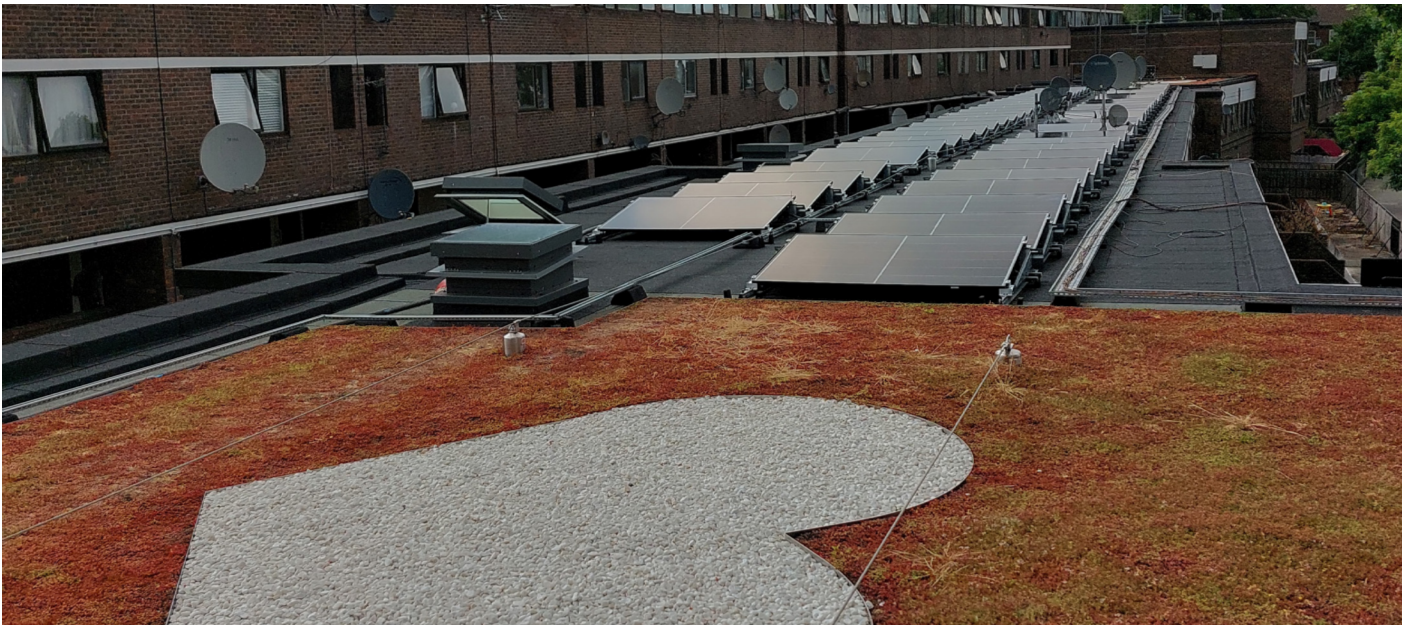




THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■



FIRST STAGE REPORT

Creating a 21st Century Estate: the experiences of Lancaster West Estate residents

September 2023

CASE Report 148

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Foreword

Following the Grenfell Tower tragedy, a commitment was made by all levels of government for Lancaster West Estate to become a model 21st century social housing estate, through a resident-led refurbishment.

Delivering a deep-retrofit and the new Notting Dale Heat Network provides a unique opportunity to put a green recovery at the heart of Grenfell recovery. Almost 800 homes will be transformed through a “fabric first” approach, to deliver energy-efficient, modern homes, with co-design at the heart of the process.

The works will be necessarily intrusive, whilst residents seek to work, live and study in their homes and wider neighbourhood. Gauging how we support residents through the process itself will be a key measure of success.

The impact of the tragedy itself overlays decades and generations of institutionalised inequality. In the view of many who live in the area, public services have long neglected the needs of local residents, and not just housing providers.

The holistic approach of Lancaster West Neighbourhood Team provides a once in a generation opportunity to address these diverse needs, and provide a positive legacy for survivors, bereaved, and the wider community.

The ultimate decision-makers on if the refurbishment achieves its aims, will be the residents who live in the homes and blocks we manage.

Alongside this, there is also the need to support a residents’ transition from living in the homes of today, to living well in the homes of tomorrow.

As such, this independent research undertaken by LSE will provide an objective lens on the views and experience of residents – before, during, and after the works – and provide lessons learnt that will be of value across the wider social housing sector as it moves towards the goal of carbon-neutrality.



James Caspell

Fellow of Chartered Institute of Housing
Neighbourhood Director
August 2023

Preface

We are very pleased to be carrying out the evaluation of the work of Lancaster West Neighbourhood Team, in upgrading and retrofitting Lancaster West Estate, making it a “model for the 21st century”. We interviewed 50 residents, from across all blocks on the estate, about their views on where they live, the work of the neighbourhood-based team, and the plans for extensive upgrading and retrofitting work. Our findings to date are in three parts, with three main outcomes:

- Firstly, residents overwhelmingly like where they live, and find it a “friendly and neighbourly place”
- Secondly, they hugely value the work of the neighbourhood-based team in maintaining and improving conditions
- Thirdly, they strongly support the plans for upgrading the estate, but are anxious for the work to get underway. Consultation and involvement are good, but residents are not technical experts, and now is the time for action.

These findings are documented in this, our first report. We look forward to proceeding with our second round of interviews with residents this summer, to understand residents lived experience of the upgrading work in progress.



Professor Anne Power

Emeritus Professor of Social Policy, LSE
August 2023

1 Introduction to the research

Objectives, aims and methods of research

This project aims to explore and assess the experiences of residents living on Lancaster West Estate as their homes and neighbourhood undergo an extensive period of refurbishment in order to create a model 21st century estate.

The research is divided into three time periods: before, during and after the refurbishment of the estate. We will speak to residents at each stage and report on their experiences of the programme of works. Our research is qualitative, focused around semi-structured interviews with residents. The questionnaire allows for residents to elaborate and expand in their responses and is organised around the following seven themes:

- 1 How people feel about their homes
- 2 How people feel about Lancaster West and the wider neighbourhood
- 3 Sense of community
- 4 Health
- 5 Safety and security
- 6 Energy use and sustainability
- 7 The process and delivery of the estate refurbishment

This first stage report includes background research to provide the significant context of the process of refurbishment of Lancaster West.

To help with our background research we spoke to 15 stakeholders including representatives of central government departments, the Royal Borough of Kensington and Chelsea (RBKC), Lancaster West Neighbourhood Team (LWNT) and the project partners including the architects working on the project.

This first stage report will be followed by two further reports, one to be published during the main refurbishment work (2024/25) and one final report, bringing together the project as a whole, in 2025/26.

About LSE Housing and Communities

LSE Housing and Communities is a research team based within The Centre for Analysis of Social Exclusion at the London School of Economics and Political Science. LSE Housing and Communities explores the effects of poverty and social disadvantage, particularly from a neighbourhood and community perspective. We explore the impact of public policy on poor areas over time. We aim to understand social realities and social change within communities – housing and neighbourhood problems and needs; ways to support tenants and improve landlord services; experiments in resident and community self-help action.

Our work informs government policy both centrally and locally. We investigate the impact of poor neighbourhood and area conditions on families, children and older residents; we document the roles that front-line staff and local residents play in regenerating and improving their communities, and explore why efforts to tackle severe problems sometimes fail.

We have thirty years of research experience in low-income areas, covering housing, regeneration, family life, communities, urban issues and sustainable development. Our work on sustainable development covers the role of housing and the built environment in climate change, the consequences of suburban sprawl, the cost of environmental damage, and the recovery of urban communities through neighbourhood renewal.

Over the past decade we have completed a number of projects evaluating the social impacts of large scale, multi storey refurbishment and retrofitting (with residents in-situ) to achieve higher energy efficiency standards. From 2011 to 2014 we worked on the Edward Woods Estate in Hammersmith and Fulham, examining the social implications of the refurbishment project there, written up in two reports: *High Rise Hope* (2012) and *High Rise Hope Revisited* (2014). The initial report showed that a large-scale estate retrofit programme delivers benefits in terms of modernising and upgrading homes, and energy saving. It also suggests that there are wider benefits from building relationships with residents and communities as a means of delivering effective rehabilitation works of this kind. The report identified some key learning for future refurbishment projects including:

- 1** Improving communication with residents before, during and after works, for example:
 - a) explaining to those with disabilities / illnesses how they will be affected
 - b) explaining effectively the purpose of the works and potential benefits to residents
 - c) keeping residents better informed of delays and the reasons behind them
- 2** Offering to move the most vulnerable residents (young families, ill or elderly) for the duration of the works
- 3** Providing better relief facilities (for in-situ residents) that are located near the estate, but with enough distance from builders and noise.

- 4 Finding better ways to keep residents informed about the reasons behind the work – for example, energy efficiency advice and usage tips should be given throughout the process.

We revisited the estate once the works were complete and spoke to residents about their experiences. The key headlines from the second stage of the research in 2014 were:

- There are high levels of deprivation on the estate and many residents are fuel poor, with previously very cold, uninsulated flats.
- Residents are positive about the estate and their homes and generally feel safe living there, although slightly less safe in 2013-14 than in 2011 due to the reduction in concierge services.
- Overall energy use (i.e. units of energy consumed) has fallen as a result of the retrofit.
- Some residents remain unaware that the retrofit work was carried out to save energy and provide warmer homes. Community education needs to focus on how people can reduce their energy use in order to maximise the gains of increased insulation, etc.
- A number of residents were disappointed about the level of internal refurbishment and redecoration to the communal areas that accompanied the works – people feel they were promised more than was delivered in the end.
- Although there was considerable consultation at the beginning of the project, more ongoing support would have improved wider understanding of the objectives of the regeneration and helped explain the many delays.
- Concerns about the reduced concierge service dominate many people's view of the changes on the estate. The visible presence of the concierge in the blocks was removed from two of the three blocks while the works were going on and had a measurable impact on residents' perception of safety.
- **The main suggestion from Edward Woods residents was for better management of the works – particularly around the timescale of the project (which slipped many times over) and communications about the delays.**

In 2018, LSE Housing and Communities completed the final stage of a research project examining the social impact of deep retrofit works carried out at Wilmcote House in Portsmouth between 2015 and 2018. Wilmcote House is a large concrete panel building made up of three linked, high-rise 11 storey blocks, containing 107 units. The building is located in an area with high levels of deprivation and historically had problems with mould, damp, and fuel poverty. The work was carried out with residents in-situ. The retrofit was funded by Portsmouth City Council and a European Union Grant. They justified the cost of retrofit at £150,000 per flat as being cheaper and less disruptive than demolition and rebuild.

The building works aimed to:

- Tackle fuel poverty
- Improve health
- Futureproof Wilmcote House for another 30 years
- Save money on day to day repairs and maintenance
- Ensure that Wilmcote House remains a useable asset and ensure that the properties continue to be let
- Reduce rent arrears by helping residents save money on energy bills.

LSE Housing carried out interviews with 15 residents before, during and after the works, to capture what impact the works have had on the residents' lives at each stage. The key conclusions from the project are:

- Most residents were strongly supportive of Portsmouth City Council's overall approach to the estate renewal and were happy the work was done. Residents generally like where they live including the location of Wilmcote House (near to schools, shops and the station).
- Overall flats are warmer, more comfortable and more attractive following the work. Problems like draughts and mould have been removed. Most residents find they are using less heating and their homes are retaining heat more effectively.
- The building process was difficult and there were many delays. The council believes it was a mistake to hand over the task of resident liaison concerning the works to the contractor.
- Delays to the timetable could have been minimised if the contractors were more reliable in attending appointments with residents, and if work was completed on time.
- The council's Resident Liaison Worker provided a vital line of communication with residents. She was strongly praised by residents. Tenants continue to find Portsmouth City Council responsive, but during the work the Council did not have enough control over the building contractor.

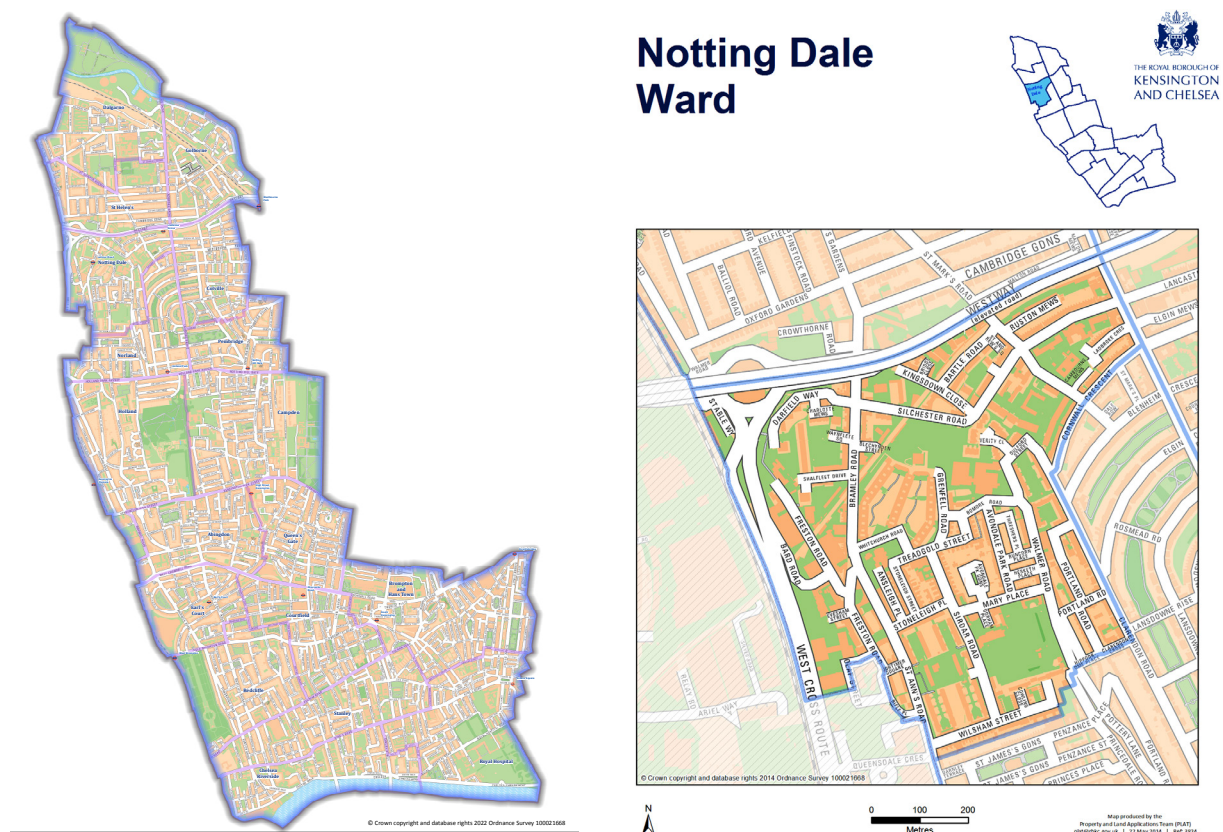
From our previous work in both the Edward Woods Estate in London, and Wilmcote House in Portsmouth, it is clear that **communication with residents, information sharing and transparency** are crucial to the success of large scale refurbishment with residents in situ. There will be many challenges related to the logistics of the scale of the work necessary and so residents need to know they have accessible communication channels and assistance available to them. These lessons are highly relevant to the programme at Lancaster West.

2 About Lancaster West

History and background of the estate

Lancaster West is an estate made up of 826 homes within around 10 multi-storey blocks and numerous individual houses located in the North Kensington area of the Royal Borough of Kensington and Chelsea in London. The estate is in the Notting Dale ward in the north of the borough. North Kensington is diverse and has traditionally housed the lower-income workers of the borough.

Figure 1: RBKC and Notting Dale ward Map

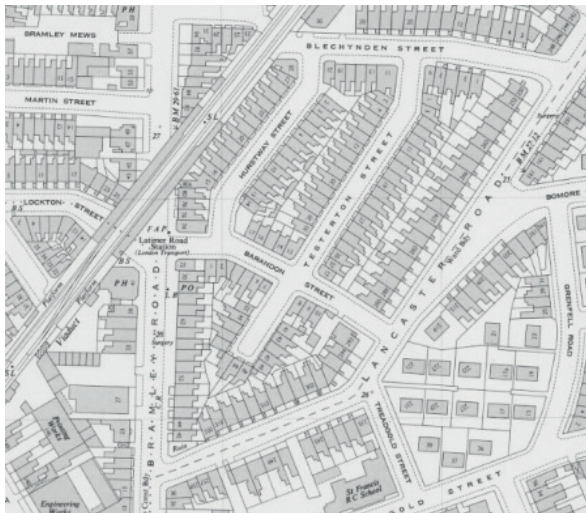


Source: Royal Borough of Kensington and Chelsea, <https://www.rbkc.gov.uk/leisure-and-culture/arts-and-culture/popular-local-maps> accessed 7 November 2022

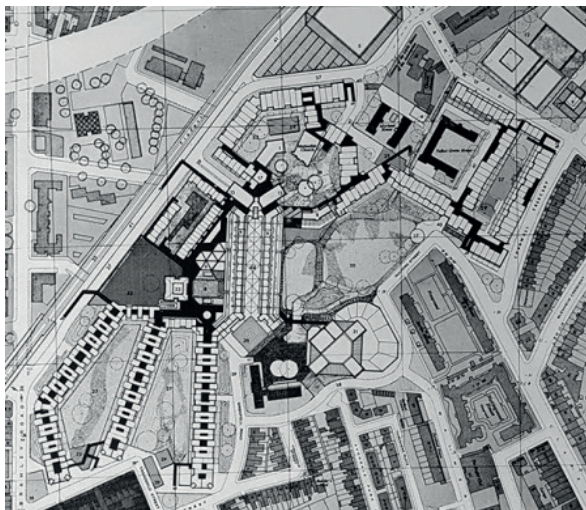
History of the estate

The estate has developed in a number of stages, with the first blocks being built in the 1930s, with others being developed in the post-war period. The Masterplan of 1968 outlined designs for Grenfell Tower, the Walkways and the Camelford Walk and Clarendon Walk areas of the estate and was “truly groundbreaking in scope”. (Learning from History, LWNT)

Figure 2: History of the Estate



Historical map from 1954 showing the area was covered in tightly packed terrace townhouses. The Walkways take their name from the previous streets. On the right is a photo of the former streets before demolition.



