refurbished home on Lancaster West to free trips, classes and activities both on and off the estate.

You will find the offers categorised into themes using symbols to help give an indication of which offer would be most suited to your circumstances and your needs. Each offer is also labelled showing who is eligible.

We encourage residents to come and talk to us about your circumstances and the needs of your household, so we can help direct to the most appropriate level of support.

CO-DESIGNING THE RESPITE OFFER WITH RESIDENTS

LWNT has put together the respite offers based on what residents have told us they wanted and their households' needs. Initially we engaged with residents to co-design the first offers. This included surveys, pop-up events and one-to-one discussions with households. We had more than 200 suggestions from residents including wellness offers, tickets for local attractions and places to go when the disruption makes working from home difficult.

The offers now cover home and working life, creating spaces for work, study and quiet time, and we continue to partner with other organisations to offer activities on and off the estate.

Engagement on respite takes place at the many refurbishment co-design events we hold across Lancaster West and we continue to respond to new suggestions and ideas from residents. Please do not hesitate to get in touch if you have an idea for how we can help ease the disruption of the refurbishment for you.



KEEPING NOISE AND DISRUPTION TO A MINIMUM

We understand that many residents may 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 we offer options for residents who are working from home or home-schooling to ensure we minimise any disruption. A detailed breakdown of refurb works 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 - 12pm 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

Throughout this brochure you'll find a variety of offers you can take up to help you escape the noise and disruption you may be experiencing, but if you if you are disturbed by noise from neighbouring properties due to refurbishment work and would like to speak to someone, please contact us on **0800 389 2005**, send an email to **LancasterWestOffice@rbkc.gov.uk** or download the **WeAreW11 app**.

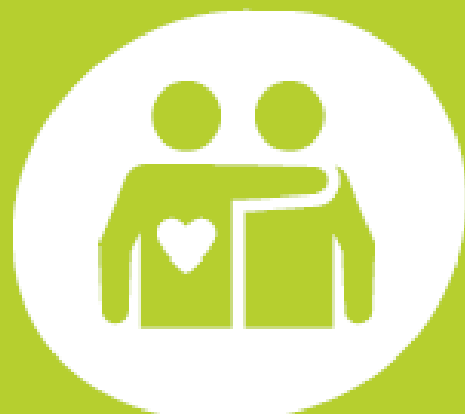
RESPITE IN THEMES

LWNT has categorised possible areas of respite into five main themes. All our offers fit into these themes:



RELAX

Spaces, offers and activities to help you relax or rest.



SOCIALISE

Activities which provide opportunities to socialise with others.



WORK

Quiet spaces or settings which allow you to work or study without disruption.



EXPLORE

Opportunities to engage in cultural, learning or heritage activities on the estate or in the wider city.



STAY ACTIVE

Activities that can help improve physical and mental wellbeing, reduce stress and anxiety, and leave you feeling healthier.

RESPITE OFFERS AND ELIGIBILITY

We understand that because of the scope and nature of the works being undertaken, all residents will be affected at some point during the refurbishment. For the majority of refurbishment works on the estate, most residents will remain in their homes as works commence.

LWNT has categorised the respite offers to ensure they are suitable to your circumstances. Each respite offer displays at least one of the following symbols, showing who is eligible:



WORKS TAKING PLACE IN YOUR HOME

These offers are suitable if you have works scheduled in your home.



WORKS TAKING PLACE IN NEIGHBOURING HOMES

These offers are suitable if you have works taking place in neighbouring properties. This could include works going on above or below your property.



WORKS TAKING PLACE ON THE ESTATE

These offers are suitable where works are not taking place in your home or neighbouring properties, but you feel you are being disturbed by the works.

As we continue to respond to residents' requests, new offers may become available that do not appear in the brochure and there may be others that we may not be able to deliver due to unforeseen circumstances. We will always strive to keep you fully informed when things change.

RESPITE OFFERS

On the following pages, you can find the respite offers which have been made available by Lancaster West Neighbourhood Team. Each offer shows contact details and information on how to access that offer.





