

LANCASTER WEST UPDATE

Winter 2023/24



Tracy with LWNT's Neighbourhood Director James Caspell in her newly refurbished home.

Page 6

Final designs decided by residents



Page 11

Carbon-neutral refurbishment of Treadgold House underway



Pages 15

Renewable heat network gets green light



Over half of homes on Lancaster West internally refurbished

Over 50 per cent of all tenanted homes on Lancaster West have had internal refurbishment works – the majority with new kitchens, bathrooms, and heating and hot water systems.

A full internal refurbishment includes a new kitchen and bathroom, new flooring, internal doors, new fixtures and fittings and full redecoration.

When a resident has their home refurbished, Lancaster West Neighbourhood Team offers a choice to residents from a range of features that residents have told us they would like in their homes.

The refurbishment has also given us a chance to include other energy-efficient measures such as installing low-energy LED spotlights, smart meters, dual flush toilets, water-saving showerheads, helping residents to

reduce their energy use and save on their bills.

Tracy has recently moved into her refurbished flat on Lancaster West.

“I fell in love with it the first time I saw it! I like everything about it but especially the bathroom which has been adapted with a walk-in shower. My old flat had a bath which I wasn't able to get in and out of. This is much better.”

We are replacing baths with new walk-in showers with a contemporary look for residents who need adapted bathrooms.

Article continued on page 3



The carbon-neutral refurbishment works at Treadgold House are underway.

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



For ways to contact us, turn to the back page

Message from the Director



James Caspell, Neighbourhood Director

Subscribe to your regular e-newsletter

Lancaster West News is an e-newsletter for residents of Lancaster West. It's the best way to keep up to date with all the refurbishment news and what's happening on the estate.

Enter which block you live in to get news specific to your block. Subscribe using the QR code.



 **Join Here**

A challenging year, a positive future

Dear resident,

I hope you and your household are well.

It's been another year of major challenges with the cost-of-living crisis hitting hard. We know that many residents are struggling, and we've been working to provide support, whether that be financial, support with careers, or health and wellbeing. Do get in touch with the team if you need support. We are here to help.

Progress of delivering the resident-led refurbishment continues. As of April 2023, over 50 per cent of tenanted properties on Lancaster West had a full internal refurbishment and, in this edition of our magazine, you will be able to find updates on the energy-efficient refurbishment of each block. Construction is already underway at Treadgold House, which will be the first block to have a complete internal *and* external refurbishment, with completion due later in 2024

We have finalised the detailed designs at Camelford Court, Camelford Walk, Clarendon Walk and Talbot Walk after residents chose their preferences. 73 per cent of residents took part in the final co-design – a record high number, with 94 per cent of residents telling us that they support the refurbishment of their home and block.

Thanks to everyone who's been involved in the co-design processes across the estate.

If you have any further concerns feel free to email me directly james.caspell@rbkc.gov.uk, pop in to Unit 2 at Baseline Studios, or say hello if you see me walking (and increasingly cycling) around the estate.

Best wishes,

James



Article continued from front cover

To ensure the speed and high standard of work required, we set up our own in-house refurbishment team. This gives the team more control over aspects such as sequencing and quality of works, and customer service. Latest figures show the in-house team completed all refurbishments within the target time in 2023.

LWNT's Head of Refurbishment Design & Delivery Andros Loizou said:

“Our in-house team consists of the right mix of skills to get the job done to the high standard we expect and because we're based on the estate, we can get things done in one go, rather than waiting for the right tradespeople to become available. We have

a qualified plumber, electrician and carpenter as well as multi-tradespeople on the team. We're also able to invest in training and upskilling our team to get their qualifications.”

Below are some of the energy efficient measures included in the internal refurbishment of residents' homes helping residents to reduce their energy demand.



Low-energy LED spotlights



Smart thermostats



Dual flush toilets



Water-saving showerheads

Lancaster West's Refurbishment decarbonisation tracker

How we're decarbonising homes on Lancaster West

+5.27



Total average change in EPC

44 properties

233



Upgraded to LED lights

233/592 properties

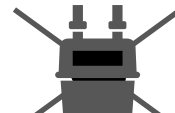
235



Smart thermostat

235/592 properties

146



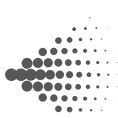
Gas meters removed

54



Sprinkler system

2



Mist system

13



MVHR system

193



Induction hobs

193/592 properties

12



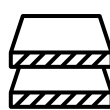
Ground floor insulation

2,228



Metal recycled (kg)

13



Properties benefiting from Soffit floor insulation

118*



Number of properties benefiting from energy efficient roof

Clarendon, Talbot, Camelford Court and Camelford Walk

2



Wastewater heat recovery

763



Properties now able to connect to fibreoptic broadband

763/826 excluding Verity

54



Number of properties with fibreoptics installed inside

235/592 properties

7kg



Batteries recycled

7



Aico environmental sensors

112



Total number of solar panels

167



Kitchen recycling bins

167/592 properties

235



Dual flush toilets

235/592 properties

11



Number of properties with full triple glazing

16



Number of properties with partial triple glazing

9



Awair device

Indoor air quality

38



Video door entry system

Veriry and Bomore

1



MEV system

Verity Close

1



Methven walk in shower

Testerton Walk

5



Carnego device

Humidity, temperature, CO₂, hot water and heating usage

Offer of internal refurbishment works for resident leaseholder and shared owners

We're pleased to let you know that our contractor, KBH Building Services Ltd is now offering internal refurbishment works to resident leaseholders and shared owners in the homes we manage, at discounted prices. Leaseholders will need to pay for the works directly with KBH.

If you are interested, please email our Assistant Project Manager, Mamadelo Awotesu on mamadelo.awotesu@rbkc.gov.uk or call 0800 389 2005.

Key

Average EPC Rating

National	D
LWNT Properties	D

Decarbonisation Improvement

Decarbonisation Improvement	Total Number of Properties
Smart Thermostat	235
Dual Flush Toilets	235
Induction Hobs	193
LED Lighting	233

Residents co-designing Lancaster West's estate-wide refurbishment

Alongside the internal refurbishment programme to residents' homes, the estate-wide external refurbishment programme is also now underway.

Residents have worked with architects across the estate and LWNT's refurbishment team to co-design the external refurbishment of their blocks, upgrading communal areas, new windows, insulation, video door entry systems and more. This co-design process has run over three phases.

Most recently, 73 per cent of residents from Camelford Court, Camelford Walk, Clarendon Walk, and Talbot Walk have contributed to the final phase of resident

co-design for their refurbishment, making final detailed design choices.

Throughout the latest and final engagement phase, residents had the opportunity to share their opinions and preferences on many aspects of the designs - from external brick façade and porch design, to opening mechanisms for the triple-glazed windows and floor colours.