Original masterplan from 1968. The Walkways are located in the bottom left of the image. The masterplan differs to what was built today, however the Walkways remain the same in principle. The image on the right shows the scheme after completion in the mid-1970s, with Grenfell Tower and Latimer Road Station in the foreground.

Source: The Walkways, Initial Design Ideas Feasibility Report, July 2021 KCA

Below we outline some details about the different blocks and areas of the estate, all information is from LWNT – mostly compiled in the Book of Ideas for each Lot – available here: <https://www.wearew11.org/en/page/49698>

Figure 3: Description of areas within Lancaster West

| Lot | Description |
|--|---|
| Lot 1: Barandon Walk, Testerton Walk and Hurstway Walk | <p>The Walkways consist of three 5-storey linear buildings:</p> <ul style="list-style-type: none"> • Testerton Walk • Hurstway Walk • Barandon Walk <p>The Walkways were built in the early 1970s as Phase 1 of Lancaster West Estate and were linked to Grenfell Tower. There are 367 homes in the three buildings (139 in Hurstway Walk, 100 in Testerton Walk and 128 in Barandon Walk). There is a variety of dwelling sizes and types ranging from studio / 1 bedroom properties to larger 4 bedroom flats.</p> <p>Each of the three buildings is organised around a central deck at first floor level, with access via external ramps. Flats are accessed through these decks as well as via stairs to the upper floors. The decks were originally designed to be external spaces but were covered with roof-lights in a refurbishment in the 1980s.</p> <p>A number of underlying issues related to management, repairs, safety and security are evident and are to be addressed through the refurbishment programme.</p> |

| Lot | Description |
|--|---|
| <p>Lot 2: Camelford Walk, Camelford Court, Clarendon Walk, and Talbot Walk</p> | <p>Clarendon Walk, Camelford Walk and Talbot Walk were all constructed in the 1970s and designed by architects from Kensington and Chelsea as Phase 2 of the Lancaster West Estate development.</p> <p>There are 104 homes in total in Clarendon Walk spread across the three walks</p> <ul style="list-style-type: none"> • Lower Clarendon Walk – 8 three-bedroom houses • Clarendon Walk – 43 two-bedroom homes, 4 one-bedroom homes and 8 studios • Upper Clarendon Walk – 36 two bedroom homes and 4 one-bedroom homes <p>The blocks were divided in the 1980s with new walls in the corridors.</p> <p>In Camelford Walk there are 60 homes in total spread across 2 walks:</p> <ul style="list-style-type: none"> • Lower Camelford Walk – 19 four-bedroom homes and 1 one-bedroom home • Upper Camelford Walk – 36 three-bedroom homes and 4 two bedroom homes <p>Talbot Walk is made up of 18 homes across two walks:</p> <ul style="list-style-type: none"> • Lower Talbot Walk – 6 four-bedroom homes • Upper Talbot Walk – 12 three-bedroom homes <p>There was previously car parking underneath Talbot Walk but the space is currently now used as a private storage facility (Safestore).</p> |
| <p>Lot 3: Morland House and Talbot Grove House</p> | <p>Morland House and Talbot Grove House were built in 1930s-40s and have stair access with communal spaces between the buildings. The blocks have suffered from poor maintenance, have single glazed windows and no lift access. There are 79 homes in total in the two buildings, ranging in size from studio flats to larger properties (including 3 and 4 bedroom properties).</p> |

| Lot | Description |
|------------------------|---|
| Lot 4: Treadgold House | Treadgold House dates back to the 1960s and was the first post-war building to be built in Lancaster West Estate. Originally called Bomore House, there are 38 homes in the building, including a mix of studios, one-bedroom properties and three-bedroom flats and maisonettes. The block contains two wings, both with deck access with a central stair and lift core. |
| Lot 5: Camborne Mews | Camborne Mews is a small block made up of two three-storey buildings located on the edge of Lancaster West Estate. There are 36 homes in total, all one-bedroom properties. Those on the ground floor have private outdoor space while the upper floors do not. |
| Lot 6: Verity Close | Verity Close was built in 1979 and is made up of 36 flats in two blocks alongside 32 terraced houses. |

Figure 4: Barandon Walk – external



Source: LWNT

Figure 5: Barandon Walk – internal



Source: LWNT

Demographics

Lancaster West is a diverse estate. The average age of residents on Lancaster West is 44 years old – 6 years older than the average age across the borough of 38. The homes in Camborne Mews and Camelford Walk / Lower Camelford Walk have a higher proportion of older residents (65+) than the estate as a whole. At the other end of the spectrum, 15 per cent of Lancaster West residents are under the age of 18, compared to an average of 18 per cent across the rest of the borough.

According to figures collated by LWNT, of the 921 residents who have disclosed their ethnicity, a high proportion – 798 (87 per cent) – are not White British:

- 301 Lancaster West residents described their ethnicity as Black, including 118 as Black African; 93 as Black Caribbean; and 65 as Black Somali.
- 101 residents described themselves as Moroccan (either Arab-Moroccan for 81 people Other-Moroccan for 20 people). A further 86 people described their ethnicity as Arab.
- 111 residents described their ethnicity as White Other in addition to 33 people saying they were White-Spanish or White-Portuguese, and 12 as White-Irish.

The majority of residents do not have English as their main language. In Kensington and Chelsea, 72 per cent of residents report that their main language is English, while 2.2 per cent report not being able to speak English well and 0.3 per cent report not being able to speak English at all.

Previous refurbishment / regeneration of the area

The area around and including Lancaster West Estate has experienced regeneration in the past. During the 1980s and 90s there were small changes to the estate, focused around security such as changing entrances and exit points, breaking up long corridors and adding entry phones to enclosed porches. Plans for regenerating the estate, including demolishing Grenfell Tower and some other areas of the estate, were developed in draft in 2009 (RBKC. 2009. "Notting Barns South Draft Final Masterplan Report." Accessed 9 January 2023).

While these plans were not realised, Grenfell Tower was refurbished as part of a wider project to redevelop the outdoor sports pitches and the leisure centre at the base of the tower. These plans were drafted and publicised in 2012 with the work happening in 2015-16. The renovation of the tower included external insulation and rainscreen cladding in the style of the new Kensington Academy recently built at the base of the tower. Additional flats were also added which resulted in reconfiguring the lowest four levels of the block.

Grenfell Tower tragedy

On 14 June 2017 there was a fatal fire at Grenfell Tower. 72 people lost their lives in the tragedy and the block of flats was completely destroyed. The fire was one of the UK's worst modern disasters and had wide reaching impacts, including an independent review of building regulations and fire safety led by Dame Judith Hackitt, and a Public Inquiry which was formally set up in August 2017. The Grenfell Tower Inquiry was established to examine the circumstances leading up to and surrounding the fire at Grenfell Tower on 14 June 2017 (<https://www.grenfelltowerinquiry.org.uk/>).

The Inquiry was divided into two phases:

- Phase One: focused on the events of the night and the report from Phase One was published on 30th October 2019.
- Phase Two: focused on the longer term causes of the events on the night of 14 June 2017, including how the building came to be in the condition that allowed the fire to spread. Hearings have been concluded (late 2022) and final reporting to follow later in 2023.

Through the course of the Inquiry and its reporting, details relating to the fire and the circumstances which led to the tragedy, have been made public. In addition to the multiple systemic failures of many of the organisations involved, evidence has been presented to show that residents on Lancaster West felt ignored by those managing the estate, and that their concerns around the quality of works and crucially safety following the renovation of the building went unheard.

Management of the estate

Prior to the Grenfell Tower tragedy in 2017, Lancaster West Estate was managed by a Tenant Management Organisation – the Kensington and Chelsea Tenant Management Organisation (KCTMO). KCTMO managed all of the council’s social housing stock across the borough (in reality therefore more of an Arms Length Management Organisation – ALMO) in contrast to the model of TMOs usually seen. Tenant Management Organisations (TMOs) are locally based, grassroots community groups that want to improve local conditions in their social housing estate or small area. In a blog post in 2017, Professor Anne Power outlined how the KCTMO did not meet the criteria of a traditional TMO:

It was not a TMO, because the tenants could not take on the complex task of running the whole of the borough’s near 10,000 unit housing stock. The housing department staff were transferred over into the “new” organisation on existing terms and conditions, and the so-called KCTMO took over all council housing management functions, making it an Arm’s Length Management Organisation of the Council – an ALMO. (Power, A. 2017 <https://blogs.lse.ac.uk/politicsandpolicy/the-truth-about-tmos/>)

Following the tragedy, the management of the estate has been localised to a specially appointed Lancaster West Neighbourhood Team based on-site, in Baseline Studios below Barandon Walk.

The Lancaster West Neighbourhood Team has been formed to provide high-quality neighbourhood services and create a model 21st century estate by listening to our residents, repairing and refurbishing every home and creating opportunities for the whole community. We will deliver tenancy management, repairs and community development services, refurbish homes on the estate and make Lancaster West carbon neutral. The Lancaster West Neighbourhood Team will work with residents to deliver the refurbishment of the estate sensitively and collaboratively. (<https://www.wearew11.org/en/page/56074>)

The staff team is comprised of experienced staff covering all tenancy management issues, and dealing with repairs and maintenance as well as wide reaching community services including volunteering and employment opportunities. One example of community engagement and employment training is the LancWest Works programme which provides three-month work placements within the neighbourhood team for residents of Lancaster West and North Kensington. A number of residents have moved from this into full time work and many of the staff team are local residents. This team is led by the neighbourhood director, James Caspell, who is responsible for the work of Lancaster West Neighbourhood Team, including repairs, maintenance and support for residents.

Local neighbourhood management

Lancaster West Neighbourhood Team is delivering a model of local neighbourhood management which involves the organisation and delivery of goods and services at a local level, with the ability to respond quickly and flexibly to issues that arise:

Housing and neighbourhood management are closely allied. The advantage of the neighbourhood management structure encompassing housing management is that signs of social and environmental decay can be tackled (Power, A. and Bergin, E. 1999, p32).

The following are prerequisites for successful neighbourhood management:

- **defined areas** of operation
- a manager of sufficient seniority to **control and co-ordinate service inputs**
- a defined budget to fund the local team and agreed services, allowing **flexible local management decisions**
- a small **locally based and locally accountable staff** team to implement management decisions
- a **local base** through which services can be organised and local residents can be contacted and make contact
- a **high priority to basic services**, to make a visible impact on conditions, thus gaining the confidence and support of other services such as doctors and schools
- a **problem-solving approach**, involving partner services in the neighbourhood effort
- **clear lines of communication** with local authority policy makers and other decision making and service bodies
- **mainstream core funding**; not short term, project-based funding.

Lancaster West Neighbourhood team is able to work effectively in this way through its clearly defined estate boundary, its locally managed budget, locally accountable staff team based at Baseline Studios and led by Director James Caspell. The team has worked to ensure that basic services are prioritised and problems are resolved quickly.

3 About the proposed refurbishment

Following the Grenfell Tragedy, a commitment was made by all levels of government to work with the residents of Lancaster West Estate and transform the area into a model 21st century estate. In January 2020, this vision was broadened to deliver an estate that is also carbon-neutral by 2030.

In 2021, Lancaster West Estate secured additional funding through the Social Housing Decarbonisation Fund (SHDF) Demonstrator to support the delivery of innovative whole-house retrofits to seven blocks on the estate, to help achieve this carbon-neutral ambition and secure better health, comfort, and wellbeing for residents.

The refurbishment approach was to be sensitive, collaborative and with the ultimate aim of creating a model for social housing in the 21st century. This promise to residents was framed by 10 principles:

- The refurbishment will be resident led
- All refurbishment work will be done sensitively and in co-operation with residents
- There will be no demolition of people's homes on Lancaster West Estate
- We will create a model estate where the community can be proud to live and that the council can be proud to own
- We will make sure residents can make real choices on the refurbishment
- We will listen to all age groups and communities on what improvements they want to see
- The refurbishment will aim to provide local jobs and skills training for local people
- The refurbishment will improve local services to ensure that they are of a high quality
- The refurbishment will create a sustainable estate that can be maintained to a high standard
- There will be transparent decision making and feedback provided by the council at each step.

a) Sources of funding – different programmes

The refurbishment of Lancaster West Estate is extensive and is being funded through a number of different sources:

Figure 6: Sources of funding

| Source of Funding | Amount |
|---|--|
| SHDF | Whole-house retrofit for the Walkways – £12.9m |
| Demonstrator, (Department for Energy Security and Net Zero (DESNZ) – formerly BEIS) | Whole-house retrofit for Morland House and Talbot Grove House – £3.14m |
| | Whole-house retrofit for Camelford Court and Camelford Walk – £3.4m |
| SHDF Wave 1, DESNZ | Clarendon and Talbot windows, and EWI (Clarendon only) – £1.2m |
| | Pilot properties in Verity Close and Camborne Mews – £55k |
| Green Homes Grant Local Authority Delivery Scheme, DESNZ | Clarendon and Talbot BioSolar roofs – £671k |
| Future Neighbourhoods, GLA | Clarendon and Talbot BioSolar roofs – £75k |
| | Treadgold House ASHP and solar – £75k |
| Must be Zero, EU | Whole-house retrofit for Treadgold House – £1.6m |
| Department for Levelling Up, Housing and Communities (DLUHC) and RBKC also providing additional funding | |

Alongside Lancaster West Neighbourhood Team, and the residents of the estate, there are numerous other key actors involved in the refurbishment process. These key stakeholders include:

- Royal Borough of Kensington and Chelsea
- Central Government departments: DESNZ and DLUHC
- Architects – three firms now working across the six lots
- Contractors and other specialists e.g. Energiesprong – some contractors already working on site for internal refurbishment work and some external work e.g. roof works in Camelford Court.

b) Approach including resident engagement process

The refurbishment is being co-designed with residents and as such residents are playing an active role in decision making at all stages of the process.

The engagement process began with an Ideas Day in January 2018 where residents were invited to an all day event with leisure activities and food provided where there was an opportunity to talk to a number of architects about what residents wanted for the estate. Another Ideas Day was held in March 2018. At both events there were exhibition boards and information provided.

In addition to the consultation through the Ideas Days, and block workshops held in each area of the estate, further engagement was carried out through door knocking and leafletting, home visits where requested, email and phone contact and attendance by neighbourhood staff at residents association meetings.