REFURBISHMENT DECANT SCHEME

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

THEMES:



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 are undergoing major internal refurbishment work

TO FIND OUT MORE

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005



📱 WeAreW11 app



TEMPORARY DECANT

THEMES:  

 LancasterWestOffice@rbkc.gov.uk
 0800 389 2005

 [lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)
 WeAreW11 app

While our intention is for residents to remain in their home through the refurbishment of the estate, we understand that for some people the noise and disruption going on in their home may prove challenging to their health and wellbeing. For this reason, we are holding a small pool of properties that **we can temporarily move residents** into until the works to their home are completed.

WHO IS ELIGIBLE? 

Residents whose homes are undergoing major internal refurbishment work.

For more information on this offer and to find out if it may be open to you, please contact LWNT office.



TEMPORARY WELFARE PROPERTIES

THEMES:



✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

We recognise that residents will need to carry on with their everyday activities 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.

WHO IS ELIGIBLE?



- Residents whose homes are undergoing major internal refurbishment work
- Residents who are directly impacted by works going on or around their home, which necessitates a need for an alternative place to use facilities such as cooking, bathing or a place to rest





STAYING WITH FRIENDS AND FAMILY SUPPORT

THEMES:



✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

There may be reasons why you and your family need to leave your home for the duration of the works. If you choose to stay with friends or family, we can reimburse £100 per week per household, to cover the costs.

WHO IS ELIGIBLE?



- Residents whose homes are undergoing major internal refurbishment work
- Residents who have a secure tenancy
- 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



HELPING YOU PACK, STORE AND DECLUTTER

THEMES:



WHO IS ELIGIBLE?



✉ LancasterWestOffice@rbkc.gov.uk

📷 lancasterwestneighbourhoodteam

☎ 0800 389 2005

📱 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 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






FURNITURE ASSEMBLY AND DISASSEMBLY SUPPORT

THEMES:  **WHO IS ELIGIBLE?** 

 LancasterWestOffice@rbkc.gov.uk
 0800 389 2005

 [lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)
 WeAreW11 app

We recognise that, whether temporarily or permanently, moving can be extremely challenging especially if you struggle with everyday activities or have limited help in your home life. To make the moving process easier on you, we can now offer you help to take apart and assemble furniture (such as beds and wardrobes) if needed.

CO-WORKING SPACES



THEMES:



WHO IS ELIGIBLE?