Although the resident co-design

phase has come to an end for these blocks, we will continue to put resident engagement at the heart of this refurbishment. Consulting with our residents at crucial stages of this refurbishment allows us to understand what residents want and need from the homes they live in.

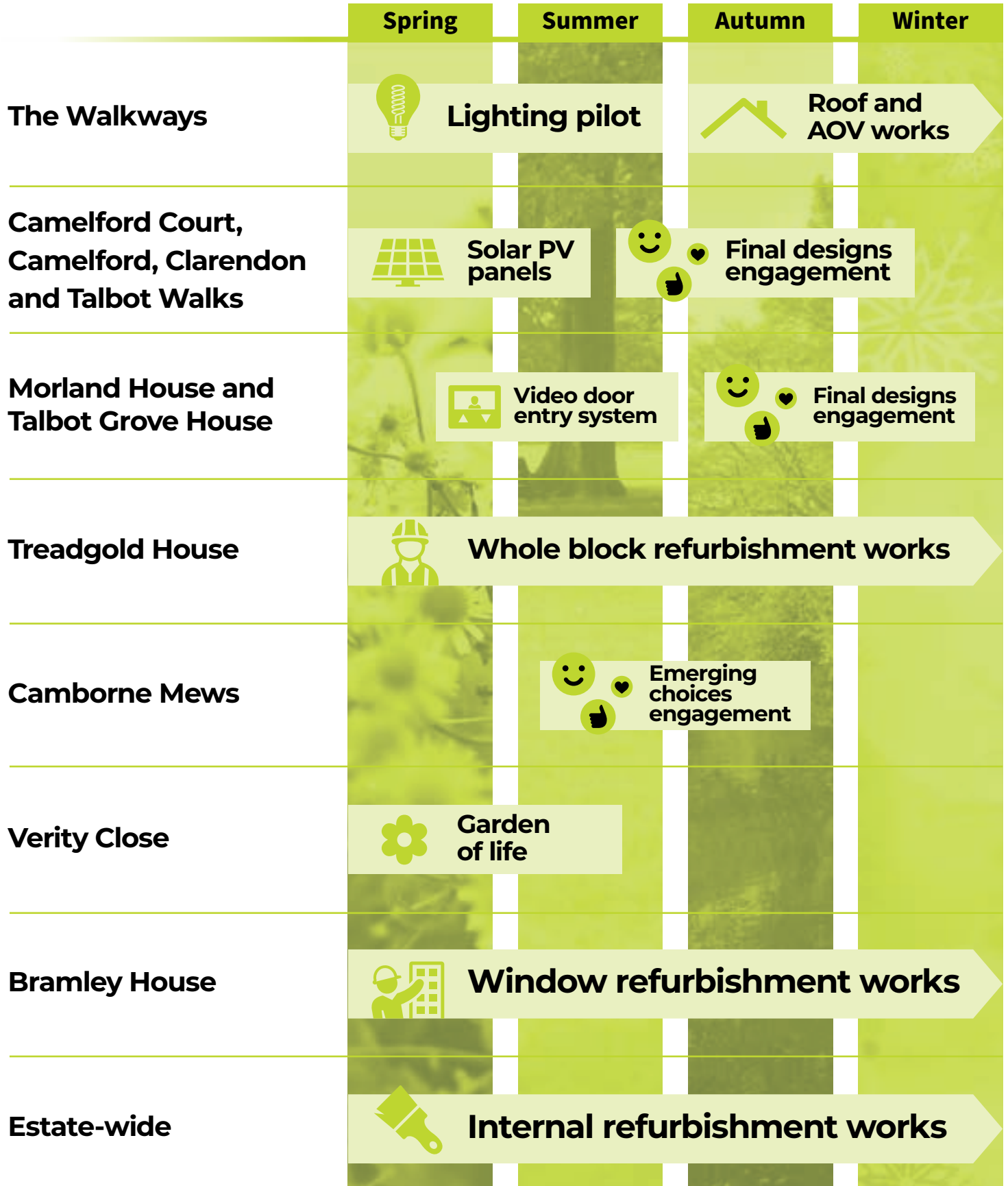
The ongoing energy efficient refurbishment is working towards the shared goal of becoming a 21st century model estate that is carbon-neutral by 2030.



Clarendon Walk showing proposed new entrance, enclosed stairwell and lift

Refurbishment timeline

What we've been doing in 2023



Latest refurbishment news on Lancaster West

Barandon Walk, Testerton Walk and Hursway Walk

Roof improvement work has started, providing better insulation and increased safety with the installation of automatic opening vents.

A lighting pilot has been launched in Testerton Walk to trial lighting options for the Walkways. These pilots help LWNT find the most efficient lighting solution for your block, keeping energy usage low and costs down.



Scaffolding inside the Walkways



Camelford Court, Camelford, Clarendon, and Talbot Walks

98 solar panels have been installed on Camelford Court. These produce green electricity, saving money and preventing 15,299kg of CO2 from going into the atmosphere each year.

Phase 3 of the co-design process is finished, which allowed residents to give their feedback on the final detailed designs of their home and block.



Solar panels



Resident co-design

Morland House and Talbot Grove House

A video door entry system will be installed in Talbot Grove House, increasing security for the residents who live there.

Phase 3 of the co-design is underway. Residents can provide their feedback on elements of the refurbishment, such as window types and external finishes.



Talbot Grove House



Morland House

94%
of Treadgold residents
were involved in the
co-design of
their block.



Agreed design of Treadgold House

Treadgold House

The first phase of construction works has started on the whole-block energy efficient refurbishment.

Camborne Mews

Phase 2 of the co-design process has been completed. Residents gave their feedback on various design elements for their block.



100%
of Camborne Mews
residents who completed
the most recent survey
support the refurbishment
of their block.

Verity Close

The co-designed Verity Close Garden of Life has been completed. It features an inter-generational energy-gym, edible plants and all ages play equipment.

Works on a pilot property are due to start, allowing us to trial different measures that will inform the refurbishment designs.


10%
increase in biodiversity.



Verity Close Garden of Life

Bramley House

The energy efficient refurbishment works to Bramley House are getting underway with new triple-glazed windows and a bio-solar roof.



Bramley House residents' meeting



Leaseholder offer and Section 20 consultation explained



What leaseholders will receive?



Landlords have a legal duty to consult with leaseholders on rechargeable works taking place to their block or home when the costs are above £250.

The consultation process is called a Section 20 consultation, under the Landlord and Tenant Act. There are two stages to the process - a notice of intention and notice of proposal. The landlord will notify the leaseholder of its intention to carry out work and their nature. Once the landlord finalises their plans, they will notify the leaseholder of proposed work including estimated costs, the contractor and the estimated recharge to the leaseholder.

