

Maximising financial and career opportunities



Being healthier and well



Living more sustainably on a garden estate, in a greener neighbourhood



Living in a connected community as drivers of change, experiencing improved levels of equality



Community Development and Co-Design Update

Programme Board, Tuesday 3 March 2026

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11

Communications and engagement

You said, we did

Following the Housing & Communities Select Committee in 2025, we agreed to: Review the communications plan and ask residents the communications they find the most useful, content, the best means of delivery and frequency. Ensure timelines and any changes to timelines of works and funding are communicated to residents, and to do this across the estate including on a micro-level where only certain blocks or flats are affected.

Actions to include:

- **Regular posting on social media and via e-news of our high-level programmes and timelines across all blocks**
- **Update letters to all blocks updates being sent regularly** through dedicated e-news and WhatsApp channels
- **Expanded communication channels aim to improve Tenant Satisfaction Measures.**
- **Improve use of data to ensure resident engagement opportunities reach more residents than is currently the case.**

Outputs include:

- Communications Action Plan developed in Autumn 2025, with team now recruited.
- Refurbishment updates to all Lots either completed or in development – sent via post and digitally on WhatsApp, either weekly, monthly or quarterly
- High level timelines produced and regularly shared across channels,
- Increased consistency in updates across digital channels, including regular block updates



Communications and engagement

Outputs increased through Autumn 2025 (data from October – January 2026)



Over 110 residents attended refurbishment related engagements including

- Three Treadgold House refurbishment progress meetings
- A Smart Thermostat pilot for residents to test the new equipment being installed
- Meetings with resident associations
- Goodbye Gas in-person and phone engagements
- Respite focus group



14 weekly e-news delivered, with over 8000 reads

- LancWest News was read by **7,855 residents in Q3 (Oct – Dec)**. A weekly opportunity to stay up to date with everything happening on and around Lancaster West Estate.
- Including key refurbishment updates, Heat Network updates, local opportunities
- Respite offers and information



Scaffolding on Testerton Walk to begin in December

We're pleased to share that preparation for major external refurbishment works at Testerton Walk will begin on Monday 1st December 2025, with scaffolding beginning to be erected. This project marks an important step in improving homes and blocks across the estate.

Amber Construction Services Limited will begin by setting up temporary concrete pads around the building, these pads provide a safe foundation for scaffolding poles, as pictured below when used previously.



35 letters were sent out to blocks, including

- Notification of scaffold striking work at Testerton
- Heat Network works commencing at Dulford Street
- Cleaning of communal areas in the Walkways
- Refurbishment compensation letter for Lot 1
- Lots 1, 5 and 6 refurbishment update letters



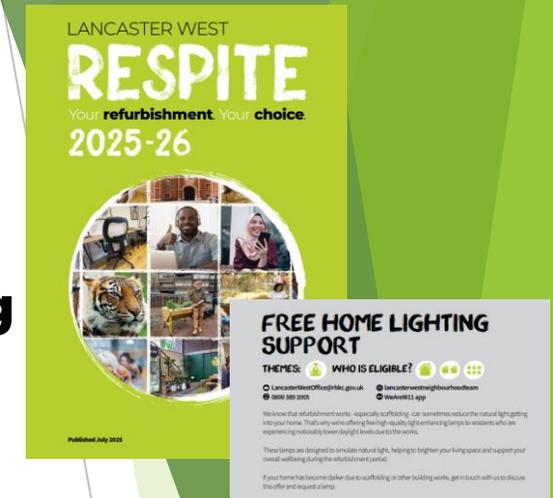
27 Instagram Posts published

- Timelapse footage of the refurbishment in progress
- Spotlights on key progress made across the estate
- Refurbishment updates, inc. internal property works
- Noise and dust mitigation measures across Heat Network works
- Goodbye Gas campaign and free offers for residents
- Respite and community development opportunities



170 WhatsApp updates to all 16 individual blocks sent

- Keeping all **sixteen blocks** we have channels with informed about refurbishment, housing management, or Heat Network progress



Dear Resident,

We know that many of you have asked for more visibility on the progress of the Lancaster West estate-wide refurbishment. In response, we've created below a visual timeline, showing refurbishment progress for each block.