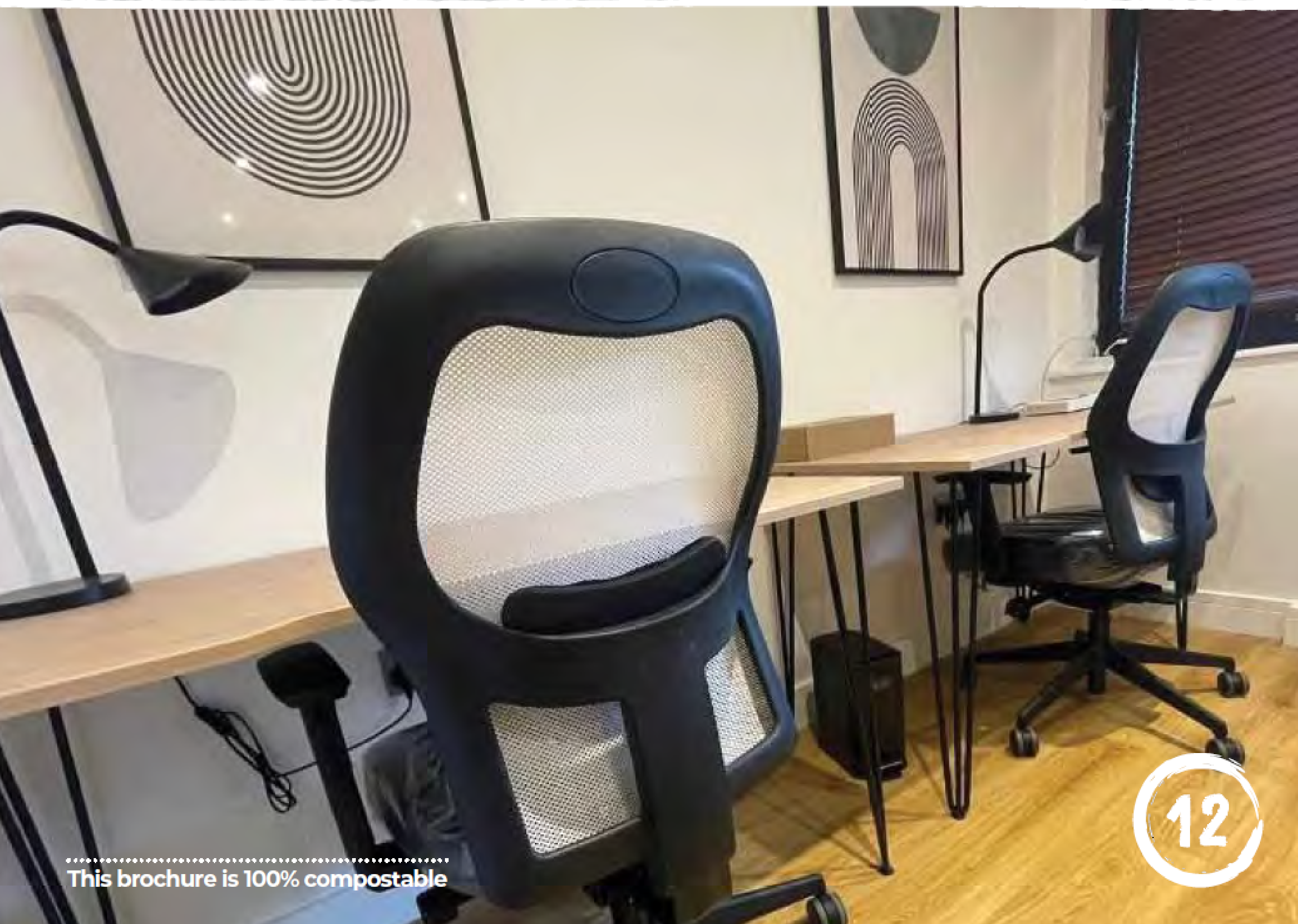
- 📍 Baseline Studios, Whitchurch Road, W11 4AT
- ✉ LancasterWestOffice@rbkc.gov.uk
- ☎ 0800 389 2005

- 📷 @lancasterwestneighbourhoodteam
- 📱 WeAreW11 app
- 🕒 Monday to Friday, 9am - 6pm

We understand that some residents work and study from home and that this can prove difficult if refurbishment works are going on in or around the property. To provide you with an alternative space, we are offering shared and private spaces for residents.

In our shared space at Baseline Studios' Garden Café, there is free superfast Wi-Fi, refreshments and access to printing and photocopying facilities. In addition to this, there are computers available for residents to drop in and use near the reception area of Baseline Studios to securely access work, study or other lifestyle needs. Baseline Studios also has a number of pods which provide a private space where you can attend meetings, study for exams or simply work with fewer distractions and residents can also come to the training and employment hub to log on. For those who would like a quiet space we have two desks available in our unit at Clarendon Walk.

As we have limited space, residents will need to book available slots in advance by contacting LWNT office.







NOISE CANCELLATION HEADPHONES FOR ALL

THEMES:    **WHO IS ELIGIBLE?**  

 LancasterWestOffice@rbkc.gov.uk
 0800 389 2005

 [lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)
 WeAreW11 app

We recognise that loud and excessive noise coming from neighbouring properties can be a major intrusion when you are attempting to work, study or relax in your home. To help mitigate this issue and bring you some peace of mind, residents in homes which are directly affected by the refurbishment works will be entitled to our improved noise cancellation headphones offer. Simply contact LWNT office to see if we can help.

STAYING DIGITALLY CONNECTED



THEMES:



WHO IS ELIGIBLE?



✉ LancasterWestOffice@rbkc.gov.uk

📷 lancasterwestneighbourhoodteam

☎ 0800 389 2005

📱 WeAreW11 app

We understand that with the cost of living crisis and the need to vacate your home ahead of the works starting, there may be added pressure on you to access services that you may easily be able to do from home such as phone and broadband. For those who may need some help with this, we have a free SIM card offer, meaning you'll have access to calls, text and data without having to bear an additional cost.