Some of the works planned for Lancaster West will be above this £250 threshold. The works have been divided into a series of packages. You will receive a Section 20 consultation notice from RBKC for each category of work (each consisting of one or more packages): the refurbishment works and the heat network.

Leaseholder recharges are calculated using a standard formula based on the size of the property and the block the property relates to. RBKC will also consider whether the leaseholder is a resident or non-resident, any government grant received and grant conditions as well as applying discounts committed to following the Grenfell Tower Tragedy and government policy such as 'Florrie's Law' when calculating a recharge.

Leaseholders will only be invoiced for the final recharge for the refurbishment and the heat network once the works are completed.

To ensure the final invoice is in line with what you were expecting, based on the estimated costs, you will not be issued a final account invoice that is more than 20 per cent greater than the estimate provided when you were consulted on the works.

The Council has worked with leaseholders to agree payment options to minimise financial hardship. Payment plan options to help with paying invoices will be included with the Section 20 notices.

Carbon-neutral refurbishment of Treadgold House underway

We are delighted to announce that the energy efficient refurbishment of Treadgold House is underway!

94 per cent of Treadgold residents were involved in the co-design of the block, deciding on the external appearance of the block including doors, window types and colour, insulation, railings, proposed new access controls, security features and a new entrance to the south of the building. The contractors, United Living, are on the ground to start the works and make these choices a reality.

Treadgold House is the first block in the borough to be refurbished to a carbon-neutral standard. The energy efficient refurbishments being delivered include triple glazed windows, solar PV panels, non-combustible wall, floor and roof insulation, mechanical ventilation with heat recovery, replacing gas heating with an air-source heat pump, and comprehensive internal refurbishment.

As well as reducing the energy demand of the building, this work will mean residents benefit from lower energy bills, reduced need for repairs and maintenance, improved air quality, reduced noise from outside, and more comfortable homes throughout the year.

Treadgold House residents chose a white finish to the exterior of their building.



Deputy Council Leader Councillor Kim Taylor-Smith and LWNT's Neighbourhood Director visit Treadgold House.



“The start of this work at Treadgold House is a landmark for residents and Lancaster West on our journey to making the estate carbon-neutral by 2030, and a landmark moment for the borough. Residents have been involved in the process from the start choosing many of the elements for their homes and their block. Improving the thermal efficiency of this building will mean greater comfort for residents, lower fuel costs, and a more modern home.”

LWNT Neighbourhood Director James Caspell

First residential block to get bio-solar roof

We are delighted to announce the completion of the new bio-solar roof on Camelford Court. Thanks to all residents for their support and patience during construction.

The final roof design received 68 per cent of households' overall votes compared to the two other options.

Camelford Court now has 98 photovoltaic panels across the two buildings generating green electricity that will reduce service charges for residents in the block. The solar panels will save 15,299kg of CO₂e from going into the atmosphere every year.

The two sections of sedum planting, surrounding the Grenfell Heart motifs at either end of the roof can withstand hot summers and help to improve the biodiversity of the estate. These plants will absorb 18kg of carbon-dioxide and almost 1kg of airborne pollutants every year.

During the roof refurbishment we installed new triple-glazed skylights in 13 properties which will increase light and ventilation for residents. The new roof has been made with A1 non-combustible insulation, improving safety as well as energy performance.

James Caspell, Director of Lancaster West Neighbourhood Team said:

“We’re excited to announce the completion of Lancaster West’s first bio-solar roof. The roof was co-designed with residents who chose solar panels and a green roof with Grenfell heart motifs at either end of the block. The green electricity generated will help reduce service charges for tenants and leaseholders. The new roof is part of an energy efficient refurbishment going on across the estate which puts resident co-design at its heart.”



Grenfell Early Years Nursery reopens and wins design award



Congratulations to Grenfell Nursery which has won the Architects' Journal Community Impact of the Year award. Judges recognised the design, delivered by Perkins & Will, as 'clever and sensitive', placing 'nature-led childcare at the heart of the Lancaster West Community'.

The nursery, which was located in Grenfell Tower for 30 years, had been without a permanent home since June 2017 and moved to the Ilys Booker Centre. In response to consultations with nursery staff, parents, residents and community groups, it was decided to transform the nursery's temporary home so that it could remain in the heart of Lancaster West Estate.

Working in partnership with the Lancaster West Residents' Association and local residents, the Council invested over £2m to refurbish and extend the building.

The refurbishment has been undertaken to deliver a high level of energy efficiency, with triple-glazed windows, and modern ventilation systems. This will help the estate deliver the ambitious goal of being carbon-neutral by 2030.

The nursery has been extended to create more spacious indoor facilities for children and staff as well as a new roof terrace with a green roof. The entrance has been relocated to lead through a transformed garden, which offers new opportunities for nature-oriented learning.



James Caspell, Director of Lancaster West Neighbourhood Team said:

"This award is a credit to the nursery, design team, and indeed the whole community in coming together to deliver a modern, permanent home for Grenfell Nursery, providing affordable childcare on the doorstep for dozens of children in the local area."

CGI of refurbished NKRC



North Kensington Resource Centre refurbishment update

Thank you to all residents who participated in the co-design of the North Kensington Resource Centre. The refurbishment aims to upgrade the existing centre to become an exemplary eco-community centre, supporting our vision to become the UK's first carbon-neutral estate.

Options that residents chose include a yellow awning colour, a blue shimmer floor finish and light grey window frames. The new awning will enable greater use of outside space and the bi-fold door will create a greater sense of space. Other internal improvements include a new commercial-grade kitchen, a new accessible bathroom, and a full

re-decoration to create a relaxing and contemporary space.

The refurbishment also includes energy-saving measures, such as triple-glazed windows, non-combustible wall, floor and roof insulation, mechanical ventilation with heat recovery and an air source heat pump to generate clean, green energy.



Renewable heat network gets green light

The landmark project to supply Lancaster West homes with renewable heating and hot water has got the green light.

Lancaster West will be home to Phase 1 of the Notting Dale Heat Network which includes designing and building a renewable energy centre and heat network. The network will give residents green and more affordable heating and hot water, from a local energy company that puts customers at its heart.

While the new energy centre will make renewable heating and hot water available to every home on Lancaster West, the refurbishment programme will deliver new heating systems and heat controls,

changing how you heat your home.

Residents worked with our team, architects and engineers to co-design the estate-wide refurbishment and the renewable heat network. Alongside this through surveys, focus groups, webinars and roadshows nearly 500 local residents have participated in co-designing the heat network, and over 200 attended the Energy Centre co-design events.

There were also creative workshops, where residents painted and photographed

nature around Lancaster West, with renewable energy centre architects, Tonkin Liu to act as an inspiration for the renewable energy centre design.