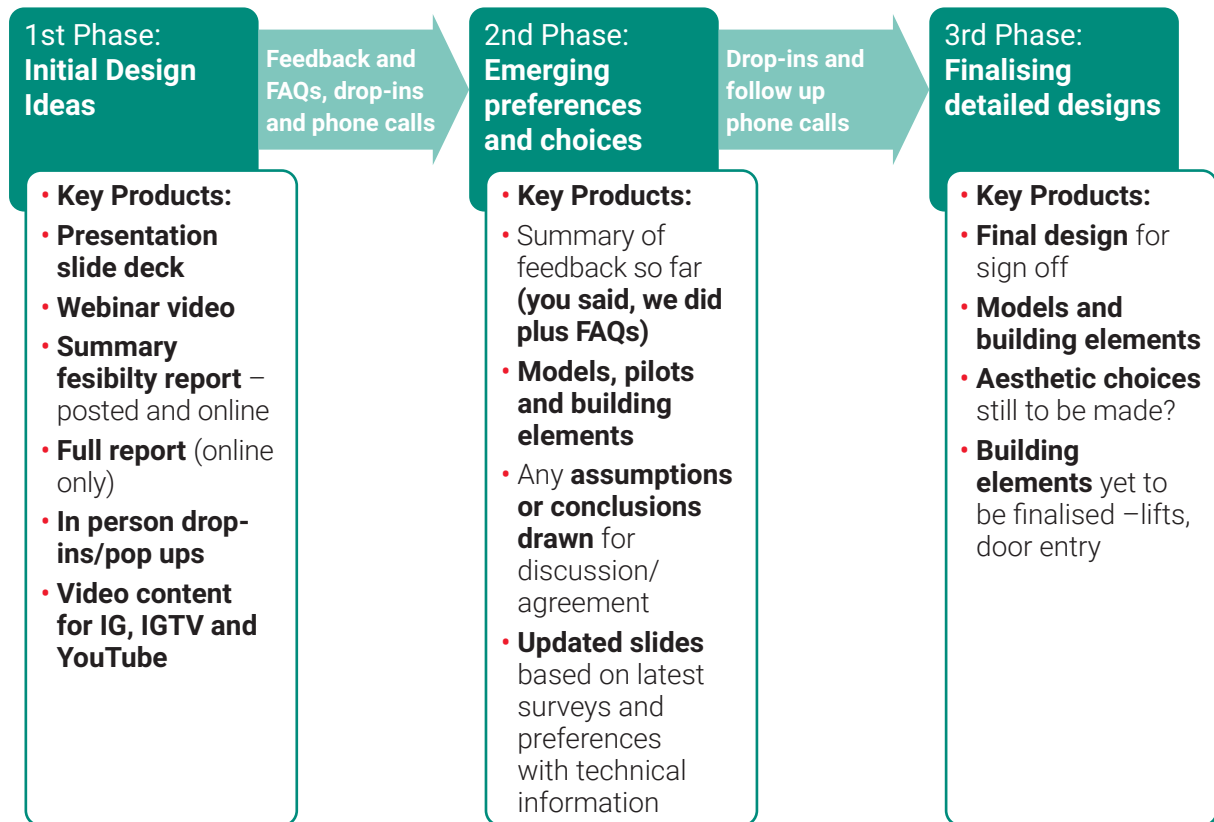
Following these Ideas Days in 2018, a Book of Ideas was produced for each area (Lot) of the estate. The books record the ideas and concerns that arose from engagement with residents as well as creating a reference document for the next stage of works where the ideas will be supplemented with more detail and tested for feasibility. Copies of each Book of Ideas are available in Baseline Studios (and available online) and have been used extensively in resident consultation since 2018.

c) Plan / timetable

The phases of the co-design resident engagement process are divided into:

- Phase 1: Initial design ideas
- Phase 2: Emerging preferences and choices
- Phase 3: Finalising detailed design

Figure 7: Phase of co-design resident engagement



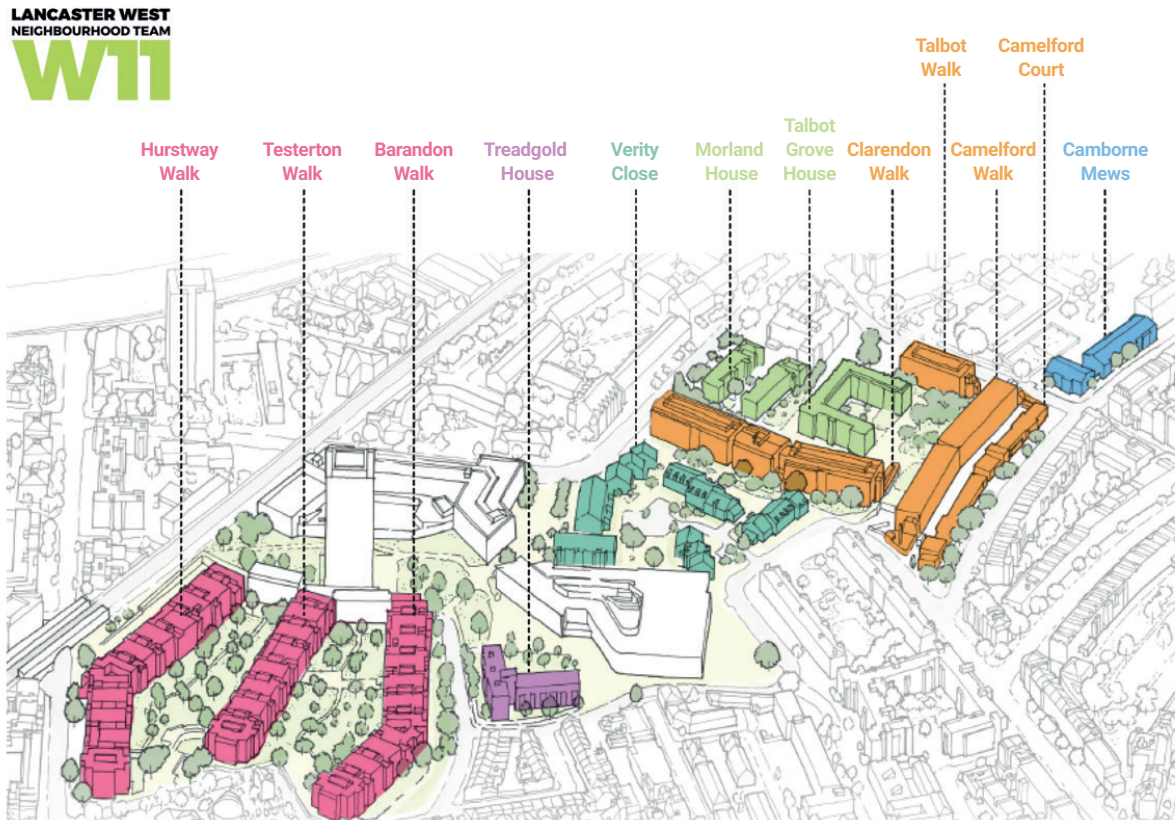
The co-design approach and the different typologies of building on the estate mean that there is a wide variety of actions being taken, with different timescales. Below we show the detail of the co-design timeline for Barandon Walk, Hurstway Walk and Testerton Walk:

Figure 8: Timeline of engagement – Walkways

| | |
|----------------|--|
| Autumn 2017 | Initial refurbishment consultation |
| Winter 2018/19 | Resident Ideas Day Block Workshop (Methodist Church) The Walkways Prioritisation Workshop |
| Winter 2020 | Co-design Workshop Residents Top 10 |
| Spring 2021 | Phase One Sharing the initial ideas for the refurbishment works: Webinar, Pop Up event, Phone engagement, Door knocking, Hardcopy booklet Lighting Workshop |
| Summer 2021 | Maximising safety in your homes: Pop Up event, Hardcopy booklet The lighting breakfast club – outdoor and indoor lighting |

| | |
|----------------------|--|
| Winter 2021 | Phase Two 1st Emerging Preferences and Choices event – Drop in event: roof works, communal areas, lighting, hardcopy booklet on roof works |
| Spring 2022 | Roof works – webinar, drop in event, booklet, survey |
| Autumn / Winter 2022 | Emerging Preferences and Choices Event |
| 2023 | Phase Three What's next? Finalising detailed design event |

Figure 9: Block Names and Lots Diagram



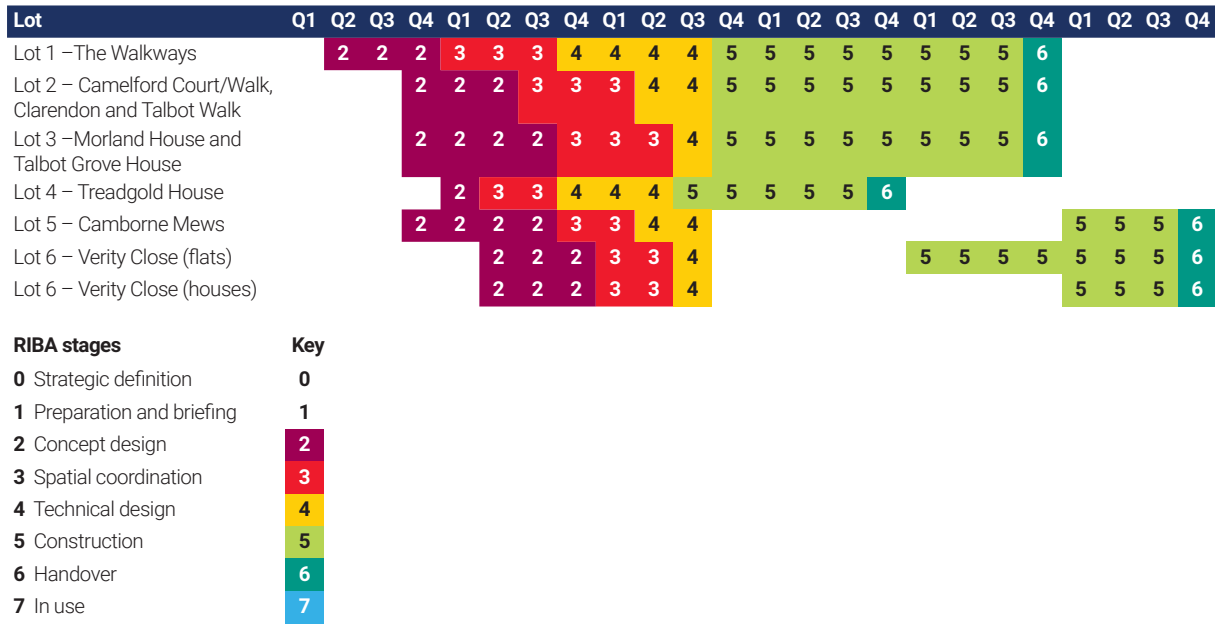
Source: LWNT

At the time of writing (December 2022) the Lots of the estate are at different stages in their refurbishment journey:

Figure 10: Progress Winter 2022

| Lot | Progress Winter 2022 |
|--|---|
| Lot 1: Barandon Walk, Testerton Walk and Hurstway Walk | <p>The Tender Process for the Walkways Roof Project is under way</p> <p>Phase 2 of resident codesign process is underway</p> |
| Lot 2: Camelford Walk, Camelford Court, Clarendon Walk and Talbot Walk | <p>At Phase 3 of the resident co-design process – Finalising Detailed Designs – design options now costed and feasibility of choices outlined.</p> <p>Roofworks to Clarendon Walk and Talbot Walk have been completed.</p> <p>Camelford Walk roofworks brought forward and due to be completed by March 2023.</p> |
| Lot 3: Morland House and Talbot Grove House | <p>Completed Phase 2 of resident co-design process – Emerging Preferences and Choices</p> <p>ECD preparing planning pack</p> |
| Lot 4: Treadgold House | <p>United Living South appointed April 2022 to carry out final design stage.</p> <p>Planning application submitted in August 2022 and received validation in September 2022.</p> <p>Works due to start on site Spring / Summer 2023</p> |
| Lot 5: Camborne Mews | <p>Proceeding to Phase 2 of resident co-design process: Emerging Preferences and Choices, design options developed using the Initial Design Ideas feedback</p> |
| Lot 6: Verity Close | <p>ECD are working on their RIBA stage 3 design alongside designs for the pilot property.</p> |

Figure 11: Consolidated Programme



Source: LWNT

Pilot schemes have been developed in some of the blocks, helping to bring knowledge and awareness of the new systems in place, for example, in Morland House two flats have had mechanical ventilation with heat recovery (MVHR) systems installed with one of the properties being used as a showroom for the pilot.

Internal refurbishment work has also been happening to void properties, to date 179 full refurbishments have been completed (153 empty properties and 26 occupied) and 78 partial refurbishments (5 empty and 73 occupied) have been done. The majority of the internal refurbishments (full and partial) completed have been in the Walkways – 110 in total. Properties within the Walkways were significantly impacted following the Grenfell Tower tragedy due to their proximity to the block, with many residents being evacuated from their homes.

Notting Dale Heat Network

The Notting Dale Heat Network will offer renewable heating and hot water to all homes on Lancaster West, with other local buildings also connecting in the future. Heat Networks, often also known as district heating systems, supply heat from a central source to consumers.

The heat network will replace polluting, gas boilers as part of the existing communal heating systems in the estate, and will enable Lancaster West to become carbon neutral by 2030.

The heat network will seize the opportunity to make the significant improvements required of the existing communal heating systems that currently supply 80 per cent of homes on the estate, and deliver sustainable, renewable heating to all homes on the estate. Lancaster West Estate will jump ahead of the 2030 operational net-zero carbon target, to become the first estate in Notting Dale and RBKC to achieve this goal by 2024.

Notting Dale Heat Network Resident Summary

The information below is taken from the resident summary of the Notting Dale Heat Network:

- The renewable heat network will replace two existing communal networks powered by gas which are in need of upgrading and replacement.
- A new renewable energy centre, containing a large air source heat pump and electric boilers is proposed. This energy centre will use renewable energy to heat all the homes, leisure centre, and Academy located within the estate.
- There are three phases to the development of the heat network.
 - Individual heating systems within homes to be upgraded – as homes are being refurbished (leaseholders will be able to plan their works within a timeframe).
 - Construction of the Energy Centre – potentially be located behind the leisure centre.
 - Connect each housing block up to the new heating network.
- In the future residents will need to pay for the heat each household uses. This is in contrast to the way energy bills are charged on the estate at the moment – based on the number of bedrooms a property has. The heat network team are working with the Lancaster West Resident Association to ensure a fair price for all. The council will issue heating and hot water bills to tenants and leaseholders on the new heat network.
- The project has received grant funding from the Heat Networks Development Unit (HNDU). This Government unit provides grant funding and guidance to local authorities in England and Wales for heat network project development. This grant has paid for the project team, engineers and on-site testing.
- To build the heat network, a £1.1m grant will be sought from the Heat Network Investment Project (HNIP) in addition to £17.5m secured from the Housing Revenue Account (HRA) and up to £1.27m from the Council's capital programme.

As with other parts of the refurbishment of the estate, the heat network is being developed through a resident co-design process from early concept stage ensuring that residents input into the strategic delivery model, operation, tariff expectations, delivery and installation within homes.

Respite offer

Lancaster West Neighbourhood Team have developed a range of options for those residents who may require assistance with the disruption of the proposed works. As with all other aspects of the refurbishment project, the respite offer has been developed in collaboration with residents through engagement.

A detailed breakdown of working hours for the refurbishment works has been produced outlining that work will happen between 8am and 6pm Monday to Friday but that very noisy work will be restricted to 9am – 12 noon and 2pm – 5.30pm during the week.

Five themes within the respite offer have been developed:

- 1** Relax: alternative spaces to rest and relax
- 2** Socialise: opportunities to spend time with others
- 3** Work: quiet spaces to work or study
- 4** Explore: opportunities to learn and explore culture, history and heritage
- 5** Stay active: opportunities to be active and improve physical wellbeing

There is a refurbishment decant scheme and temporary housing support for those residents who may need to move temporarily or permanently due to the works. In brief, the Decant Scheme allows some residents to swap their current home for an identically sized, permanent home on the estate that has already been fully refurbished. There is also support available for people to temporarily stay with friends or family while internal works are completed. Respite offers are continually co-designed with residents at engagement events and drop-ins, popular offers include noise cancelling headphones, tickets to popular London attractions such as London Zoo, and a Resident Decant Scheme. Full details of these options and respite opportunities such as co-working spaces, health and wellbeing activities, and trips and visits, are included in the Respite Booklet (available from: <https://www.wearew11.org/en/lancaster-west-respite>).

4 Stakeholder interviews

As noted above, there are many organisations involved in the refurbishment of Lancaster West Estate. We spoke to a number of these main actors at the beginning of our research to gain understanding and background context for the work that was happening. We spoke to representatives of central and local government, LWNT, three architecture firms, and the Lancaster West Residents' Association.

These interviews were incredibly useful in helping us understand the plans for the refurbishment of the estate, as well as exploring possible challenges that stakeholders were anticipating as the work progressed. Most interviews were conducted either by telephone or as online meetings.

Disrepair of social housing

The issue of historic **lack of investment** in Lancaster West (but applicable to social housing more generally) came up in discussions, particularly in the context of the changing demographics of RBKC and London more widely. There was also an understanding that RBKC working in Lancaster West has to lead the way in addressing these inequalities, based on the starting point of disrepair and lack of trust from residents.

Linked in with this was the idea of ensuring that the area is **future proofed**, by ensuring that the correct approach is taken now in terms of sustainability and retrofitting, and in creating the model housing estate for the 21st century. There was also an understanding and concern among stakeholders that the plans for the estate are ambitious, and a shared aim of ensuring that all objectives are met within the budgetary and time constraints. Balancing the demands involved in co-designing with residents will be challenging.

It was clear from our stakeholder interviews that all those involved felt a great deal of responsibility to ensure that **Lancaster West is refurbished and improved for residents, creating a model social housing estate for the future**. Because of the context of previous disrepair and the impact of the Grenfell Tower tragedy and trauma for residents, it is vital that objectives are met. However, the scale of retrofit work needed across the different building typologies and the new technologies being introduced, through for example the Notting Dale Heat Network, are innovative and as such present challenges.

We are trying new technology on this estate and it's got to work... Even if we have the green light to say this is amazing and hardly uses any carbon if it doesn't produce hot water and heat its problematic. It's got to be easy to use, some of these Passivhaus systems you have got to know how to use them, it's not as simple as switching on a boiler.

RBKC representative

Resident engagement

The **engagement of residents** in the Lancaster West refurbishment process is of critical importance with a co-design approach having been embedded throughout. Investment has been made to ensure that engagement is genuine and used effectively to help shape the decision making process.