If you have any questions about your block or would like more information, please contact our Customer Experience Team on

Communications and engagement

You said, we did

Outcomes:

- Increased volume of targeted communications produced and delivered,
- Independent surveys for 2024-25 show 80.88% tenant satisfaction with LWNT's communication.

TSM Ref	Question	RBKC 2024-25	LWNT 2024-25	LWNT Current Year London Table Ranking
TP06	Satisfaction that RBKC listens to tenant views and acts upon them	60.37%	64.62%	Top in London (1/30)
TP07	Satisfaction that RBKC keeps them informed about things that matter to them	78.17%	80.88%	Top Quartile (2/30)

Priorities to increase resident satisfaction:

1. **Deliver consistent targeted communications related to the refurbishment across all platforms, including a strategic plan for updates to ensure proactivity without saturating residents**
2. **Host specific engagement and events curated to support the update of residents, visibility of the programme and meeting the team and contractors**
3. **Develop our systems and process to further monitor success of communication methods, gaining improvement in TSMs,**
4. **Increase subscriptions to e-news and block WhatsApp groups, and use data to ensure every resident is informed**
5. **Raise visibility and use of of Respite offers for impacted residents.**

Community Impact Headlines: Driving change through the LWE refurbishment programme

Programme-to-date achievements:



127

residents employed through the LancWest Works programme to date, with 14 roles filled through social value commitments
FY target: 20, FY actual: 12



£1.6m

secured in external grants to deliver against our Community Programmes supporting health and wellbeing, and delivering our 22 Respite offers for residents.



£1.73m

of social value commitments secured to support employment, skills, and community projects, and £53.8k delivered in 2025-26, of £490k to date.



4356.5

hours volunteered to local greening, environmental and digital inclusion projects on the estate, through the LancWest Connects programme.
FY target: 1100, FY actual: 1887.5



8 strategic programmes

delivered through the service area, including refurbishment co-design, engagement and Respite, comms, LancWest Works, LancWest Connects, Green Skills Academy, Circular Economy and Baseline Studios, delivering on over 40 workstreams/projects.



£8.2m

of internal investment secured through income through jobs, internal investment, money saved for residents through support grants, and funding secured for respite and community programmes, **£1m over target!**
FY target: £1m, FY actual: £1.2m



Programme-to-date
Internal Investment
Target

£7m

FY 25 – 26 Target

£1m

2025 – 2026
FY progress

100%

LancWest Works

Spotlight

4 residents supported into Employment or Apprenticeship in October – December 2025

- **Bilal** completed a 2-week work placement with the LWNT Repairs Team to explore career options in electrics vs. plumbing. With clarity and confidence from the placement, he decided to pursue Electrical Installation. We supported him to start a Level 2 Electrical Installation Apprenticeship with RMA Stuart.
- **Young male** resident progressed onto an Electrical Installation Level 3 Apprenticeship with RMA Stuart.
- **Long-term unemployed female** supported with interview preparation and confidence-building, successfully secured employment as an Executive Assistant at Article 19.
- **Young female resident** seeking work was successfully referred into employment, now working as a Team Member at GAP, through partnership with the Economic Development team.



Community Development and Co-Design delivery highlights

318 residents engaged through our Energy Advice Service to date (since April 2024)



£33.7k saved for residents through support offers from Energy Advice to using the repair cafes or Community Laundrette.

Carbon Co-op case study published, featuring LancWest Works as best practice to deliver resident-led retrofit.



El Harding
Site Administrator



Khadra Ibrahim
Community Development
and Careers Manager

231 residents involved in Circular Economy activity across the year so far – with Fix It Fests (monthly Repair Cafes) a popular community resource.



Residents employed through LancWest Works meeting Secretary of State DWP Pat McFadden, plus Joe Powell MP & Cllr Kim Taylor-Smith at a jobs fair.

51 RBKC residents attended our pop-up business school, delivered by Rebel School, which LWNT led on through securing £40k UKSPF grant.



153 residents accessed the Employment and Training hub



95% satisfaction from residents engaged in respite support, plus new Health & Wellbeing hub curated in Baseline, to support respite offer delivery during NKRC refurbishment – with 22 offers now provided!