A big thank you to everyone who took part. Residents were able to see the updated designs at the final exhibition at Kensington Leisure Centre in April. The updated designs reflected residents' preferences and feedback and the team were able to gather final thoughts before submitting a planning application.



Project benefits


Cleaner air,
no more gas


Green skills
and jobs


Estate
improvements


More control
for residents


Help tackle
fuel poverty

More respite offers for residents

It's likely you'll experience some disturbance due to noisy works during the refurbishment of the estate. To help residents through this, we have created a range of respite offers to suit residents needs.

Example of a temporary relocation accommodation.



The respite offers are based on what residents have told us they want and their households' needs. Residents have been central to the development of the respite offer, through surveys, pop-up events and one-to-one discussions. We had over 200 suggestions including ideas on wellness, tickets for local attractions and places to go when the disruption makes working from home difficult.

Free gym sessions for our residents affected by refurbishment works.





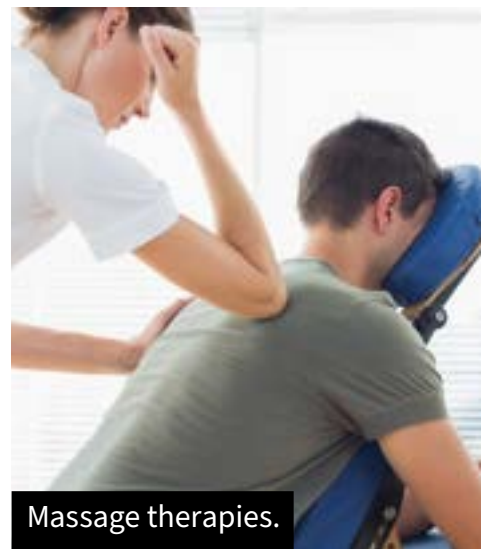
Visit the famous Hampton Court Palace.

Respite offers now cover home and working life, creating spaces for work, study, and quiet time, and we continue to partner with other organisations to offer activities on and off the estate. If you need respite please request a brochure, now available in Arabic, Fasi and Somali.

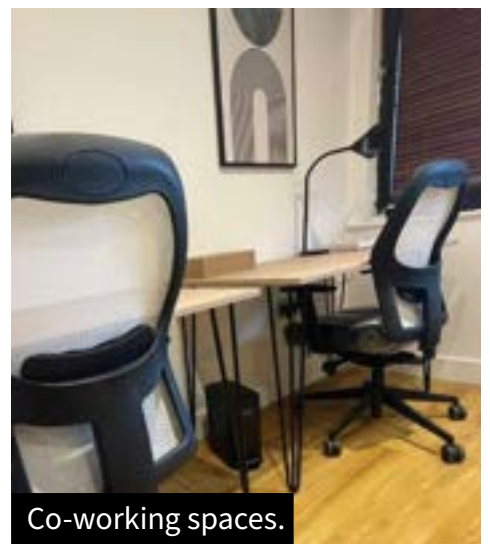
Engagement on respite has taken place at the refurbishment co-design events we have held across Lancaster West and we continue to respond to new suggestions and ideas from residents. Please do not hesitate to get in touch if you have an idea for how we can help ease the disruption of the refurbishment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



Take a trip to the local Museum of Brands.



Massage therapies.



Co-working spaces.

Home repair video inspections rolled out on Lancaster West

Following a successful pilot, we have introduced video inspections to quality assure repairs. LWNT's repairs operative will call their supervisor once the job is complete so they can visually inspect the work, and assess whether any further work is needed.

This can then be booked with the resident on the spot. This reduces disruption to residents of a further visit and has improved our first-time fix rate.

We are also testing the use of video diagnosis with residents, to improve how we diagnose repairs when first reported.

We also aim to contact all residents within 24hrs of a repair being completed, to ensure that the repair is completed to a high standard and the resident is happy.



Are you worried about condensation and mould in your home?

The Awair air quality monitor allows residents to track the changes to air quality inside their home.

If you are concerned about condensation and mould in your home, contact us on **0800 389 2005** to organise a time for a surveyor to come and inspect your home.

The team will come up with an action plan to help you tackle the issue. Plans include preventative measures, including smart thermometers and air quality monitors that track humidity levels, to full mould removal toolkits, including removal sprays and moisture absorbers.



Some of the mould removal toolkit.

Need repairs in your home?

Contact us for a General Property MOT

The General Property MOT gives Lancaster West residents the opportunity to request a member of our team to come and survey your property to identify anything that needs fixing – big or small. Whether it's a broken lock or a leaky tap, we're here to help.

We will be contacting all residents over the next few months to book a visit. However, if you already have concerns, please contact us on **0800 389 2005** to book an MOT as soon as possible.



Cost of living

Energy advice for all

Our Energy Advice Service provides support to residents who are at risk of fuel poverty or are already experiencing financial difficulties due to rising energy bills.

There are things you can do to reduce waste, save money on bills, and help cut carbon emissions. Get in touch for guidance on improving your understanding of household energy usage, the different components of energy bills, help in finding financial assistance and support, and advice on small energy efficiency measures that you can adopt for free.

Contact Hazel Dion:
hazel.dion@rbkc.gov.uk
or **07890 396981**



A new Employment and Training Hub for North Kensington!

In partnership with Lancaster West Residents' Association, we are delighted to announce the official opening of our new Employment and Training Hub on Lancaster West Estate. Thank you to everyone who joined our series of events to celebrate the official launch of the space, including residents, councillors, local partners and organisations.

The new digital training room at Baseline Studios will facilitate opportunities for brilliant training provision, creative courses, workshops, and employability support for local residents.

The dedicated space was co-designed and co-delivered in collaboration with Lancaster West Residents' Association, Lancaster West Neighbourhood Team and other key stakeholders. Our Future Neighbourhood Vision, developed with Arup, included the perspectives of over 200 local residents, highlighting the

Employment and Training Hub as a number one priority for the community.

Residents put forward their ideas on what they would like to see delivered in the space, including youth leadership workshops, tutoring sessions, software packages, coding and games development.

Abbas Dadou, Chair of the LWRA, said: "Our aspiration was to create a centre of excellence right here on Lancaster West Estate, dedicated to supporting LWE and our local neighbours through the provision

of training and employment support to increase opportunities, household income through earning, and career development."

Look out for upcoming opportunities. If you are a resident who would like to host a course or class here, or would like to use the space, please get in touch with Felicity Maries at Felicity.Maries@rbkc.gov.uk.



Jobs, training and opportunities for local residents.

200 residents attend employment and training fair

We partnered with Kensington Leisure Centre to host a job training and employment fair, which was attended by more than 200 residents.

Residents had the opportunity to meet hiring employers, apply for current vacancies, access support to training opportunities from local providers for career pathways, attend a CV surgery, and receive interview preparation and job application support.