It helps residents shape the services they are going to get, we are lucky in that respect. Fixing what is broken empowers people to get involved.

LWNT representative

LWNT and RBKC are working to engage large numbers of people in the process. The impact of the COVID pandemic have meant that **different strategies for engagement** have been utilised with a mixture of online and in-person events alongside more traditional communication approaches including letters and leaflets.

In addition to the value that this engaged co-design process brings, our interviews with stakeholders also covered the potential for some residents to experience **engagement / consultation** fatigue, whereby the level of participation required from them becomes overwhelming and burdensome.

It's a balancing act and also something that you can never get right because you will have that vocal minority who aren't happy that you aren't telling them enough, and then you'll have this other, I don't know if I can call them a majority, but I think they are a majority, who only want to know so much to allow them to have their choice. So they don't need to be involved in every aspect of it, but others do, so we are trying to find a way to ensure that those who want to be involved in every aspect are able to do so, and those that just want to be involved at the last moment and make an informed choice, but just that choice to not talk to us every other week, we can facilitate that as well.

LWNT representative

I think with residents you have people at different places, some are block reps, so they are highly engaged, so working to understand it on the behalf of other residents. Some residents have lived in the area their whole lives and then you have newer residents. I think there were really good levels of engagement. **People are keen to know how the project is going to progress. There is a bit of engagement fatigue.**

LWNT representative

Some people are surprised at the level of detail they are being asked about. Some people love it, they get stuck in and ask lots of questions. **Some people feel like are they the right person to say? Shouldn't experts be making these decisions?**

External organisation – representative

One member of LWNT highlighted some areas that were identified as really helping the resident engagement process:

- Co-design / co-production of the strategy from the very beginning. The process should be led from the bottom up not the top down.
- Pilot technologies and products as well as the whole home at every opportunity so that people start talking about the elements of the refurbishment.
- Focus on skill and capacity building for staff and residents – new technologies and energy efficient measures require knowledge and behavioural shifts to maximise.
- Ensure all aspects of the process are easy and accessible for residents – focus on bringing information to people.

Challenges

We asked stakeholders what challenges they had experienced so far and what they anticipated being the major difficulties of the project as works progress. There was widespread agreement among those we spoke to that cost and supply chain issues combined with financial constraints were an ongoing concern.

My immediate reaction would be **supply chains**. As we go on, obviously costs too, we are trying to keep our costs down and materials costs have gone up etc, that's going to be a big issue.

LWNT representative

That is a challenge in itself in terms of supply chain as well. We think we have a MVHR unit which is brilliant and then we get told it has a 40 week lead time – so I don't think we could have picked more complicated times. So we are having to go back to square one.

LWNT representative

There was also a commonly held view that residents were keen to get work happening on the ground now, following an extensive period of consultation and engagement, in addition to the challenges of meeting differing requirements from funding providers:

The genuine level of co-design and commitment to residents does inevitably mean the process is slower. So you get that tension between a process that is slow and needs to be slow to ensure residents are on board and understand, and can influence. But then you have funding cycles from government, and they don't fit very well together. Even more so with COVID, with government departments wanting to get money out to the economy. One of the challenges that is coming up more now is, that **residents want us to just get on with it now after all the engagement.**

External organisation representative

As above, stakeholders across the board felt a great deal of responsibility to ensure that energy efficiency objectives were met and resident expectations were delivered. Those working directly with residents held concerns about **maintaining resident buy-in** throughout the process, particularly as there may be delays and the difficulties involved in widescale refurbishment with residents in-situ begin and also the shift to new technologies **requires behavioural shifts and clarity over how things work.**

Bringing residents with you, and getting them to understand how to use them, this may create a problem moving forward...Human behaviours and how they interact with the new technologies is really important.

RBKC representative

I think if you speak to residents you will get a sense of get on with it now. The noise is incredibly disruptive and the disruption itself is incredibly disruptive when we give times for work to happen.

LWNT representative

We have tried to engage with residents and make as much noise and let them know we are doing x, y and z across the estate but then we do still get people complaining about noise for instance and it is a difficult one because we have tried to let everyone know that we are upscaling etc but I don't know how prepared they are individually at least, for the disruption that is going to come.

LWNT representative

5 Resident interviews – before refurbishment (2022)

Who did we interview

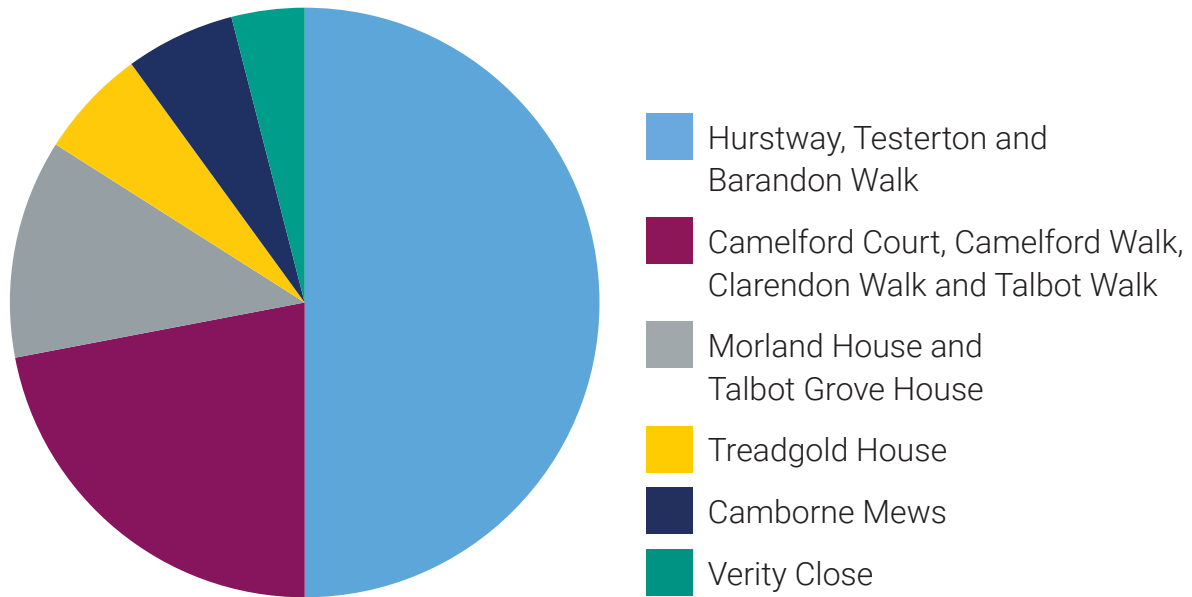
We interviewed 50 residents living in Lancaster West and aimed to achieve a broad demographic spread of respondents to cover gender, age, ethnicity, tenure and area of the estate. We used a number of strategies and approaches to access residents including:

- 1** Self-enrolment through an online form – accessible via a QR code which enabled residents to fill in details (a copy of the leaflet can be found in Appendix 2)
- 2** Attending consultation events organised by Lancaster West Neighbourhood Team and alongside the architects
- 3** Attending community events and sessions such as the regular Neighbourhood Breakfast
- 4** Recruiting residents from being present on the estate

The majority of interviews were carried out in person in private spaces at Baseline studios, organised with the assistance of LWNT. A small number of interviews were online or by telephone where this was more convenient for residents. Interviews were recorded.

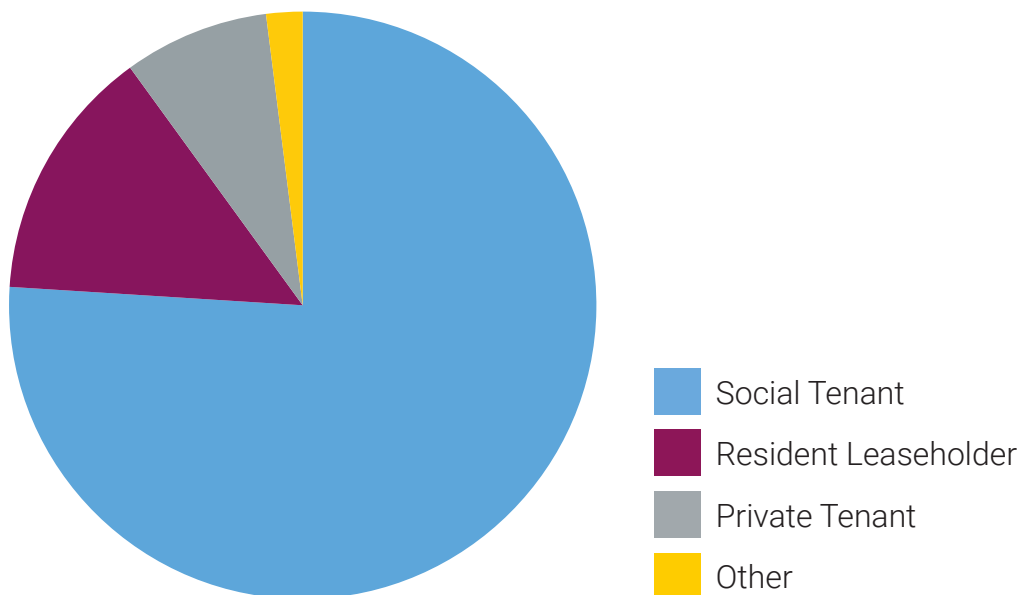
Residents were provided with an information sheet and asked to sign a consent form. We also had information available about local help and support services which we distributed to residents if and when it was needed. We asked the residents we interviewed if they would be willing to be re-interviewed at later stages of the refurbishment process.

Figure 12: Resident interviewees by area



Our resident interviewees were spread across the estate and we aimed to speak to a broadly representative sample across the six areas of the refurbishment plan. Half of our respondents were resident in the Walkways (Lot 1) based on the fact that 367 homes (out of a total of 826 homes on the estate) are located within Hurstway, Testerton and Barandon Walk.

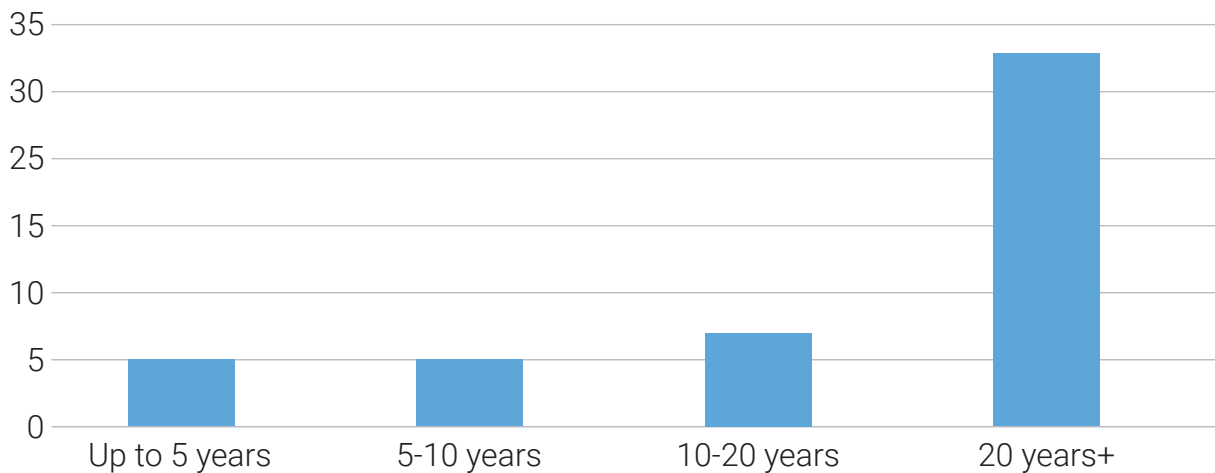
Figure 13: Resident interviewees by tenure



We interviewed 38 social tenants, 7 resident leaseholders, 4 private tenants and one resident who was currently living in temporary accommodation. This is broadly reflective of the tenure of the estate as a whole with 80 per cent of Lancaster West residents being social tenants.

The majority of residents we spoke to had lived on the estate for a long time, for two thirds of interviewees this was over 20 years.

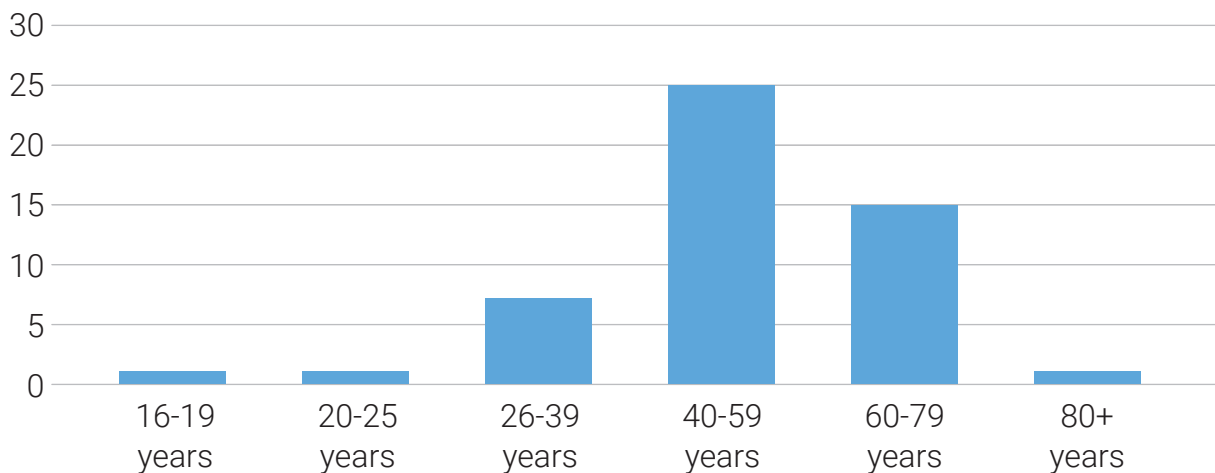
Figure 14: How long resident interviewees had lived on Lancaster West Estate



Three quarters of our interview sample were women (74 per cent). On the estate more widely there is a slight majority of women at 53 per cent.

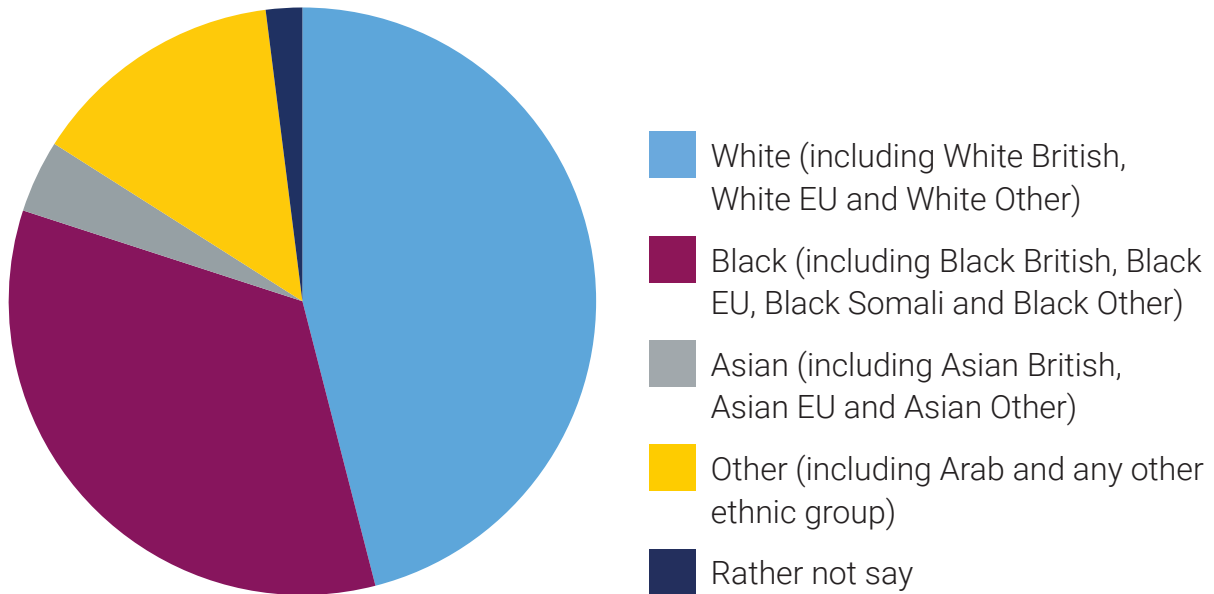
Our interviewees ranged in age but the majority of respondents were aged over 40. Half of the residents we spoke to were aged between 40 and 59 years with a further 30 per cent aged 60 and over.