GYM MEMBERSHIP



THEMES:



WHO IS ELIGIBLE?



 Kensington Leisure Centre, Walmer Road, W11 4PQ

 LancasterWestOffice@rbkc.gov.uk

 0800 389 2005

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

 WeAreW11 app

Lancaster West Neighbourhood Team are working with Kensington Leisure Centre to provide a limited number of daily or monthly gym passes to residents directly affected by refurbishment works.

If you are interested in getting a gym pass, contact LWNT office and speak to the Community Development Team.



LONDON ZOO TICKETS

THEMES:



WHO IS ELIGIBLE?



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

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

Lancaster West Neighbourhood Team have a limited number of free tickets available for residents to visit the iconic ZSL London Zoo in Regent's Park.

To get your tickets, contact LWNT office and speak to the Community Development Team.





GARDEN RESPITE SPACES



THEMES:



WHO IS ELIGIBLE?



- 📍 Various garden spaces on Lancaster West
- ✉ LancasterWestOffice@rbkc.gov.uk
- ☎ 0800 389 2005

- 📱 lancasterwestneighbourhoodteam
- 📲 WeAreW11 app
- 🕒 Monday to Sunday, 9am - 6pm

As part of the drive to improve green and open spaces and increase biodiversity around the estate, Lancaster West Neighbourhood Team has worked with residents and partners to co-design several new garden spaces to relax, use your green fingers, pick food, water plants or just sit and chat in a greener environment. Most recently these spaces include the Tea Garden, The Prairie Garden and The Secret Garden with its food growing tunnel and mushroom farm.

GARDEN VOLUNTEERING

THEMES:



WHO IS ELIGIBLE?



📍 Various green spaces, Lancaster West, W11

✉ Robert.Halbert-Pereno@rbkc.gov.uk

☎ 07814 6122876

📷 @lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Every Friday, 11am - 2pm

Join our team of enthusiastic garden volunteers helping to shape the green spaces on Lancaster West on Friday lunchtimes from 11am - 2pm. 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 Coordinator, Robert Halbert-Pereno. Contact LWNT office if you would like to join this fun weekly activity.



ONE OF
OUR MOST
POPULAR
OFFERS

MUSEUM OF
BRANDS



MUSEUM OF BRANDS TICKETS



THEMES:



WHO IS ELIGIBLE?



📍 111-117 Lancaster Road W11 1QT
📷 [lancasterwestneighbourhoodteam](#)

✉ LancasterWestOffice@rbkc.gov.uk ☎ 0800 389 2005
📱 [WeAreW11](#) app

Lancaster West Neighbourhood Team have partnered with the Museum of Brands to offer a limited number 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 & 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.

To get your tickets, contact LWNT office and speak to the Community Development Team.

HISTORIC ROYAL PALACES SITE VISITS

THEMES:



WHO IS ELIGIBLE?



📍 Various London sites

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

📷 lancasterwestneighbourhoodteam

📱 WeAreW11 app

Lancaster West Neighbourhood Team are working with Historic Royal Palaces to provide LWE 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 LWNT office and speak to the Community Development Team.



ONE OF
OUR MOST
POPULAR
OFFERS

20

ONE OF
OUR MOST
POPULAR
OFFERS



MESSAGE SESSIONS



THEMES:



WHO IS ELIGIBLE?



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

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

📺 lancasterwestneighbourhoodteam 📱 WeAreW11 app

🕒 Last Tuesday of each month, 10am - 6pm

Lancaster West Neighbourhood Team have 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 office for more information.

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

WOMEN'S YOGA SESSIONS



THEMES:



WHO IS ELIGIBLE?



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

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

@ lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Wednesdays 9.45am and 11am

Lancaster West Neighbourhood Team are working with Community Champions to provide weekly hour-long yoga classes for women. These sessions are a fantastic way to relieve tension, find a quiet space to exercise and challenge the mind and body. Mats are provided – you can just turn up!

The classes are open to learners of all levels but are not suitable for women who are pregnant.





LANCASTER WEST COMMUNITY FRIDGE



THEMES:



WHO IS ELIGIBLE?