Partners attended included NHS, Care First Recruitment, Arup, the Sloane Club, Ruby Hospitality and Harvey Nichols and more with live vacancies from entry to higher levels, ranging from permanent contracts to seasonal work, or apprenticeships and training opportunities.

We hope to host more of these in the future to support residents to secure employment opportunities.



Co-working spaces on offer

We have been creating more spaces for residents to have a comfortable, quiet space to work. We have several spaces available at Baseline Studios, such as the Garden Café and individual and small meeting pods which are free to use when Baseline is open.

We recently opened a new co-working space in Clarendon Walk if residents need a quiet room, whether that be for meetings or if you're a student needing to complete your coursework.

The space is open Monday-Friday, 9am-4.30pm.

To book, please contact lancasterwestoffice@rbkc.gov.uk or **0800 389 2005**.



LancWest Works: We're hiring!

LancWest Works is an award winning programme that offers Lancaster West and North Kensington residents employment, learning, and career-focused training opportunities with our team, our partners, and contractors.

The programme aims to provide bespoke support for residents' journeys into employment, enabling local people to achieve their career ambitions and maximise their earnings through opportunities to work, learn, and network.

LancWest Works is part of the Community Development strategic aim to maximise career and financial opportunities for residents. We have delivered 24 LancWest Works placements since June 2018.

To achieve this, the programme focuses on:

- Providing paid, three-month work placement with us, our partners or contractors
- One to one employment advice support
- Links to local employers
- Access to free training
- Connecting to exciting opportunities
- Support while in work
- Digital network

LancWest Works has delivered 24 work placements over past three years.

To find out more, visit the Current Vacancies page on our website www.WeAreW11.org



LancWest Works



Amina's living the dream

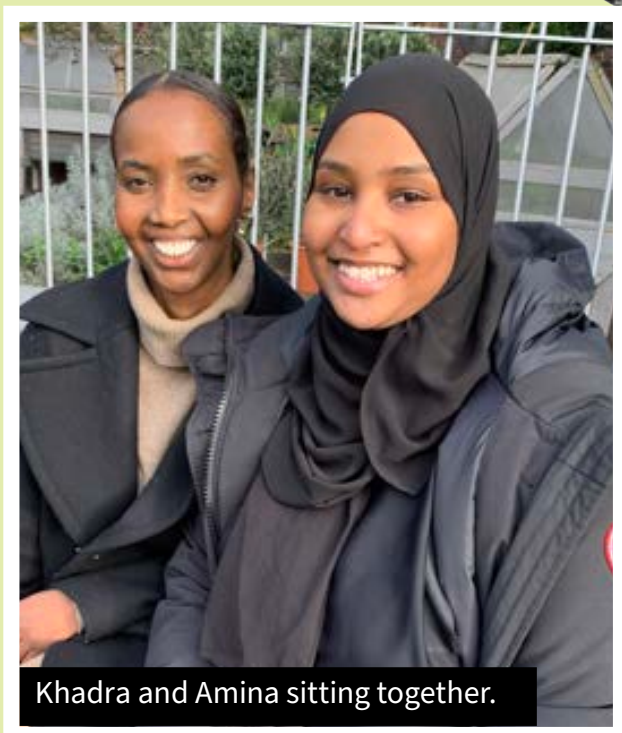
We're delighted to have been able to help Lancaster West resident Amina find full-time work after attending our Employment and Training Fair at Kensington Leisure Centre.

Amina was part of the LancWest Works programme and has now started as a Community Support Worker with local partner The Clement James Centre.

Khadra from LWNT invited her to the employment fair and set up an introduction for her with The Clement James Centre..

Amina said:

I had been looking for work for a while. If Khadra hadn't invited me to the fair, I would not have found out about the opportunity at Clement James. It's a dream for me to be able to give back to Clement James. I live on the estate and am part of the community.



Khadra and Amina sitting together.

New CCTV in Walkways' bin chute areas

We have installed extra CCTV in the bin areas of Hurstway, Testerton and Barandon Walks. This is due to a number of incidents where residents have dumped their rubbish. Cost of removal will be charged to offending householders where they can be identified.



Saving money with SkyVac

SkyVac is a gutter cleaning system that allows us to clean gutters and downpipes without the need for ladders or scaffolding.

This means our in-house team can clean the gutters rather than having to outsource it. This saves money which can then be reinvested in the estate. Gutter works are completed every six months.



Be a responsible dog owner

We'd like to remind dog owners not to walk their pets in the communal green spaces on the estate or let their dogs foul anywhere on the estate. It is a condition of your tenancy to ask if you want to keep a pet in your home.

Following complaints, we are asking all known pet owners to sign a pet agreement. If you have any concerns, please contact Lancaster West Neighbourhood Team by phone or email lancasterwestoffice@rbkc.gov.uk.



Improving cleaning and caretaking

We're working to improve the quality of cleaning and caretaking in your block, with a new in-house team. Alongside dedicated caretakers for each block, the service will now be supported by a Senior Caretaker and an Estate Cleaning Manager.

Your Estate Cleaning Manager is **Rafiu Ogunyinka**

Mobile: 07790 979 334
Monday – Friday 8am – 4pm

Rafiu.Ogunyinka@rbkc.gov.uk

If you have a query or request, please get in touch.



Inspecting your estate

We conduct regular estate inspections to identify any issues and repairs that may need to be carried out. Residents are welcome to attend, just get in touch.

Decarbonising Lancaster West: Goodbye gas

Our 'Goodbye gas' campaign has won a national award! Recognised at Unlock Net Zero Live Awards 2023.

We're helping residents on Lancaster West say goodbye to gas with a programme to replaces gas hobs and ovens for more energy efficient and safer induction hobs and electric ovens.

Induction hobs are more energy efficient because less heat is lost while cooking, and food is cooked faster. Induction hobs can boil a pan of water in half the time, are safer, and are not polluting like gas.

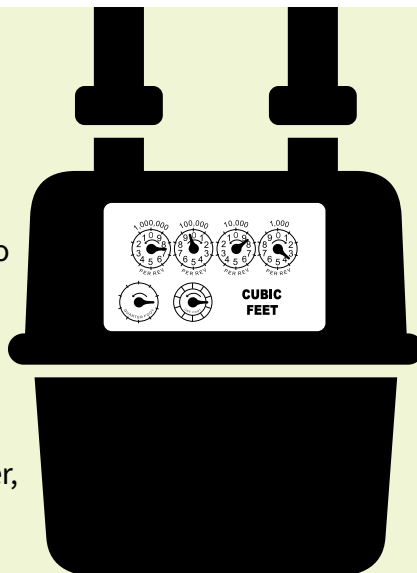
The **goodbye gas** campaign is part of our wider plan to replace gas powered heating, hot water, and appliances with renewable energy on the estate. This goal is in line with the government's target to phase out gas boilers by 2035. Gas is the number one source of carbon pollution in the home.