Figure 15: Age of resident interviewees



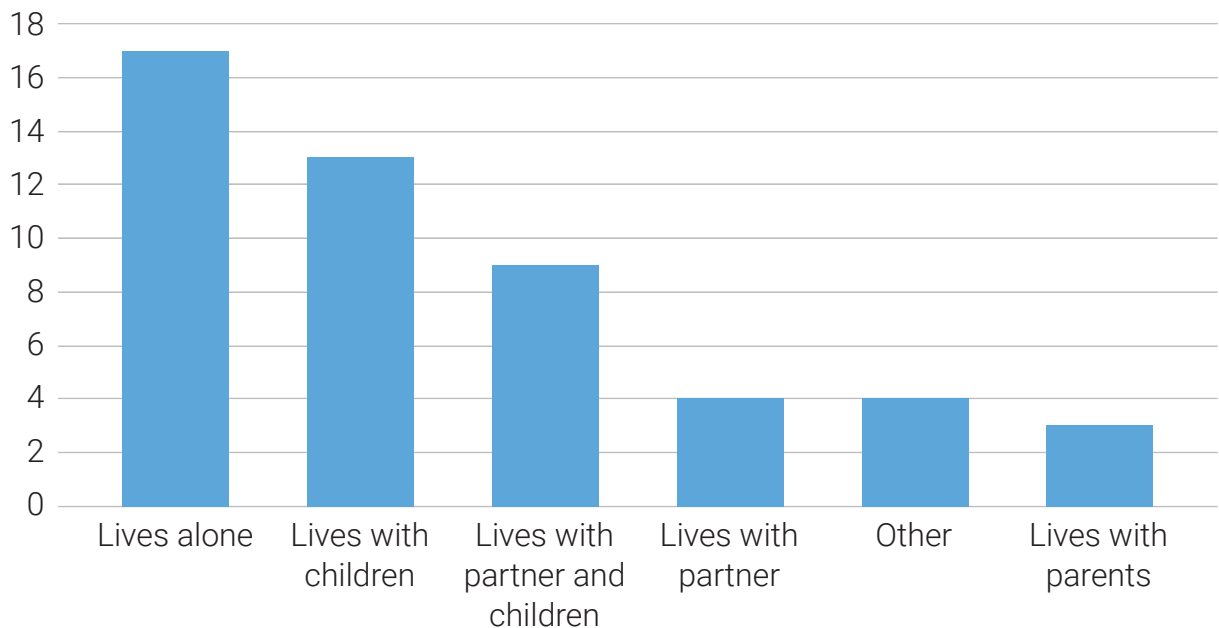
Lancaster West is a diverse, multicultural estate with residents from many backgrounds. Almost half of our interviewees were White, with around a third describing their ethnicity as Black and almost a fifth identifying as Asian or Other.

Figure 16: Ethnicity of resident interviewees



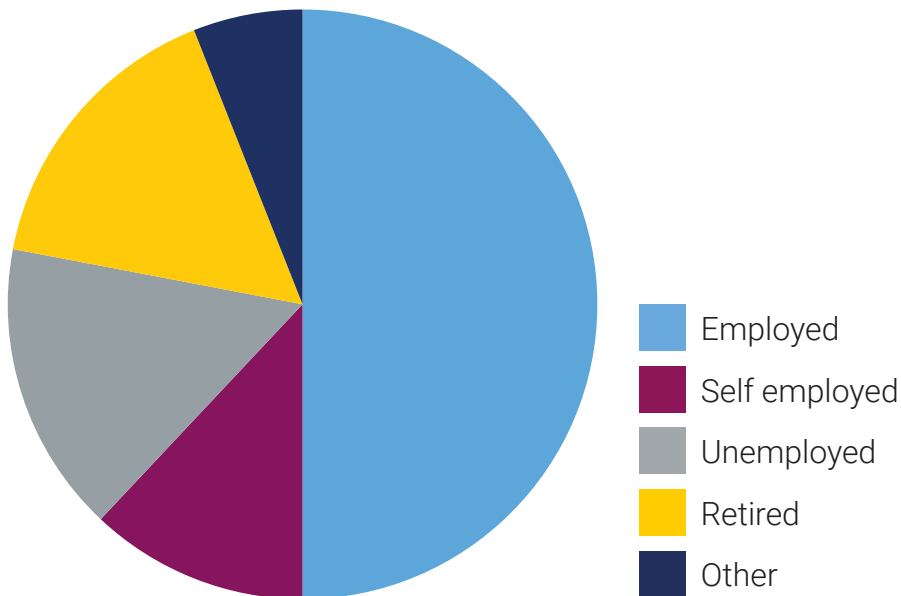
Around a third of our respondents lived alone with a further 44 per cent of interviewees representing households with children.

Figure 17: Household composition of resident interviewees



Around two thirds (62 per cent) of interviewees were employed or self employed. 16 per cent described themselves as unemployed or not working and a similar number were retired.

Figure 18: Employment status of resident interviewees



What did we ask?

Our semi-structured questionnaire was broken down into seven sections:

- 1 How people feel about their homes
- 2 How people feel about Lancaster West and the wider neighbourhood
- 3 Sense of community
- 4 Health
- 5 Safety and security
- 6 Energy use and sustainability
- 7 The refurbishment of the estate

The questions were mostly open ended to enable residents to expand on their views and offer additional insights into the issues. A copy of the interview questionnaire is included in Appendix 1.

What did Lancaster West residents say?

Home

We asked Lancaster West residents to talk about their homes and how they feel about them, what they like and dislike and what they would change about their homes. Some of the most commonly mentioned factors were the space and size of the home, features including windows and balconies, and also the state of repair and disrepair.

For the vast majority of residents their views ranged from feeling that their homes were ok to really loving their homes and several identified the size and layout of the property as a real benefit.

The size of it is quite comfortable compared to other council places
I like the size of the rooms, being a 70s building they are all quite decent size
I like the big windows, the balcony and there is lots of space.

However, six residents were generally feeling unhappy with their homes and in almost all of these cases this was linked to a lack of repair and maintenance of the property:

It needs updating, I lived there for over 19 years and I haven't had anything done...The kitchen is just falling apart.
My current home is in tatters, I moved there 20 years ago, I only moved in out of desperation. I was tired of living in temporary accommodation.

Other aspects that people didn't like about their homes were noise and a lack of soundproofing between properties, as well as access issues such as not having a lift in the building.

We asked residents how comfortable their home was and two thirds (33/50) describe their home as either comfortable or very comfortable with only 8 per cent suggesting it was uncomfortable. Similar numbers described their quality of life in their home as being good or very good (64 per cent) and 8 per cent suggesting their quality of life was bad.

One resident felt very comfortable in their home but did feel that their quality of life on the estate was affected by works and planned works to the estate more widely. This was particularly related to noise disturbance but also the unreliability of those working on site.

My flat is very comfortable to me, but the surrounding area is not comfortable because of all the noise pollution and everything else that is happening in the area. My quality of life is what I have mentioned time and time again to them since Grenfell. First of all I was out of my property for 2 years and then since I came back there's been so much. I have had to take days off work so they can come in and do the smoke test when I can do that myself. Its knee jerk reaction. I understand they have to do certain things when these things happen but the schedule is ridiculous...A few times people don't even turn up. That means I have to take another day off.

Lancaster West and the surrounding area

We also talked to residents about how they felt about where they lived more widely, including Lancaster West Estate itself and the neighbourhood around it. 80 per cent of respondents felt their quality of life in the area was either OK or good, with 16 per cent of those saying it was very good. Only two respondents (4 per cent) felt they had a poor / bad quality of life on the estate.

Most commonly mentioned issues related to the estate as a whole include maintenance and appearance of the estate, location and community.

Maintenance of the estate

In addition to comments about homes being neglected over time and often being in a state of disrepair, some residents held similar views about the estate as a whole.

Obviously the state of it I don't like, it looks terrible. It's all very run down: the windows, the entry door system, everything, which makes you a bit angry because you pay your fees every month, you have no clue where that money is going.

I like that we have a good community, in Hurstway my neighbours, everyone gets on well, it's a safe place. We are close to bus routes and the station and schools. It's a good place in London, its very central. So the location. I think it's a sturdy building they were well built in the 70s and that's why they are still standing. But the problem is the maintenance, the money is spent in the wrong places.

Residents living in Lancaster West value their location in terms of access to facilities and services and also in terms of being so central within London.

I like everything that is near to me, the underground, the buses, my chippy, my walk, everything is within walking distance.

The location I like. I like the fact that I have my own front door, I really like that. I like the fact that I've got a little patio outside there which I consider myself very lucky in central London to have something like that.

I like that its central, you can get to anywhere from here. It's got a community vibe, it really has got a strong community vibe about it.

In addition to the benefits of the location, many residents reflected on the role of community in the estate, feeling happy living there and a sense of belonging alongside neighbours.

Everybody knows everybody. We grew up, we went to the same schools. Some of them have moved away but everybody knows everybody, which makes us like a community. We feel safe.

I like the neighbourhood. I like the people cos I know quite a lot, I'm born and bred here in the borough so I'm comfortable.

When discussing more negative aspects of the area and the estate people mentioned anti-social behaviour and difficulties with the design and the layout of the estate. These were identified as aspects of the estate that people would change, for example: having more signposting and signage, better lighting, fob key access (that works) and better lift access for those with mobility difficulties.

For many respondents the issues above have all been framed by the experience of the tragedy of the fire in Grenfell Tower in June 2017. Residents reflect on the poor maintenance and neglect of the estate (as social housing) by the local authority as a long term issue and one which has damaged trust:

Pre Grenfell the council ignored the North Kensington side of the borough. Lancaster West and the RA working together have tried to improve that by sourcing funding through government pots, so hopefully quality of life when the refurb is finished will be one of the models all councils should strive to achieve.

There is lots of changes on the estate, like this place [Baseline Studios]. They are trying to make things better after the Grenfell fire... Every day you see the promises that have broken down, now it's a little bit better but in the past, it was no respect because you are in social housing.

The sense of community has also been strengthened for some residents by the experience of the tragedy and the response of local people in the years since.

I like the location, I like the sense of community after Grenfell, even though it's a tragedy I think it creates some kind of bond between us so we know each other and what the other is going through. I like the community.

The estate is now managed by a locally based neighbourhood management team, we asked residents specifically how they felt about the way the estate is managed. Around half of our respondents felt that the estate was now managed well or had noticeably improved with a further 35 per cent feeling that there hadn't been too much change.

It's a lot, lot better. The estate office used to be at the base of Grenfell, but they were behind a screen, you didn't know anyone's name, whereas now you can walk in and see people, you know their name. They have almost become part of the estate. Before, I didn't have that feeling – they worked for the council. I know W11 work for the council but because you know them, they feel part of the estate.

Its improved, TMO was just like “oh somebody will call you back” and you would never get a response. People just didn’t bother. They are trying a lot harder to respond to tenants now.

A small number of respondents (four) felt that the management of the estate was currently not well done.

Honestly, it just feels like marketing. Although the one time I dealt with someone he was very nice...so its not the actual people working, its more the execution, basically the management of it I feel hasn’t really, the tone of things hasn’t changed...Everything to me seems to be mismanaged.

The sense of community and the local nature of the LWNT office meant that people on the whole felt able to reach out to someone if they had a problem, whether they called the neighbourhood team, used the repairs app or popped down to Baseline to access help. Residents also spoke about help being available from peers and neighbours, through the residents associations or through WhatsApp groups for their block.

I know most neighbours and most people that live around here. I feel like I can approach people if I need anything.

Trust

We also asked residents whether they felt they could trust the staff that they dealt with. Overall, half of the respondents felt they could trust staff with a further 40 per cent having more mixed views based on individual members of staff or ongoing issues.

Yes. I know there will be residents who have a deep-seated mistrust which is understandable and fair enough, but I give people a chance and then build up that trust. Having conversations, I speak to James quite a lot about various different things and I’ve built up my trust with the team, I know when there’s issues I raise they will be looked into and dealt with appropriately.

Some staff yes, some staff no. Most of the W11 team I get on well with, that's just the kind of person I try to be. But I have had some run ins with staff, so it would be a lie to say I get on well with all the staff.

Most of them. The vast majority absolutely. A couple of, I don't know if it's a lack of trust but I think sometimes some of the people that I've spoken to about things will say, this is what's gonna happen with it and then you don't hear anything so its not resolved.

A small number (4) did not feel they could trust the staff, in most cases this was linked to disappointing experiences where residents felt they hadn't received services that were expected or there had been problems with communication.

We asked our interviewees if they felt proud of the estate. This prompted many interesting discussions and much reflection from interview participants. Overall over half (56 per cent) said they did feel proud of their estate and proud to live there.

Yeah I do. I think we're working towards making real change here. As painful as the process is, and is going to be, I think once its all done and dusted- five/ten years down the line, I think people are going to be much better off than they are now in terms of the quality of life, the quality of the homes, comfort...

For a further 30 per cent their view was more mixed with many commenting that pride may be the wrong focus but they were indeed happy and satisfied to live there. One resident described how their feelings towards the estate were shaped by the context within which social housing exists in the 21st century:

That's a good question, I would phrase it slightly differently. I have a sense of belonging and I love where I live. Proud is a really difficult word for me to use in terms of decades of neglect of public sector housing. So I can't really use that word for a place that's been neglected for decades. I am proud of the community and this part of London, and the history.

However, 16 per cent of our interviewees did not feel pride. For some residents reflecting on how they feel about the estate and whether or not they felt proud was inextricably linked to how they felt others perceived the estate, linked to the location of Grenfell Tower but also prior to the fire, as an estate with a poor reputation within the local area.

Not really no, now with the fire if you mention the estate, people know where it is. But it used to have a very bad reputation in the past, one of the worst estates. The crime, drug dealing and all kinds of things. But that's changed a bit now.

For a small number of our interviewees (5) there was an acknowledgement that other people outside of Lancaster West felt that the estate was receiving significantly more attention and funding than other areas.

I have heard different comments from different people...Recently I have heard that Lancaster West is getting more than anyone else. I don't know what that means because I haven't had any refurbishment.

I think they can see we have an advantage at the moment, but I do think they have a bit of sympathy for us because of what's happened a couple of years back. They can see we have that advantage and we do deserve that. We have a sustainable and better future for the residents and everyone on the estate.

We discussed with residents what their ideas were about what would help residents in the area the most. The suggestions were focused around more activities and amenities for both children and young people (childcare facilities, local spaces to play, youth provision), and for the elderly and otherwise more difficult to reach residents. People were also keen to emphasise the importance of green spaces and the wider environment of the estate, as well as access to services and activities outside in the evenings and weekends for those at work during the day.

There was an awareness from many of our resident interviewees that there was a gap between providing the services and the activities, and ensuring that those who needed them the most were aware of them and able to access the opportunities.

I think there is a huge amount of need but I think there is a huge amount of provision, so I think probably the gap is between why are the people who need the provision not necessarily connecting in with it but I haven't nailed what those barriers are yet.

I know the neighbourhood team, they've got a specific team that deals with development, upskilling people, looking for job opportunities and they've done really well in doing that. But again, it's getting the information out to all the residents to know that the team do this. It's just the only way they can do that is to mass post [leaflets to] everybody but then you get the whole cycle of communication fatigue. People put it to the side and never read it. So there's loads of opportunities for residents, it's just getting it out there.

Community involvement

We talked to residents about their involvement in the local community, how many neighbours they knew and could call on for help, or would stop and chat to when walking through the area. 60 per cent of our respondents answered yes to the question whether there were people locally who they could go to for help with an issue. A further 12 per cent were less clear but often mentioned that they definitely knew others and would call on them in a real emergency. 10 per cent of those we interviewed didn't feel able to call on local friends or neighbours and would look elsewhere for help.

Most people said they would chat to others they saw out and about, even if just to say hello as people passed by. We also asked people if they attended local groups, meetings and activities and 42 per cent of those who responded did attend groups. 36 per cent suggested that they did not for various reasons such as work commitments, impact of COVID and dealing with trauma following the Grenfell Tower fire, but in many cases they had done in the past.

I used to but unfortunately I had to leave it...I was deep involved but I couldn't take it anymore, it was just too much for me.

Those who did attend had varied experiences. For some people they were really useful ways of accessing and sharing information about things happening on the estate. For others, the local groups could seem unhelpful or frustrating sometimes where the same individuals dominated discussion without it being truly representative.

In the past I went to them, I like how they keep us informed, they take our ideas and they try and involve you. They let us know what's going from A to B.

Because it's the same set of people and you just hear them making noise and chatting, and I just think I am not getting anywhere.

Sometimes I feel that I'm not that outspoken on certain issues. And I would like to move from here. And sometimes maybe it's too stressful with some things.

Feelings about the refurbishment including the process of engagement

We spent a lot of time talking to residents about the proposed refurbishment of the estate and their views on the engagement and process to date. Two thirds (66 per cent) of residents (33) felt somewhat well informed about the proposed work with 16 per cent (8) not feeling well informed.

Oh yes, before the event the other week we had the leaflet with all the options on it. So yeah I think I am being kept in touch with everything.

No, I don't. If you are not technically savvy minded like most of us, you might not understand what they say.

Many residents felt that they were being informed but that maybe not all of the information was being shared. For others there was a sense of being overwhelmed with information on the refurbishment and feeling that the process was taking too long.

No, I don't [feel well informed]. We have been given some information but not all the information we need to understand it. The contractors give us the information, but we don't hear the other side of that to make an informed decision.

Its really well informed, as I told you its too much consultation. I would rather work started as early as possible as the construction will go on and on and on. That will impact our lives. Its going to take years and years, every morning drilling.

We wanted to hear resident views on why the work was happening. 15 per cent of residents said they didn't really know or understand why the work was happening but for others the most commonly cited reason was in response to the Grenfell Tower tragedy – more than a third (40 per cent) felt this was the motivating factor for the refurbishment. There was a recognition from residents that the tragedy had highlighted the need for investment and attention on the estate, following decades of neglect.

