

Community Development and Co-Design Update

Programme Board, September 2026

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



LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

Communications and engagement

You said, we did, April – August 2026

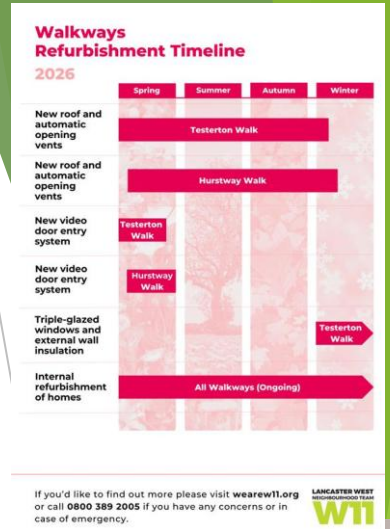
Housing & Communities Select Committee 2025, action was: *LWNT to review the communications plan and ask residents the communications they find the most useful, content, the best means of delivery and frequency. Ensure timelines and any changes to timelines of works and funding are communicated to residents,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

Priorities to increase resident satisfaction with communications:

1. Deliver consistent targeted communications related to the refurbishment across all platforms,
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,
5. Raise visibility and use of Respite offers for impacted residents.

Outputs include:

- Comprehensive refurbishment update to all Lots at the start of the year – sent to each household.
- High level timelines (swim lanes) produced for all Lots and regularly shared across digital channels for visibility,
- Engagement event for Lot 1, NKRC, and x3 housing and repair pop ups across the summer
- Monthly meetings with LWRA committee, and Treadgold House RA for duration of their block's refurbishment,
- Lot 1 comms plan in place – includes letters, internal and external signage and information, Weekly WhatsApp updates, live digital progress dashboard in development, to be hosted on wearewll.org, quarterly e-newsletters
- Increased consistency in updates across digital channels, ranging from refurbishment progress, updates on offers and support available to residents, including respite, upcoming engagement, good news stories, mitigations on noise and dust etc.



Lancaster West News
Keeping residents informed **Wll**

An update on the Testerton Walk upgrades



Communications

April – August 2026

Keeping residents informed

- **55 letters issued to residents**, covering refurbishment, gas removal works and respite support.
- **All 16 blocks contacted** through managed WhatsApp groups - **45 updates** sent to Lot 1 (Walkways), with membership of 94 residents
- **66,800 Instagram views**, increasing consistency of posting.

Tenant Satisfaction Measures

- **60.6% of tenants are satisfied** the council listens and acts on their views
- **80.88% are satisfied** they are kept informed, placing LWNT 2nd of 30.

Over 349 residents engaged between April - August

Engagement and co-design

Co-design reach

72%



of households engaged in the refurbishment or respite co-design process across the estate to date.

We are working towards a new goal of 80%.

Engagement activities

- **17 residents** attended the NKRC drop-in on upcoming refurbishment works.
- **39 households engaged** with Goodbye Gas. Gas **now removed** from **80% of Walkways**
- **9 residents** engaged in intergenerational playground consultation.
- **21 residents** attended monthly LWNT / RA meetings regarding refurbishment
- **7 young people** employed to engage **177 residents** on LWE green spaces and wellbeing and respite support

Respite offers with LWRA

- **81 residents** took up **7 different Respite offers**, inc **14 for Refurb Decant Scheme**
- **5 residents co-designed** the summer Respite Schedule, delivered with LWRA
- **128 residents** on trip to Brighton - **97%** indicated a positive impact on their family's health and wellbeing
- **1979 Community Meals** served, **saving residents £5937**
- **Summer two-week holiday camp** as Respite for XX families, hosted at the NKRC

Community Impact Headlines:

Driving change through the LWE refurbishment programme

Programme-to-date achievements:



£8.8m

Inward investment secured

Q1: £412k delivered against a quarterly target of £375k



£1.6m

Secured through grant funding

Q1: £40k UKSPF project delivered, plus +£2k secured with LWRA for Youth Carers Fair



£116K

Money back in residents' pockets

£61k, saved through circular projects: energy advice, repair cafes, community meals and laundrette



£1.73m

Social value secured

34% of the £150k target for the year
Q1: £54k delivered with £702k delivered to date



4468

Volunteer hours contributed

Q1: +622 hours volunteered through LancWest Connects, saving £8.6k in additional maintenance



146

Residents into work via LancWest Works

Q1: +12, delivering +£348k of £3.5m income



92%

Occupancy of Baseline Studios

Q1: From 84% last FY, with £6k rent arrears cleared, x2 new tenants in situ



322

Trained in Green Skills

Q1: +27 residents trained +5 school age students hosted for GSA work experience week



284

Residents accessed employment and training support

Q1: +97 residents across 13 courses delivered, 27 residents in work experience