Free removal of gas meters

You will need to contact your supplier to get your gas meter removed and avoid standing charges. Lancaster West Neighbourhood Team can help you and cover the cost.

This offer is available to all residents including leaseholders. To claim this offer, please contact us on 0800 389 2005 or lancasterwestoffice@rbkc.gov.uk



**Free
induction pans
worth £60**

We will give you a set of five induction pans for your new hob.

Green Skills Academy



Free training and work experience: future proof local skills for a carbon-neutral economy!

The Government has a target for the UK to become net-zero by 2050. We're getting a head start by aiming to make the Lancaster West Estate carbon-neutral by 2030 in a way that suits the priorities and needs of the residents who live here.

The Green Skills Academy provides green jobs, opportunities and training for

local residents and staff to equip, educate and inspire them into gaining new skills and to develop a career in the industry.

- Work towards a career in the green sector
- Progress whilst in work, learning future skills in high job-growth sectors
- Manage your life and business more sustainably

LWNT's Bilal was trained to do pulse testing on the homes we manage. We have saved £8,000 by training our team to carry out energy performance testing. Pulse testing is one of the tests we've brought in-house. The test shows how much air is leaking from a building – an indication of how energy efficient the building is.



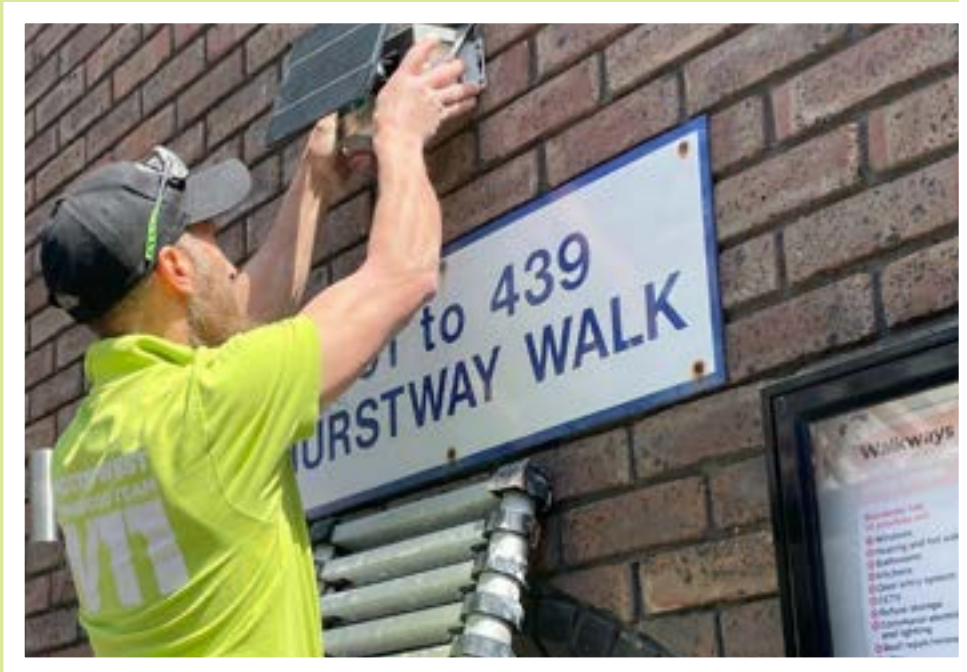
Bilal carries out a pulse test to find out how much air is leaking from the property.

How clean is your air?

Lancaster West Residents' Association has been working with Breathe London and our team to install an air quality monitoring device on the Lancaster West Estate. This is located at the entrance to Hurstway Walk on Bramley Road.

This small device has been provided by Breathe London Community Air Programme, supported by Imperial College and the Mayor of London. It will measure the quality of the air in real time.

The data is publicly available www.breathelondon.org



Thermal imaging camera loan scheme

The Thermal Imaging Camera Loan Scheme offers residents the chance to borrow thermal imaging technology to identify where heat is escaping from their homes – free of charge. Kensington and Chelsea is the first council in the country to have launched such a scheme.

Once residents have identified areas most in need of improvement, you can speak to us about support available, including free draft excluders and our free Google Nest smart thermostat offer, as well as getting energy advice.

If you are a Lancaster West resident interested in borrowing a thermal imaging camera or would like more information, please contact Hazel at hazel.dion@rbkc.gov.uk or call **07890 396981**.



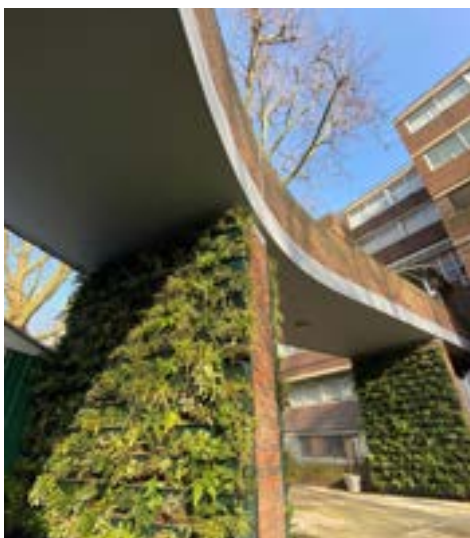
Lancaster West wins Green Flag Award for second year!

Lancaster West Estate was awarded Green Flag status for a second year, the first estate in the borough to receive this award, an international recognition of excellence in green space management!

We are very proud of the green spaces on the estate and are thrilled to win this award. The judge was particularly impressed with the living green walls outside North Kensington Resource Centre, the first of its kind in the borough; our community growing spaces such as the Secret Garden and the

Tea Garden; and the respite spaces such as Camelford Walk Terrace Garden.

We will continue to work with residents to co-design and create spaces that can be enjoyed by all and provide access to nature in the heart of our city.



**James Caspell,
Neighbourhood Director said:**

“It is a fantastic achievement for Lancaster West to become the first estate in Kensington and Chelsea to receive a Green Flag award for our outstanding green spaces, and a credit to our residents and volunteers who have helped to turn grey spaces green and transform existing green spaces to become more biodiverse.

“The Green Flag is an internationally recognised badge of excellence in green space management, putting Lancaster West Estate firmly on the path to become a garden estate at the heart of the UK’s largest eco-neighbourhood, and to meet our ambitious target to become carbon-neutral by 2030.”



Improving biodiversity and resident wellbeing

We're turning unused grey space into vibrant green spaces, and improving existing green spaces across the estate.

The new green spaces increase biodiversity and offer residents an attractive outdoor places to socialise, relax and get gardening!



Verity Close Garden of Life

Co-designed with residents the Verity Close Garden of Life is a new biodiverse sensory garden with gym equipment.