The work is happening because of Grenfell. If that hadn't happened there would be no refurbishment.

We all know the work is happening because of the fire, it's not happening for any other reason. I have lived on this estate since 1998, until the day of the fire in 2017, that's 19 years, the council has been absent, neglect, neglect, neglect. But after the fire the council have to step in and do something. They want it to be resident led, and they are striving to do this. You might only get 50 people coming to the meetings but that's not the council's fault.

A very small number of residents specified the energy efficiency / zero carbon objectives of the refurbishment as motivating factors behind the work.

From our sample of 50 residents, overall more than half (56 per cent) felt to some extent that they had been consulted and had an opportunity to feed back on any plans. Around 18 per cent expressed that they had not been involved in this process. We asked how people found the consultation and engagement events specifically for the refurbishment. A number of main themes emerged here:

- Lack of follow up / action
- Overwhelm – too much information
- Need for more clarity on timescale

We asked people to measure how well they felt they had been kept informed of progress so far. For around 70 per cent of respondents this was either ok, good or very good. A smaller number (16 per cent) of residents felt they hadn't been kept well informed.

There were different views when we asked residents if they expected to stay in their homes throughout the work. This topic raised some concerns and doubts that residents had about the delivery of the project and the lack of clarity and certainty at this stage on what the refurbishment work would involve for individual residents.

Where am I gonna go? I mean if someone could sit down with me and explain things that would be great, I'd love to know what's gonna happen. Because I have work, I've got family things, it would be great if I could make a plan, I've got no clue.

Around 60 per cent of residents felt they would be likely to, or that they would definitely, stay in their homes; whereas around a quarter of residents had an expectation that they would move out as living in the properties undergoing work would be difficult.

Well I know when the work's being done, they're gonna put us in another flat in the meantime and then you go back, so that's been accounted for and I know that's already set in place...

When they start, according to what I have seen, the council move you into an empty flat.

In addition to uncertainty about relocation during the works, some residents were unsure and unclear about the potential respite offers available through the local Neighbourhood Team.

Well, the respite options are things like daily visits, my take on stuff like that is those are things daily for you to get away. Which don't get me wrong is a good thing for people to be away from the banging. I have had some works around me and it's horrendous as that can negatively impact your mental health. But I can't see the plan that if you are elderly for example, what's the plan to help you? Not everyone can be in situ while the works are going on.

We asked residents how they expected their home and the estate to look and feel after the works had taken place and generally people had high expectations for the future.

I think it's going to look beautiful and up to date, we are going to look like we are living in Kensington and Chelsea.

I would like to think that it's going to look somewhere like the plans I have seen. I would like to think it will last another 40 years. The plans I have seen and the materials should last. They should maintain it so it doesn't deteriorate again.

On the whole, a majority (70 per cent) of residents in Lancaster West felt ok or generally confident about the refurbishment works with only a minority of around a fifth (18 per cent) lacking confidence in the project. Concerns and doubts that were raised focused mostly on the disruption that would be caused through noise, mess, and possible relocation; as well as a more general lack of confidence and uncertainty that the project could be delivered on time and on budget.

I feel fairly confident I think they will do it. What I don't feel confident about is that they will be delivered in a way that doesn't impact people who work from home. I don't have much confidence in contractors' consideration for tenants. So far I think it's going to be pretty painful and I don't think anyone gives a shit really. W11 try but they are ineffectual in managing the contractor.

Around 70 per cent of residents felt that communication with Lancaster West Neighbourhood Team was OK or good. A small number (4) suggested that they did not find it easy to get in touch the local team. Most people felt comfortable with knowing how to contact LWNT either by phone or by visiting Baseline with any issues related to the refurbishment.

Summary of resident interview findings

Our resident interviews before the main refurbishment works began were useful and illuminating as we gained greater understanding of how people are feeling about their homes and the area more widely before the changes take place.

Many of our resident interviewees have lived in the area for a long time and rate their quality of life in their homes and on the estate highly. There was an understanding that investment was overdue in the area and a sense for many residents that the work was happening now in response to the tragedy of the Grenfell Tower fire in 2017.

The resident co-design approach of the refurbishment work has ensured that most residents we spoke to felt they were well informed with regards to progress of the works and felt confident about the project. However, it is important to note that some residents felt overwhelmed with both the volume of engagement and the input required from residents with regard to design elements or more technical details.

Residents are keen for the work to happen as soon as possible now and some questions remain about what this will look like in practice in terms of respite options – particularly for those living in temporary accommodation, privately rented homes or as leaseholders.

Vignettes of resident interviewees

Below we provide some more detailed information about 11 of the 50 residents we spoke to in the first phase of our research. We will update these case study vignettes as the research project progresses. The purpose of the vignettes is to provide insight into how the refurbishment process to date impacts peoples daily lives. Pseudonyms have been used throughout and some details changed.

Vignette 1: Sahra

Sahra has lived on the estate for 10 years but moved to her current flat more recently. She lives with her two sons who are at secondary school. She loves the location of Lancaster West because of the proximity to the underground station and having everything she needs within walking distance. She feels the management of the estate has improved a lot since the new neighbourhood team was put in place

It's a very nice team, I don't have no complaints. They always deal with things efficiently. They have a lot of care.

She likes her home although she would prefer some additional space as things can get cramped with the different aspects of family life and with growing children. She described the family as generally being in good health. She feels very safe in her home and on the estate and notes that there used to be problems with drugs but that has now stopped.

Sahra lives in a property which is on the communal heating system which she feels works ok but finds paying for her electricity on a key meter expensive. She is concerned about energy price increases but hasn't felt the need to cut back on electricity or heating at the moment and she is committed to having a comfortable home for her children.

Sahra feels very well informed about the works that are planned for the estate and feels like she has been given lots of opportunities to share her views. However, she is becoming frustrated with the amount of information that they are being given and wants the works to start.

Some of them (resident meetings) yeah, but now it's taking a long time. It's just one meeting after another. There is too much gathering information, it's over the top. We go to lots of events and it's the same information at each one.

Her flat was refurbished just before she moved in and she is impressed with the quality of the works. She feels quite confident about the refurbishment works, and hopes they will improve the estate a lot, although she has concerns about the project overrunning.

Everything will be better, at the moment it's really quite old and ugly and neglected. When you go on Lancaster West Estate you don't feel like its part of Kensington and Chelsea, the richest borough in the UK.

Vignette 2: Melissa

Melissa has lived on Lancaster West Estate for over 20 years, previously having lived in Grenfell Tower for some of that time. She and her family moved a few years prior to the fire to a larger property elsewhere on the estate. She likes the area and feels it has changed and improved over the years but she is also conscious that the area – especially social housing within it – had been neglected in the past.

She finds her home comfortable and rates her quality of life at home and on the estate generally as being good. She trusts the staff working at LWNT but still feels there can be communication issues and delays in dealing with issues.

Melissa is aware that other people may feel there is some unfairness in the scale of the attention and investment that Lancaster West is receiving:

I think people in the borough, because of the whole fire thing they can see that so much money has been invested. So people who live in social housing in this borough, I think some of them have a little bit of resentment and I can understand that. Because let's face it, they're doing a lot in Lancaster West, but not so much elsewhere. Even with the phonenumber, before when you phone for repairs in the whole of, all of the properties that used to belong to the TMO before it was dissolved or whatever, those people when they phone for repairs, they say if you're a Lancaster resident blah blah blah, so they feel like there's different rules for Lancaster West than there is for people in social housing elsewhere. That I have heard from friends.

Melissa has two grown up children and feels she was more connected to the local community when her children were younger but she does know lots of neighbours and people on the estate to say hello to. She does attend local residents meetings but finds it frustrating on occasions where people raise their own individual concerns rather than focusing on the content of the meeting. She felt that better communication with residents regarding raising concerns may help this.

Sometimes when I go to meetings, I just walk out frustrated because I think I just wasted an hour and a half and hardly anything... not so much the fault of the people who organise it, but sometimes people go to meetings and they don't get the fact that the meeting is for one thing and they start bringing all sorts of things, my windows, which I understand but this is not the place... So, my experience at the beginning I started going to meetings, but I don't bother with that anymore because of that. It's just frustrating. I understand that those people are a bit clueless or whatever, but somebody should say to them aside, I'm gonna grab your number, but this meeting is for this, but nobody does that...

Her home is comfortable and warm and she has a smart meter and can see where and when energy is being used in her home. She is conscious and aware of rising energy prices and the need to take steps to reduce spending on energy for example, using the washing machine at a less expensive time of day.

She feels well informed about the refurbishment work as she uses the app and is connected to other residents through her block WhatsApp group but wonders if it is different for other residents who are not so well connected. She is clear that the work is absolutely necessary and overdue but also feels that the local authority had to act following the tragic fire at Grenfell Tower:

Because it needed it, these properties are quite old and they've seen a lot of people coming and going so they have a lot of wear and tear, so I think it was necessary. But had it not been for the fire I don't think it would have happened, it's as simple as that. This area was very very angry about the fact that it's Kensington and Chelsea but it's like North Kensington never existed. A bit like we give you a flat, that's enough, you should be so happy kind of thing. So, I think that the whole fire and then the protest, the media talking about social housing, it's made a big difference.

Melissa has mixed feelings in terms of having confidence in the refurbishment work. There have been some external works in her area of the estate and she has experienced problems with things going wrong and taking too long to make right. She is worried about potential overheating in properties with the new energy efficiency measures, the budget for the refurbishment and also ensuring that promises made to residents are met. Nevertheless, she feels able to contact LWNT and describes them as more receptive than in the past.

Vignette 3: Joan

Joan has lived on Lancaster West for over 40 years and likes the estate although she has noticed that the estate has changed (especially since Right to Buy) and there is now more transience in the estate with people moving in and out. She is currently finding the noise of banging and drilling from the refurbishment work to be disruptive.

She feels that services on the estate have improved as a response to the Grenfell Tower fire:

Things are not so bad since the Grenfell fire. I think that woke them up from sleeping. But you know it's a lot better now. Before it was terrible with the TMO.

She has had some negative experiences however with work that has been done to her property and has in the past had to ask repairs contractors to return to finish the work thoroughly. She likes LWNT and feels it is improved by having staff members who live on the estate.

She is aware that there is a sense from other local residents that Lancaster West receives all of the attention while other areas are neglected. Joan also thinks there is a lack of opportunity for young people in the area as previous activities, such as those happening in the local church, have been discontinued due to lack of funding. She feels that as a result young people have nowhere else to go but hang around on the estate, and sometimes get into bad habits such as selling drugs.

Joan is involved with the local community, knows nearly everyone in her block and sometimes joins in with local gardening events. She was previously part of the Residents Association but felt that it became too political. She currently feels less able to join in with activities in recent years due to her work and caring commitments.

Joan feels very safe in her home and on the estate and mentioned specifically how well lit the area was. She described herself as having high blood pressure and also suggested that living on the estate had affected her family's health as her son has asthma and was advised by doctors to move out following the Grenfell fire.

Joan currently heats her home through the communal system and pays for electricity, and gas for cooking, separately. She is comfortable with how much the family spends on energy, depending on their use, but she is worried about rising energy costs. At the moment they are not having to restrict or cut back on energy use.

Joan feels well informed about the refurbishment works through having contact with James and LWNT and receiving the monthly leaflets. She is optimistic about the work as she has seen friends' refurbished flats that look good although she is aware that some of the refurbished properties have experienced lots of initial problems such as leaks. Despite being in touch with LWNT and also attending engagement events, she is still unsure about when the works are due to start.

I don't know if they're gonna start this summer, they're supposed to do new windows and we've seen them already. They sent us all the information over, we had meetings at the swimming pool, but when its gonna start I don't know.

Vignette 4: Adam

Adam and his wife are leaseholders and have lived in Lancaster West for around 5 years. They really like their flat and the location, particularly the benefits of living in Zone 2 in London. The only thing they would like to change about their home is the fact that it is currently not very energy efficient:

We are quite environmentally friendly so we don't like the fact its single glazed windows that kind of thing. There are always going to be a few teething issues but generally we think it's great. It's really really warm, but the eco friendliness thing is what we don't like. Generally we think it's a really lovely space.

Adam feels LWNT have a very tricky job, and generally they manage the estate well. He has had many positive experiences with staff, but also experienced staff who can be a bit brusque. Nevertheless, he believes that he can have trust in LWNT team and that they are working hard to engage residents, while acknowledging it will take time to build up respect and trust in the community. Adam has been to one residents' association meeting and plans to attend more, he thinks it's very important to hold LWNT to account and also support them.

He describes himself and his wife as being in good health although they do sometimes worry about the air quality in central London and would like access to more green space. Their local GP provides good support when needed, and they also receive support from their local church community.

He has no safety concerns, feeling safe and secure both at home and on the estate and finds the security cameras and occasional police presence to be reassuring.

Adam is on the communal heating system though he would prefer to have more control over the heating in his home and has concerns that the current system is not very energy efficient. Within the home he tries to save energy by turning off lights and plug sockets, and minimising water use. He is strongly supportive of the ambition to make the estate carbon neutral by 2030 but is worried that not enough is being done to meet this aim. Adam feels reasonably well informed about the refurbishment works and thinks he has been given lots of opportunities to share his views. He is worried about the new sprinkler systems that will be installed because the ceiling height will have to be lowered, potentially making the flat feel smaller and also requiring additional work to kitchen cupboards etc. He is unsure of the impact of the costs for leaseholders and feels this could be better communicated to those affected.

Vignette 5: Emma

Emma has been living on the estate for most of her life and really likes her home:

I love my house; its two bedrooms, its lovely and spacious, I like where I live. There's a front and back garden... For the outside space I am I really grateful, it's really nice.

However, the walls of her home are very thin, and she can often hear her neighbours moving about and talking. She feels the community on the estate has changed a lot over the years, there used to be children always playing out in the courtyard, and she knew everyone; now she only knows a handful of people.

She thinks LWNT have done a lot since they took over and do a much better job than the TMO, they always carry out repairs quickly and all the staff are friendly:

What's nice is they talk to you like they know you and I like that. I think they do a great job much nicer than the TMO and Kensington and Chelsea themselves.

Emma doesn't attend residents meetings very often as she has found the atmosphere difficult and in some cases heated. She has a number of physical health problems and also suffers from depression which started after the Grenfell fire alongside some other life changes for her. She has received counselling from a local resource at the Curve which she feels has helped her to manage.

Emma feels very safe in her home, but a bit less safe when she is in on the estate. Some of these safety concerns relate particularly to when she is coming in and out of her home as it's a courtyard which is very dark and open to anyone as a cut through. She thinks a fob system on the entrance would help improve security.

Emma is on the communal heating system, but she would like more control over her heating and hot water. She is worried about the increase in energy prices, especially as her rent will increase at the same time.

She feels well informed about the refurbishment works that are planned. She has seen some of the flats that have already been refurbished and is impressed. She has been to a number of the engagement events and enjoyed talking to the architects. However, she feels sometimes that the resident turnout is disappointing and also that it is difficult to get feedback on points raised at the events:

We were invited to see a flat they had refurbished, and it was out of this world, and you think oh great we are going to get this. Then I ask in meetings when we are going to get this? They write it on a sticky note and say they will get back to you. All the meetings I have ever been to, I have never been contacted back to any of my questions, no emails, no texts, no calls, nothing.

She is looking forward to her flat being refurbished but she wants to know when the work is going to happen and is concerned about the works running over schedule.

Vignette 6: Gareth

Gareth has lived on the estate for 40 years. He likes his home and finds that the area is quiet, is well-located and has nice neighbours. ASB seems to him to be less of a problem in Verity Close than in other areas of the estate but there is occasional drug dealing in the car park, as well as young people gathering there who then leave rubbish behind.

Gareth became a lot more involved in the community after the fire and is actively involved in the residents' association. He thinks the estate has a good community atmosphere and knows lots of people living in the area.

He thinks that the estate would benefit from a more central and accessible community centre with more activities. From his perspective, LWNT do lots of great work working with people in terms of upskilling and finding job opportunities but that these messages are still not reaching people and more can be done.

Gareth thinks the having the local LWNT onsite really helps improve the area:

I think when it comes to things like repairs, there has been a big difference. You can get a repair done generally fairly quickly now because we've got our own in-house operatives, it's not a central repairs team. They can be a lot more responsive; they've got many operatives that live on the estate, so there's that element of they care about the community.

Gareth is proud to live on the estate and feels that they are working towards making real change in terms of improving people's quality of life. He trusts James and the Neighbourhood team but recognises that trust is something that will take a long time to build up with many residents in the area:

I know there will be residents who have a deep-seated mistrust which is understandable and fair enough, but I give people a chance and then build up that trust. Having conversations, I speak to James quite a lot about various different things and I've built up my trust with the team. I know when there are issues I raise they will be looked into and dealt with appropriately or when I've raised concerns of other residents or my neighbours, they've been dealt with.

Gareth finds his home comfortable, other than extremes of temperature during the different seasons with the house being very hot in the summer and yet experiencing draughts and cold in the winter.