 Baseline Studios, Whitchurch Road, W11 4AT

 LancasterWestOffice@rbkc.gov.uk

 0800 389 2005

 lancasterwestneighbourhoodteam

 WeAreW11 app

 Monday to Friday, 9am - 6pm

The Lancaster West Community Fridge has been developed in partnership with Lancaster West Residents' Association to help local residents share food, reduce waste and save money. It is a give-and-take scheme open to all, enabling everyone to have access to fresh and store cupboard items that would otherwise go to waste.

COMMUNITY MEALS



THEMES:



WHO IS ELIGIBLE?



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

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

@ lancasterwestneighbourhoodteam

📱 WeAreW11 app

🕒 Thursdays 12-2pm, first Friday of each month 10am-12pm

Working with the Lancaster West Residents' Association, regular community meals are hosted each week, cooked by volunteer residents. All residents are welcome to come by, get to know your neighbours and have a nutritious, hot meal.

Keep an eye out for more opportunities to come along to community meals, cooking classes, or to volunteer as a chef for a meal.

Times and location may vary so contact LWNT office and speak to the Community Development Team for more information.



24



NHS WEEKLY WELLBEING

THEMES:



WHO IS ELIGIBLE?



📍 Baseline Business Studios, Whitchurch Road, W11 4AT

✉ LancasterWestOffice@rbkc.gov.uk

☎ 0800 389 2005

🕒 Mondays, 10am – 12pm, 1 – 3pm

🕒 Thursdays, 9am – 5pm

Weekly Mondays: Wellbeing therapy sessions

We recognise that works can affect your mental wellbeing, so we have partnered with the NHS to set up weekly one-to-one wellbeing sessions with trained therapists. Residents can find support and talk about stress, anxiety, habits or anything to do with wellbeing!

Sessions offer a safe, confidential space, to seek information, advice, guidance on techniques to combat specific issues, or just a general check in.

Mondays 10am-12pm drop-in. Residents can drop by the Garden Cafe for a hot drink and a chat. All are welcome!

Mondays 1-3pm, one-to-one sessions can be booked.

Monthly Thursday: NHS GP health check

On the first Thursday of every month, residents can book a face-to-face appointment with a GP. They will receive a 30 minute session, where they can discuss new or existing conditions, seek advice on improving overall health and receive an enhanced health check.



WANT TO MEET WITH THE TEAM OR ENGAGE WITH US DIGITALLY?

We value your input in continuing to develop the refurbishment respite offer and are constantly seeking new ways to engage with residents.

To engage with us digitally, you can use our newly developed “Your Neighbourhood, Your Voice” section of the WeAreW11 App. The “Your Neighbourhood Your Voice” section of the app is a central reference point, containing all the latest surveys and events that are coming up in and around Lancaster West. You can also book a meeting with a member of the team to discuss any of your concerns.



Scan the QR code opposite to access the App.

WANT TO FIND OTHER SUPPORT SERVICES IN YOUR LOCAL NEIGHBOURHOOD?

To help residents find out more about local projects, services and facilities beyond the estate, Lancaster West Neighbourhood Team has developed an interactive Neighbourhood Services Map of North Kensington.

Scan the QR code opposite to view information on local schools, nurseries, sport facilities, employment services, green spaces, activities for children and young people and more.



Subscribe to your resident enewsletter Lancaster West News



Tell us your
block to
receive
news about
where you
live

Subscribe using the
QR code



Stay connected with the Lancaster West Neighbourhood Team

 0800 389 2005

 WeAreW11 App

 LancasterWestOffice@rbkc.gov.uk

 YouTube

 lancasterwestneighbourhoodteam

 www.wearew11.org

 Lancaster West Neighbourhood Team

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11

**GET IN TOUCH
WITH US**



Unit 3, Baseline Studios, Whitchurch Road W11 4AT



0800 389 2005



LancasterWestOffice@rbkc.gov.uk



lancasterwestneighbourhoodteam



Lancaster West Neighbourhood Team



WeAreW11 App

This publication has been printed on sustainable paper accredited by the FSC (Forestry Stewardship Council) using vegetable oil based inks. The material has also been carbon balanced with The World Land Trust. For further information please visit www.carbonbalancedpaper.com.

This brochure is 100% compostable.



1913189