Treadgold House pocket park

This moveable green seating area has been co-designed with Treadgold House residents. It has been supported by the Mayor of London's Future Neighbourhood 2030 Fund.





Camelford Walk Roof Terrace

Co-designed with residents, an unused roof space on Camelford Walk has been turned into a thriving green garden for residents to enjoy.

The Secret Garden

Co-designed with residents The Secret Garden between Barandon and Testerton Walk offers a vibrant food-growing area and includes an edible hedge planted with the Tree Council, a polytunnel, raised beds and a seating area, a pond with water plants, and hosts a collection of mosaics created by residents. It also includes the Lancaster West mushroom farm!



42 different plant species.

Urban greening increased from 0.33 to 0.42, above the borough's target .



Garden and balcony MOT project



We are running a balcony and garden MOT scheme on Lancaster West, prioritising residents with mobility issues or aged 60+.

- We'll visit your outdoor space and work with you to understand what you would like for your garden or balcony.
- We are offering a choice of themes - natural, contemporary or Mediterranean.
- We'll install the planters and plants and six months after the works, residents are asked to complete a feedback survey.

For more information, please contact alana.mann@rbkc.gov.uk 078125 07689

Lancaster West plant bank

Following a successful trial, we've set up a plant bank outside Baseline Studios. Local residents are invited to take home plants.

The scheme is supported by the LWRA and offers an everchanging variety of indoor and outdoor plants for homes, balconies, or outdoor spaces on the estate. You can also leave plants and seedlings for others to collect.



National Tree Week marked by visit from the Duke of Kent

The Duke of Kent planted a new variety of plum tree especially cultivated to commemorate the late Queen Elizabeth's 70-year reign.

The Duke was able to meet community gardeners, garden volunteers, members of the Lancaster West Residents' Association, residents from the estate and members of the Tree Council, some of whom assisted with the planting.

The new planting is part of our commitment to creating a garden estate to support residents to grow, eat and share food together.

This innovative programme is enabling residents to gain gardening training, experience and confidence to volunteer and find employment.



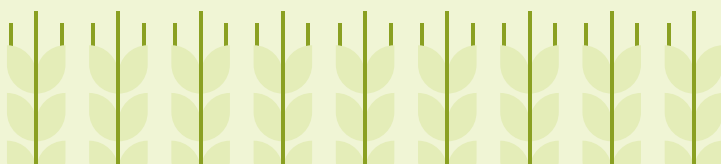
Photo by Dafydd Jones

James Caspell, Neighbourhood Director said:

“We are committed to transforming Lancaster West into a garden estate in partnership with residents, as a key part of becoming a carbon-neutral neighbourhood by 2030. Gardening has been an entry point for many residents to access the services they need, including, housing, health, training and employment, and therefore an important part of Grenfell recovery for the community as a whole.”

Abbas Dadou, Chair of the LWRA said:

“Our residents are passionate about leading the transformation of Lancaster West to become a 21st century model estate. This has become a way for residents to tackle isolation and build confidence, with many going on to secure full-time employment. We're delighted that the Duke of Kent has chosen to visit and recognise the work of our local community.”



£4million target reached for residents

In 2020 LWNT set a target to deliver £4m of financial and economic investment for the estate and local residents by April 2023.

The team has worked with Lancaster West Residents' Association and wider resident groups to secure grant funding, create job opportunities, support local businesses, and deliver social value through work with contractors.

We are pleased to share that, by April 2023, the team had delivered over £4.3 million of value to the estate and wider area, exceeding the target set out in 2020!

In 2022-23, we've been able to invest over £100k supporting local small businesses, identified training opportunities worth over £60k - at no cost to residents - and successfully gained grant funding and financial investment of over £1 million benefitting the estate and wider community.

All this we have been able to reinvest back into the local area, supporting residents with projects ranging from sustainable food initiatives, providing data and devices to residents who are digitally excluded, creating paid opportunities through LancWest Works, establishing a co-designed Employment and Training Hub at Baseline Studios, and transforming garden spaces to provide respite and transforming underused grey space on the estate into biodiverse green spaces.

With an ambitious target to reach £1m of additional value by the end of this financial year in April 2024, LWNT is here to improve opportunities and improve the quality of life for local residents.



The team have already secured over £75k in grant funding to establish some training, furniture upcycling and electrical repairs and recycling for residents and look forward to working with our residents to deliver the best possible outcomes for these projects.



If you have any ideas as to how we can attract investment the local area, why not send us a DM?

Good news from the Community Fund with LWRA

In partnership with the Lancaster West Residents' Association we've delivered seven projects that were awarded funding to primarily benefit residents living on Lancaster West Estate.

The Home Project

The Home Project was delivered by Sion, a resident who photographed and interviewed five people who have lived on the Lancaster West Estate the longest.



LOCATIONS

- ROSLYN SYLVESTER
BRANLEY RD W11 1WJ
- HAZEL BURKE
DRENFELL RD W11 4BN
- ROBERT PERINO
LANCASTER RD W11 1QE
- STEWART
VERITY AL W11 1BN
- ANGELA FRANCIS - MURRAY
CLARENDON RD W11 1JW



Swimunity

Swimunity gives local residents access to a safe space for all members of the community to learn to swim.

It is led by Lancaster West Estate resident Sarraounia.



“It means the world to me, I’m 36 and I’ve learnt to swim! said one resident.”



Science Boost

Science Boost offered a range of science courses after school and on weekends for children who live on Lancaster West delivered by Educational Events Community Interest Company.

“The practical element of the classes was superb. My child was always excited to show us the experiments he completed during lessons”

Lancaster West resident



Cooking lessons

Cooking lessons delivered by the Persian Care Centre ran weekly for 12 weeks, teaching over 16 regular North Kensington residents to cook healthy, traditional meals using fresh ingredients.

“I love coming into the centre. I have created a social network of people I see every week and talk to often. The activities are very helpful, and I learn so much about myself and how to adapt my lifestyle so that I am happy and healthy at my age”

North Kensington resident





Community Volunteers play their part in turning Lancaster West into a Garden Estate

Our gardening volunteers have been helping transform and maintain communal garden space around the estate, as well as green pockets around residents' homes.

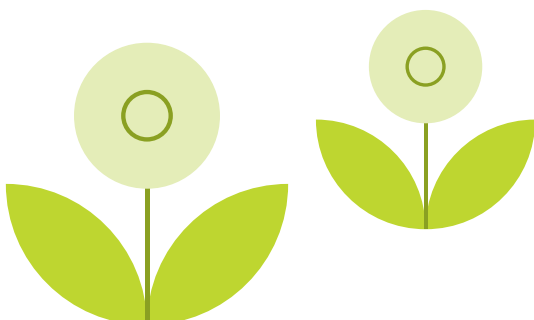
Through partnership and listening to the needs of the residents, to date we have had 148 volunteers (with 25-30 regular volunteers) work a total of 4,609 hours through the garden volunteering scheme. In doing this, the volunteers have kept active, learnt new skills and helped to transform the green spaces on the estate.