Gareth pays for gas and electricity through a dual fuel plan with his most recent bill being £120 per month although he was due to pay £170 a month from April (2022). He tries to save energy by turning off lights and only doing full loads of washing and he expects to pay less for energy when the refurbishment is done due to reduced energy demand and also more renewable sources of energy. He is worried about the impact that rising energy costs and the rising cost of living will have for residents of the estate who are already managing very tight budgets.

His home is due to be a pilot property for the refurbishment with work planned to start later in 2022. He has fed back to the design team throughout but does have some concerns that the energy efficiency measures installed will impact on storage within the home and that space will be reduced. He is also aware of some issues that have arisen in the other pilot property in Verity Close including leaks, problems with flooring and changes to the project at short notice. He is worried about the impact of similar difficulties when the refurbishment works are done on a larger scale, and is unsure if there will be sufficient capacity for respite for residents.

My neighbours are gonna have six months of disruption, so what's gonna be the plan for them? For their respite, now there's only so many empty properties on the estate that they have that you can move to, so it is tough. One of my worries with the respite is the logistics of moving people around. I don't want them to move somebody from where works are being done into a property in another building but there's still work going on. There's gonna be so much work going on around the estate, have they really planned it out to say right we've got works going on in these blocks, we've got empty properties in these blocks, we can only move people to the quiet blocks, because otherwise it might be pointless. The scheme that was introduced, the decant scheme, where somebody can move into an already refurbished property, that's a great idea if people aren't really attached to the current home, they can move like-for-like into a property, perfect. But its only mainly voids that have been done, empty properties, so once the building work happens in that block, they're still gonna get disruption anyway so I do wonder how much of that has really been thought out down to that, as I say I'm a detailed person, have they gone down to that real granular level?

He is very involved in the co-design process and feels that the professionals coming into work on the estate need to be ready and willing to adapt around the needs of the residents:

I was involved in the process of selecting the architects, and one of the things in the brief I was at pains to explain to the architects, this isn't gonna be like any other project that you've worked on. There's things that you're gonna have to do differently because you're gonna be dealing with residents that have gone through the trauma of that, there's loads of different issues going on. So, you need to adapt your working style to how we need you to work on the estate.

Vignette 7: Naomi

Naomi is a leaseholder and has lived on Lancaster West for 8 years. She loves her home, the location and generally gets on well with people and families that live on the estate. However, she does think the estate looks very run down and neglected. She notices ASB in the area outside her flat including drug use and people loitering in the shared gardens. She has reported the ASB but doesn't feel it has been dealt with and suggests solutions such as a fob entry system for the garden area so it is for residents only.

Obviously the state of it, I don't like, it looks terrible. Its all very run down, the windows, the entry door system, everything which also makes you a bit angry because you pay your fees every month, you have no clue where that money's going. The building is old now and obviously the council never put any money into it which I feel is because its poorer people living here, not a priority. So with the people itself, I find personally really nice for the most part, mostly there's families and it's a nice mix of people which I quite enjoy. So that I do like.

She describes staff she has dealt with within LWNT as being nice and well meaning but feels that there is still mismanagement and a lack of effectiveness in terms of the services offered:

I think they're well-meaning but it's just [things don't happen?] yes, and I'm sure they feel bad but I don't know if they don't have the resources or there's nothing in place or they have to tick their boxes, but I feel they're pretty ineffective.

She describes herself as not very involved although she would like to attend more resident events but feels they are not well suited to her (often being very family oriented) or they are on during the day in the week when she is at work. As a leaseholder, she would like there to be better options for leaseholders to raise issues specific to them.

Naomi is on the communal heating system and uses an air conditioner in summer to keep her flat cool. It is difficult to get a good temperature in the flat, it is draughty and often either very hot or cold. She pays for electricity separately and tries very hard to limit how much she uses. She is out of the house at work most of the week but also saves energy by only doing a full load of washing, rarely using the tumble dryer, turning off plugs and only having a small television. She feels fortunate that she will probably be able to manage the energy price increases but is worried about how others on the estate will cope.

Naomi is keen for the work to get started and feels like there is a lot of talk but no action. For her, net zero is a "nice goal" but it shouldn't be the only focus.

I try to be as green as possible and it's a nice goal but it shouldn't be the only goal and I feel that they're throwing out a shiny ball hoping to distract everybody to all the things that are not happening and they're not doing and that haven't been done.

She made changes to her property when she moved in and is worried that these issues for leaseholders have not been considered fully enough, for example, the lowering of ceilings to install sprinklers and how this will work with fitted furniture. Her other reservations relate to the quality of the work, in the past she has been disappointed with works that have been done.

Obviously I want things to improve but I'm very scared because of my experience with the council, I'm gonna have to let them in my home to replace the windows, what kind of damage are they gonna do? I have nice furniture, I have a nice floor. I let them in to paint, that was a disaster, they still have paint everywhere. So my experience is basically, any time the council comes and does something, they mess it up, and that's me being polite.

Naomi doesn't feel very well informed about the proposed works and doesn't know when the works will start or what the final decisions are. She has attended some engagement events but hasn't found them to be as informative or helpful as she would have hoped.

I did, I gave my opinion, and I went to the architect meeting and things but again, I don't know if that makes any difference... You get like oh thanks everyone for coming and participating, its great having so many opinions, oh we might schedule another one, or we'll let you know. And also, you get tired of it, because it's so much and you feel it's all wasted time and energy and money. I'm sure it's all costing, I mean people are making tonnes of money just doing these community planning meetings, and show and tell basically, and I still don't know what windows we're getting, no clue. I've been to two or three of them, still don't know what windows we're getting or when we're getting them.

Vignette 8: Anna

Anna has recently moved into a newly refurbished flat with her children and they are happy with their new home. She previously lived in another flat on the estate (with a different landlord) which she says was "horrific" with black mould in the bathroom and no ventilation. One of her daughters suffered with asthma and allergies while they were living there but these issues have improved since they changed home. Anna said she felt a huge sense of relief when she moved into her new refurbished home. After years of living in poor quality housing she finally felt safe and secure. In her old flat she often felt unsafe coming in and out of the property but the new block feels a lot safer and calmer.

Anna likes Lancaster West and what they have planned for the refurbishment but it currently feels like a "building site". She acknowledges the difficulties in the area since the fire at Grenfell Tower and thinks that the neighbourhood team have a lot of work to do in order to build trust and relationships.

I feel like they have done really well in my opinion. I think it's been really hard for them because of the history so they've got a lot of agg from residents, residents do not trust, there's a lot of mistrust.

She thinks other people living in social housing around Lancaster West probably feel very envious of the local neighbourhood management and the planned refurbishment and she knows from talking to relatives and friends that they struggle to get repairs done and feel like their properties are being left to decline. She is hoping the improvements on Lancaster West will eventually trickle out and everyone's situation will improve.

She has suffered with Post Traumatic Stress Disorder (PTSD) after the fire which she is currently receiving therapy for from the Grenfell Health and Wellbeing team. There is a long waiting list of around 6 months but she feels it is helping and is worth the wait.

Anna isn't yet sure how much her bills cost because she has moved so recently but her new refurbished flat is a lot more energy efficient than her old flat. When she turns the heating on it works effectively.

Anna feels well informed about the refurbishment and is pretty confident they will achieve what they have set out to do. However she sometimes feels like they give residents too much information and they are over consulted. She wishes that the experts would just make some of the decisions.

But almost in a way, this is just my opinion, they are over consulting with us, there's been a lot of periods where I'm like guys, I don't get paid to do this job, you do, please go and do your research and make a decision for us, sometimes it's too much on us.

Vignette 9: Claire

Claire and her children have been living in temporary accommodation for 10 years and have moved several times in that period. Claire grew up locally and loves the estate and the location of her flat. Her children are able to play on the green areas around the blocks and everyone knows each other which makes her feel very safe. The fire wardens and the security on the estate also help her feel safe.

So this is the first property that my children have been able to play out in a particular place without me actually being there, so I can stand on the balcony or I can come and sit on a bench and know that they're in the park at the bottom of the estate and I know that they're okay down there. For me, I feel like all the neighbours know each other so in some cases that's a good thing and in some cases it's not, I find that it's a good thing because I feel a lot safer.

However, Claire has a lot of issues with her flat, which is rented from a private landlord by the council. She feels that living in temporary accommodation makes it harder to access help with problems:

I would be more than happy to have a permanent home on the estate, more than happy, but my flat itself, I have a rodent issue.

It wasn't as straightforward as just approach LWNT. For me it's more if I've got a problem it's much harder to get it dealt with because of being in temporary accommodation, it's not as easy as just popping down to see LWNT and they send someone out.

One of her children has severe asthma and allergies, which have improved since they have been living on Lancaster West, she thinks it was linked to the stress of always moving. Claire's physical health is good, but she struggles to make friends as she is always concerned they will be moved again. The challenges of the flat do contribute to stress and anxiety and make it difficult to sleep at night.

Claire is on the communal heating system, she thinks this works well and the flats are lovely and warm in winter, but too hot in summer. Claire pays for her electricity bill via bank transfer whenever she receives her bill. Her bills have gone up from £25 a week to £45. She feels like the impact of the increase hasn't hit yet, but she has less money to spend on food and "silly things".

Claire feels well informed about the refurbishment works through the letters. She is aware of the engagement events but doesn't ever attend because she doesn't know how long she will be living on the estate. She thinks it would be useful if LWNT produced a letter summarising what was discussed at the events for residents who don't attend.

I wouldn't attend the session I just wouldn't, I think its more for people that are there permanently and know that that's where they're gonna live forever, but for us its not our forever home. I've literally been told by the council, it could be a drop of a hat, we could get an email today and we could be moving tomorrow, so for me going to them meetings would kind of be a waste of my time.

Claire feels confident the refurbishment works will be completed, all the work she has seen so far has been done to a high standard but she is worried that the drilling work will exacerbate problems she has already with cockroaches.

Vignette 10: Sue

Sue has been living on the estate for 30 years with her daughter. She likes her flat especially the size of the rooms but feels it is in need of a refurbishment. She finds the estate okay although says the layout is very confusing. Since the fire she feels the community has come together and she now knows a lot more people and is proud to live on the estate.

I do now [feel proud], I never used to even think about it before I used to go to work and come home, I didn't think about what was happening outside. Then after what happened, more people came together, I have got to know people because people now they say hello in passing and you get to know people more. I know a lot of people now, its quite a nice feeling.

She thinks LWNT are a big improvement on the TMO, because you know the staff by name and they feel like they are part of the estate. She has never had any problems with the staff and thinks they are putting in a lot of work to improve the estate.

Sue is part of the Residents' Association, she joined just after the fire as she wanted to help make things better. When she first joined she said there was a lot of anger and often shouting which she found frustrating but now the meetings are much more productive.

Her health is generally good. She had therapy after the fire which she said was really helpful. She is hoping to help with setting up a permanent drop-in site on the estate where people can go if they are struggling. She thinks a lot of people would have turned down support directly after the fire, thinking they didn't need it.

Sue would avoid walking around the estate at night and she thinks better lighting and better signage would help residents to feel safer.

Her home is on the communal heating system which generally she is happy with, although does mention that it has been unreliable at times.

When it works its fine, it breaks down because it used to be at the base of the tower. On the whole it works, but it has broken down a few times normally at a weekend, it broke Christmas eve last year! When it goes its always at the wrong time but on the whole it works.

She is aware that the new system being installed will bring changes for how residents heat their homes. Sue is well informed about the planned refurbishment works, something she attributes to her being part of the residents' association, but she suggests that many residents will feel less up to date on proceedings.

The advantage of being on the RA is I get to know more than most residents would. I know LWNT and the RA itself do try to communicate with residents. Most residents would probably say they don't know enough. But you don't get a lot of people that go to events, so they can't really complain if they don't go.

Sue has high expectations for the work and believes that the refurbishment should, if all goes to plan and the estate is well maintained, provide good quality accommodation for many years to come. She is aware of the challenges involved in the project and the need to get it right.

I think they are confident they can do it with the money they have but you can never tell, prices are going up, plans can change then maybe you might not get everything they have told us. They have given everyone this anticipation and I don't think they would like to let people down.

Vignette 11: Maria

Maria has been living on the estate for 8 years with her partner and children, and 4 years ago she moved into a newly refurbished flat. She loves her home especially the new kitchen, floor and doors. Her only complaint is that she wishes the layout was slightly different so she could have a big dining table. She also struggles because her block doesn't have a lift and this is often hard when she is travelling around with her children in a buggy for example. She likes living on Lancaster West because of the sense of community, and she feels the fire brought people closer together. She knows lots of her neighbours and local people in the area linked to her children's school. This helps her feel safe in her home and the estate. The only thing she would change about the estate would be adding more open spaces for children to play.

Maria thinks LWNT have transformed how the estate is managed, they always make you feel like they care and want to help you, even when its things that aren't their responsibility.

Big change. When you call for any repair or something they are quick to come and even when you call them and you are complaining about stuff, the way they hear you, some people just make you feel like you're dumb to call them but now when you call, its like there's a sense of they wanna help even if its not their responsibility... It feels like they care about the building, we live there but at the end of the day its not your building so you would expect the owner of the building to care about it, so I believe they do care about their work and their building.

Maria's home is on the communal heating system which works well for her and her family because it means the flat is always warm and they don't have to worry about it costing too much. In summer the flat can become too hot, but in winter it is comfortable. She has noticed an increase in her bills recently and is worried about balancing that with the increase in other costs such as food.

Maria is very supportive of the plans to make the estate carbon neutral and can see they are trying to achieve this by replacing the roof on her block. She is particularly supportive of the plan to remove gas in all the blocks as she thinks can be a fire risk.

She is a bit confused about the refurbishment works and what will happen when. She doesn't understand why her flat was refurbished if they are going to have to come back and do more work. She likes the look of the plans she has seen and thinks it will make the estate feel and look much better, but isn't sure about when or how it's going to happen.

I'm a bit confused to be honest because when they first gave us a booklet to say they're gonna do this and how its going to look from outside and inside, so from inside I believe that they are meeting that standard. But from outside I think its very confusing, maybe the way they work is different but it doesn't look like its going in that direction in my opinion. So I'm not really sure if they're going to do the first booklet they gave us or the second booklet its very confusing.

Lessons learned

This first stage of our research has been invaluable in establishing greater understanding of how residents feel about their homes and the estate more widely, as well as their expectations and aspirations for the refurbishment.

Some key lessons have emerged that are useful as the work at Lancaster West progresses but also more widely for large scale refurbishment and regeneration of homes and neighbourhoods.

1 Engagement is challenging

The refurbishment at Lancaster West is being co-designed with residents at all stages. This commitment to engagement and resident co-design is evident but involves a great deal of time and resources. There is a balance to be found with ensuring that residents are involved and engaged in the work without becoming overwhelmed with information and demands on their time.

2 Communication is critical

In order to engage residents and ensure that the refurbishment is truly co-designed it has been vitally important to develop and maintain strong channels of communication. The Lancaster West Neighbourhood Team are committed to this and have adopted new forms of communication such as WhatsApp groups, online meetings alongside more traditional engagement through leafletting and in person events. There is always more to be done to ensure that information reaches all audiences and that everyone is able to engage, and this is an area that should receive ongoing attention from Lancaster West Neighbourhood Team to ensure that all residents feel informed and equipped to deal with the challenges of the refurbishment such as noise, disruption and possible decanting and relocation.

3 Building trust matters

Large scale refurbishment of an estate is challenging and brings many difficulties for the residents who live there. It is crucial that through engagement and communication there is trust between residents and the neighbourhood / housing team leading the work as well as external organisations such as architects and contractors. For many living in Lancaster West Estate there are understandable concerns related to trust based on the previous management of the estate prior to 2017. The local neighbourhood management team at Lancaster West have worked hard to build trust and ensure there is transparency and clarity about any proposed work. It is vital that this trust is maintained and developed as the work progresses.

These three areas of engagement, communication and trust are interlinked and complementary. They must continue to be a focus for Lancaster West Neighbourhood Team as the refurbishment takes place.

Concluding thoughts and next steps

Following the devastating Grenfell Tower tragedy in 2017, there was clear recognition of the need to make fundamental improvements to Lancaster West Estate which has suffered from underinvestment and poor management over the years. It has also been recognized that residents must play a leading role in the process and help shape the future of their neighbourhood.

The refurbishment of the estate is complicated, with multiple project partners and funding streams, alongside an ambitious resident co-design approach and bold aims to create a zero carbon, model 21st century estate. The estate itself has a complex form and layout, with buildings of different types and designs and dating from different times periods ranging from the 1930s to the 1970s.

Based on our initial interviews with residents we have concluded that the majority of residents enjoy living on the estate, value the space within their homes and in the wider area, and are supportive of the aims and objectives of the refurbishment. People are worried about energy costs, hope that the refurbishment will improve energy efficiency and want the estate to look and feel better.

Key challenges and issues that emerged from our interviews are around the very intensive level and extent of resident engagement, the practicalities and logistics of the work (including how the respite offer will develop) and the already significant delays to the earlier timescales. There is a sense among some residents that the process of resident engagement has been going on for too long, requires too much detailed input from them, and that residents now just want to see the work happening. Some residents felt too much was required of them in terms of, for example, complex design decisions which they felt unprepared or under qualified to make.

Residents generally value LWNT and the efforts of the team to tackle repairs and maintenance of the estate as well as community needs. Residents also value the sense of community and felt that people had come together following the Grenfell Tower fire. They were generally hopeful for the future of the estate.

There remains uncertainty and insecurity for some residents about what the work will mean in reality for them and their homes, and whether or not they will be able to stay in their homes for the duration of the upgrading. Other areas of concern that we have heard are around specific groups of residents for example private tenants and resident leaseholders. There is a lack of clarity for some on what the refurbishment will mean for them in terms of costs and process, including decant and respite offers.

Some residents also expressed concerns around funding and timescales in order to realise the ambitions of the project. This issue that also arose in our conversations with stakeholders. It is an ambitious and difficult project funded from multiple different funding sources, many with time limited funding attached and specific outcomes agreed. Balancing these objectives against the high quality deep retrofit works required, and keeping to the decision making process of the resident co-design methods, will be challenging and is very unusual.

The next steps

The evidence to date suggests that it will be important to continue to build on all of the previous good work in terms of engagement and accessing residents. Some gaps still remain in terms of those most in need of help and assistance being able to access it, for example through the many excellent projects and community initiatives run by LWNT.

It will also be critical to ensure continuing transparency and clear communication around timescales and progress of building works – including delays and challenges. Residents will need to know what work is happening, and when, and what impact this has on their day to day lives. A key factor will be ensuring that the respite offer is appropriate for residents and their needs throughout the works.

There are numerous new technologies and ground-breaking initiatives such as the Heat Network being introduced as part of the refurbishment works on Lancaster West. It is crucial that these elements are effectively introduced, delivered, managed and regulated to enable residents to have confidence and trust in them.

Appendices

- 1 Interview Questionnaire – stage one**
- 2 Sign up sheet**
- 3 Summary of all resident interviewees**

Appendix one: Interview Questionnaire

Home

- a** How do you feel generally about your home itself?
- b** What do you like / not like about your home?
- c** What would you change if you could?
- d** How comfortable or uncomfortable is your home at the moment?

And ask to scale of 1-5 (1 is very uncomfortable and 5 is very comfortable)

| 1 Very uncomfortable | 2 Uncomfortable | 3 Neither comfortable nor uncomfortable | 4 Comfortable | 5 Very comfortable |
|----------------------|-----------------|---|---------------|--------------------|
| | | | | |

- e** Please rate your overall quality of life in your home now (1 is terrible and 5 is excellent)

| 1 Very bad | 2 Bad | 3 Neither good nor bad | 4 Good | 5 Very good |
|------------|-------|------------------------|--------|-------------|
| | | | | |

2. Living on Lancaster West

- a** How do you feel about [named block]? How do you feel about the estate?
- b** What do you like about Lancaster West?
- c** What do you dislike about Lancaster West?
- d** How would you describe your quality of life on Lancaster West (1 is very bad and 5 is excellent)

| 1 Very bad | 2 Bad | 3 Neither good nor bad / OK | 4 Good | 5 Very good |
|------------|-------|-----------------------------|--------|-------------|
| | | | | |

- e** What do you think about the way the estate is managed now? Prompt: do you see a difference between RKBC and the estate based Lanc West team?
- f** Who do you go to if you have a problem e.g. reporting a repair / complaining about ASB / question about rents etc?
- g** Do you feel that you can trust the staff you deal with?
- h** Would you change anything about the estate?
- i** Do you feel proud about the estate?

- j** What do you think other people (outside / in local area or further afield) think about or know about Lancaster West?
- k** What do you think about opportunities in the area for work or training?
- l** What if anything, would most help residents in the area? E.g. more work opportunities, improved local facilities or amenities, things for children etc.

3. Community engagement and co-design

- a** How would you describe your links to the local community? E.g. Active / involved or not involved?
- b** How many neighbours do you know? In your block / building / in the estate more widely
- c** Are there people locally who you could go to if you needed help?
- d** Do you stop and chat with others in the estate? How often?
- e** Do you ever attend local groups e.g. resident association meetings? Why / why not?
- f** What about other activities happening in the area such as community gardening / yoga etc?

4. Health and wellbeing

- a** How is your health and your family's health [where applicable] in general?

| Ask in relation to all household members | Interviewee | Partner | Children | Other family members |
|---|-------------|---------|----------|----------------------|
| Do you / they have any longstanding illness / disability? | | | | |
| Does this illness or disability limit your / their activities in any way? | | | | |
| Do you / they have any other health conditions / issues? | | | | |
| Do you or any member of your family take medicine regularly? | | | | |

- b** Thinking back over the last 6-12 months, how would you say that your health has been on the whole, compared to people of your own age?

| 1 Very poor | 2 Poor | 3 Fair | 4 Good | 5 Very good |
|-------------|--------|--------|--------|-------------|
| | | | | |

- c** Is anyone in your household experiencing any problems that are hard to describe such as anxiety, stress, depression, panic attacks, or general unhappiness that can't be more specifically defined?
- d** Has your health / the health of your family been affected by living in your home / on this estate?
- e** Do you feel there is health and wellbeing support available locally?

5. Security and sense of safety

- a** Do you feel safe and secure in your home / on Lancaster West? Please rate from 1 to 5 how safe you feel (1 is very unsafe and 5 is very safe)

HOME

| 1 Very unsafe | 2 A little unsafe | 3 Neither safe nor unsafe | 4 Somewhat safe | 5 Very safe |
|---------------|-------------------|---------------------------|-----------------|-------------|
| | | | | |

LANCASTER WEST

| 1 Very unsafe | 2 A little unsafe | 3 Neither safe nor unsafe | 4 Somewhat safe | 5 Very safe |
|---------------|-------------------|---------------------------|-----------------|-------------|
| | | | | |

- b** Can you say why you feel safe / unsafe?
- c** What would help you feel more secure?

6. Energy costs and sustainability

- a** Are you on a communal heating system at the moment? Do you use your own heating system within your home? Do you use any other devices for heating / cooling in your home?
- b** About how much do you spend on average on your gas / electricity every month or year?
- c** Do you think the amount you pay is reasonable?
- d** How do you pay for energy? (NB electricity only for most) E.g. direct debit / pre-paid cards / meter?
- e** What do you think about rising energy costs? How will this affect you?
- f** Do you have any ways in which you try to save energy? Regularly / Once in a while?
- g** Would you say the temperature in your home makes it a comfortable place to live?

- h** Are you mostly in / out during the day? Does this impact on how you heat your home?
- i** Do you ever have to cut back on heating / other energy use e.g. cooking / electricity at times? If so when? and how?
- j** What about your hot water – is the temperature and flow OK? Prompt: ever have to use other ways of heating water e.g. kettle to wash dishes
- k** The Council has made a commitment to make the estate carbon neutral by 2030 [explain meaning if unclear] – do you feel that enough is being done to meet this objective?

7. Refurbishment work

- a** Do you feel well informed about the refurbishment work planned / happening on Lancaster West (your block)?
- b** Why is the work happening?
- c** [If relevant and works have already started] Have you experienced any internal or external improvements to your home / the building in the past 12 months?
 - If so, how has that experience been?
 - How has it affected you?
- d** How well would you say you were prepared for the work? Do you know what is happening and when?
- e** Who kept you informed?
- f** Have you been consulted? And have you had a chance to feed-back on any plans for your home / your building?
- g** Have you attended engagement events on the estate related to the works? Why / why not?
 - If yes, how did you find them?
 - What was most / least helpful
- h** How well do you think you have been informed on progress so far?

| 1 Very badly | 2 Badly | 3 OK | 4 Well | 5 Very well |
|--------------|---------|------|--------|-------------|
| | | | | |





- i** Do you expect / plan to stay in your home throughout the works? If not – where will you be?
- j** Respite options: What do you think of the spaces on site that are being provided during the day?

- k** How do you expect your home and your block to look and feel after the work?
- l** How do you expect Lancaster West overall to look and feel once the works have been completed?
- m** How confident overall do you feel about the refurbishment works?

| 1 Not at all confident | 2 Not confident | 3 Neither confident nor not | 4 Quite confident | 5 Very confident |
|------------------------|-----------------|-----------------------------|-------------------|------------------|
| | | | | |

- n** Have you got any worries / questions about the refurbishment works?
- o** How easy is it to get in touch with LWNT? [Once works have started – Has this changed since the work started / since work has finished]
- p** How have you found dealing with other people and external organisations e.g. the architects / contractors onsite once works have started?
- q** Do you know who you should contact with any issues directly related to the refurbishment works?

Appendix two: Sign up sheet

| | |
|---|---|
| <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>Housing and Communities</p> </div> <div style="text-align: center;"> <p>LANCASTER WEST NEIGHBOURHOOD TEAM</p>  </div> </div> <h3 style="text-align: center;">Tell us about the Impact of Refurbishment Works at Lancaster West Estate</h3> <p>We are looking for residents to get involved in an important piece of research. Tell us about what it's like living through the refurbishment of the Lancaster West Estate.</p> <p>What are we doing? As part of the refurbishment of the Lancaster West Estate, the London School of Economics (LSE) Housing and Communities team, in partnership with the Lancaster West Neighbourhood Team (LWNT), will be undertaking research to understand the experience of residents during the retrofit, and the social impact of the works.</p> <p>A full retrofit programme, with residents mostly remaining in their homes during the works, has a major impact on people's lives, and the aim of this research is to learn from this journey from a resident point of view.</p> <p>To do this evaluation, LSE will aim to interview 50 residents from the Lancaster West Estate throughout the refurbishment process. LSE will interview residents three times: before the works start; during the works; and after the works.</p> <p>For more information on this research project and how to get involved, please visit the website https://www.westlanc.lse.ac.uk/pages/77246.</p> <div style="text-align: right;">   </div> | <h3>How to get involved!</h3> <p>If you want to be involved in this critical study, and share your views and experiences of living on Lancaster West Estate through the refurbishment, then register your interest by:</p> <ul style="list-style-type: none"> • Filling in the online form https://wnt.typeform.com/to/dqOF5DKL?typeform • Filling in your details in this paper form, and dropping it off at the post-box at the front of Baseline Studios, W11 4AT <h3>Help Us</h3> <p>Register your interest in participating in the interviews with LSE</p> <p>First Name: _____</p> <p>Last Name: _____</p> <p>Block: _____</p> <p>Flat Number: _____</p> <p>Tenancy Type (eg/ social tenant, leaseholder etc.): _____</p> <p>Phone Number: _____</p> <p>Email Address: _____</p> |
|---|---|

Appendix three: Summary of Interviewees

| | Tenure | How long on Lancaster West | Gender | Age range | Ethnicity | Household composition | Employment status |
|----|----------------------|----------------------------|--------|-------------|--------------------------|---------------------------------|-------------------|
| 1 | Resident Leaseholder | 20 years + | Male | 40-59 years | White EU | Lives with partner and children | Employed |
| 2 | Social Tenant | 10-20 years | Female | 40-59 years | Black Other | Lives with children | Employed |
| 3 | Social Tenant | 20 years + | Female | 60-79 years | White Other | Lives with children | Self employed |
| 4 | Social Tenant | 20 years + | Female | 40-59 years | Other | Lives with partner and children | Unemployed |
| 5 | Private Tenant | Up to 5 years | Female | 40-59 years | Asian British | Lives with children | Unemployed |
| 6 | Social Tenant | 20 years + | Female | 60-79 years | White British | Lives alone | Retired |
| 7 | Social Tenant | 20 years + | Female | 40-59 years | White EU | Lives with children | Self employed |
| 8 | Social Tenant | 20 years + | Male | 60-79 years | White Other | Lives alone | Retired |
| 9 | Social Tenant | 20 years + | Female | 60-79 years | Black Other | Lives with partner | Employed |
| 10 | Social Tenant | 20 years + | Female | 40-59 years | Black Other | Other | Other |
| 11 | Resident Leaseholder | Up to 5 years | Male | 26-39 years | White British | Lives with partner | Employed |
| 12 | Social Tenant | 20 years + | Female | 60-79 years | White British | Lives alone | Unemployed |
| 13 | Social Tenant | 10-20 years | Female | 40-59 years | White EU | Lives with children | Self employed |
| 14 | Social Tenant | 20 years + | Male | 40-59 years | White British | Lives with parents | Employed |
| 15 | Resident Leaseholder | 5-10 years | Female | 26-39 years | White British | Other | Employed |
| 16 | Resident Leaseholder | 5-10 years | Female | 40-59 years | White EU | Lives alone | Employed |
| 17 | Social Tenant | 20 years + | Female | 40-59 years | White EU | Lives with children | Employed |
| 18 | Social Tenant | 20 years + | Female | 40-59 years | Black British | Lives with partner and children | Employed |
| 19 | Social Tenant | 10-20 years | Female | 40-59 years | Other | Other | Unemployed |
| 20 | Social Tenant | Up to 5 years | Female | 26-39 years | Other | Lives with children | Self employed |
| 21 | Social Tenant | 20 years + | Female | 60-79 years | Black British | Lives alone | Employed |
| 22 | Social Tenant | 20 years + | Male | 60-79 years | White British | Lives with partner | Self employed |
| 23 | Social Tenant | 20 years + | Female | 40-59 years | Black British | Lives alone | Employed |
| 24 | Social Tenant | 5-10 years | Male | 40-59 years | White British | Lives alone | Employed |
| 25 | Social Tenant | 10-20 years | Female | 16-19 years | Other | Lives with parents | Employed |
| 26 | Private Tenant | 5-10 years | Female | 40-59 years | White British | Other | Employed |
| 27 | Resident Leaseholder | Up to 5 years | Female | 26-39 years | White EU | Lives with partner and children | Employed |
| 28 | Social Tenant | 10-20 years | Female | 40-59 years | Rather not say ethnicity | Lives with partner and children | Employed |
| 29 | Other | Up to 5 years | Female | 26-39 years | White British | Lives with children | Unemployed |
| 30 | Private Tenant | 20 years + | Female | 40-59 years | Other | Lives with children | Other |
| 31 | Social Tenant | 20 years + | Female | 40-59 years | Black EU | Lives with children | Employed |

Appendix three: Summary of Interviewees (continued)

| | Tenure | How long on Lancaster West | Gender | Age range | Ethnicity | Household composition | Employment status |
|----|----------------------|----------------------------|--------|-------------|---------------|---------------------------------|-------------------|
| 32 | Social Tenant | 20 years + | Female | 40-59 years | White EU | Lives with children | Other |
| 33 | Social Tenant | 20 years + | Female | 60-79 years | Black British | Lives alone | Retired |
| 34 | Resident Leaseholder | 20 years + | Female | 60-79 years | Asian British | Lives alone | Retired |
| 35 | Social Tenant | 20 years + | Female | 26-39 years | Black British | Lives with partner and children | Employed |
| 36 | Social Tenant | 20 years + | Female | 40-59 years | Black British | Lives with children | Employed |
| 37 | Social Tenant | 20 years + | Male | 40-59 years | Black British | Lives alone | Employed |
| 38 | Social Tenant | 20 years + | Female | 40-59 years | Black British | Lives with children | Employed |
| 39 | Social Tenant | 20 years + | Male | 60-79 years | White British | Lives alone | Retired |
| 40 | Social Tenant | 20 years + | Female | 40-59 years | Black Other | Lives alone | Unemployed |
| 41 | Social Tenant | 20 years + | Female | 60-79 years | White British | Lives alone | Retired |
| 42 | Social Tenant | 20 years + | Male | 40-59 years | White British | Lives alone | Unemployed |
| 43 | Social Tenant | 20 years + | Female | 40-59 years | Black Other | Lives alone | Employed |
| 44 | Social Tenant | 20 years + | Male | 60-79 years | White Other | Lives alone | Unemployed |
| 45 | Private Tenant | 10-20 years | Male | 60-79 years | Other | Lives with partner and children | Employed |
| 46 | Social Tenant | 10-20 years | Female | 20-25 years | Black Other | Lives with parents | Employed |
| 47 | Social Tenant | 5-10 years | Female | 26-39 years | Black British | Lives with partner and children | Self employed |
| 48 | Social Tenant | 20 years + | Male | 60-79 years | White British | Lives alone | Retired |
| 49 | Social Tenant | 20 years + | Male | 80+ years | Black Other | Lives with partner | Retired |
| 50 | Resident Leaseholder | 20 years + | Female | 60-79 years | Other | Lives with partner and children | Employed |

LSE Housing and Communities is a research unit within the Centre for Analysis of Social Exclusion (CASE) at the London School of Economics and political Science. CASE is a multi-disciplinary research centre which focuses on the exploration of different dimensions of social disadvantage, particularly from longitudinal and neighbourhood perspectives, examining the impact of public policy. LSE Housing and Communities aims to understand the social dynamics of disadvantaged neighbourhoods; promote models of housing and neighbourhood management; develop ways to support community and resident self-help action, especially in social housing areas; and shape government policy; and understand the implementation and impact of public policy at community level.

For further information on the work of the Housing and Communities research group, please contact Research Manager, Jessica Horne Rowan, on: Tel: **+44 (0)20 7955 6630** Email: j.rowan1@lse.ac.uk

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