Furthermore, particularly during times of social isolation, the maintenance of garden spaces has improved the mental health of residents on the estate, considering that most homes do not have access to their own green space.

Thank you to everyone who's volunteered their time and energy, and we hope to continue and expand our volunteer scheme!

**Salima Chebbah
Volunteer Support Lead:**

Volunteering has been the highlight of my year!... It is more than a volunteer programme; it has now become my family.



Moving home under the Local Lettings Plan



Do you live in a home that is overcrowded or has spare bedrooms? You could move to a more suitable home under the Local Lettings Plan.

Under Occupation Scheme

The Under Occupation Scheme is an offer to residents that have unused, spare bedrooms to move to a smaller home and receive a number of benefits if they downsize. For more information, please contact the team at lancasterwestoffice@rbkc.gov.uk or call 0800 389 2005.



Refurbishment Decant Scheme

Permanent moves

The Refurbishment Decant Scheme allows residents to move into an identically-sized, permanent home on the estate that has already been fully refurbished and give up their existing one. This will reduce the stress, noise and disruption of living in a property whilst it is refurbished.



Temporary moves

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



For more information on any of the above schemes, please contact the team at lancasterwestoffice@rbkc.gov.uk or call 0800 389 2005.

Update from the Department for Levelling Up, Housing and Communities

The future of Grenfell Tower is an important and sensitive question, and no decision has yet been made.

The government is committed to supporting bereaved families, survivors and local residents and their work to determine a future memorial, and will not make a decision about the future of the tower without having further conversations with them.

For more information or to ask any questions, use the contact details below or come to one of our informal drop-ins.

- Email GrenfellTowerSite@levellingup.gov.uk
- Phone 0303 444 0011

The Grenfell Tower Memorial Commission's recommendations for a future memorial

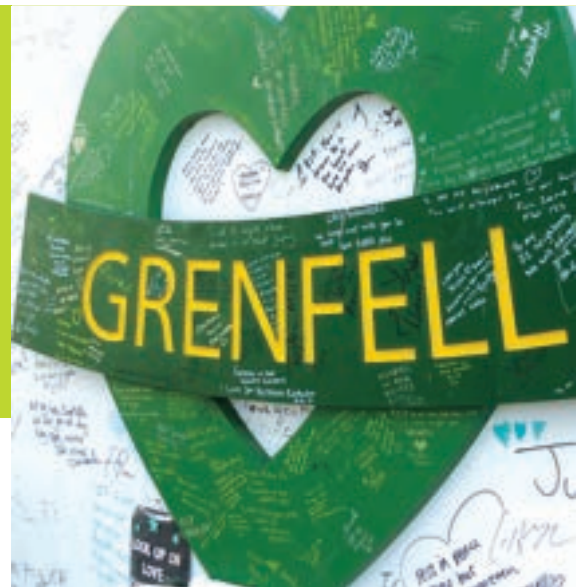
On 14 November 2023, the independent Commission published its second report, Remembering Grenfell: Recommendations and next steps to a memorial. This report covers almost four years of work by the Commission, to understand the Grenfell community's wishes for a fitting and beautiful memorial to those that were tragically lost.

In early November, the Commission wrote to the Grenfell community, expressing gratitude to those who have given their time and views. These views have enabled the Commission to develop the vision for a memorial and the recommendations within its report, which you can read at: www.grenfelltowermemorial.co.uk/report2023

Translations and summaries of the report can also be found using the QR code, and hard copies are available at over 20 local locations.

To contact the Commission, please:

- Visit www.grenfelltowermemorial.co.uk
- Email GTMCSecretariat@levellingup.gov.uk
- Phone 0303 444 4831
- Follow them on Twitter and Instagram @GrenfellTowerMC



Grenfell
community

updates



Grenfell Tower
Memorial Commission



How we communicate with residents

Subscribe: Lancaster West News, your regular newsletter

Your resident e-newsletter Lancaster West News is a great way to stay up-to-date with what's going on in your community including local events, volunteering and employment opportunities and get the latest news about the refurbishment of your block. When subscribing, remember to select your block for block specific news.



Check out: the estate noticeboards and electronic noticeboards

We now have six electronic noticeboards around the Lancaster West Estate, with the latest addition in Hurstway Walk.

Our noticeboards provide residents with real-time updates on news, weather, events, estate notifications, borough news and most importantly, updates on the refurbishment from the Lancaster West Neighbourhood Team. Our physical noticeboards are also kept up to date. We encourage all residents to stop and take a look to stay informed about what's happening around the estate!

Download: WeAreW11 app

There is plenty of content on there including news about the refurbishment and when events are happening on the estate. You can also book a non-urgent repair, or message the Lancaster West team if you have any queries. Get the app by searching WeAreW11 on both the Apple Store and Google Play. Create an account to access all the features.

Visit: our website

Head to www.WeAreW11.org to access all our content. Use your account to book repairs. Find out what's going on in your neighbourhood and what's coming up.

Follow: our instagram

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

Our Instagram page features regular updates about upcoming events, community initiatives, and other important news. We also feature a weekly series of short videos (LancWest Fest) that provide a behind-the-scenes look at what's happening across the estate. To follow us on Instagram, simply search for [@lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)


Join: your block's WhatsApp group

Join your WhatsApp block chats to stay connected. Get important updates and stay informed about events on the estate and news for your block. Contact lancasterwestoffice@rbkc.gov.uk to be added!


How to contact us

 Unit 7, Baseline Studios,
Whitchurch Road, W11 4AT

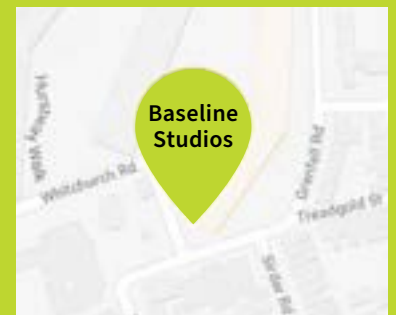
 Email lancasterwestoffice@rbkc.gov.uk

 If you prefer to call, please
telephone 0800 389 2005

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

 Opening hours are Monday
to Friday, 8am to 6pm

 Download our new app
WeAreW11



This magazine was delivered in a compostable bag made from potato starch. It has been printed on sustainable paper accredited by the FSC (Forestry Stewardship Council) using vegetable oil based inks. The material has also been carbon balanced with The World Land Trust. For further information please visit www.carbonbalancedpaper.com.

A summary of this newsletter is available in Arabic, Somali and Farsi. Please contact us if you need a translation.

