

How will we work with residents on the estate refurbishment?

Work continues ahead of the first event in our programme to design the future of the Lancaster West Estate with residents. Working with the Lancaster West Residents' Association (LWRA), we've established some principles that will guide this work. This refurbishment work will be for the whole of the Lancaster West Estate.

The principles set out what this programme aims to achieve and how the council will work with residents, they are:

- The refurbishment will be resident led
- All refurbishment work will be done sensitively and in co-operation with residents
- There will be no demolition work of people's homes on the 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 so 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

The workshop will take place on the 27th January in the Kensington Leisure Centre. We know that at least £30m will be spent on the Lancaster West Estate refurbishment so there's an opportunity for real improvement. This is only the first part of a consultation process during which you will tell us what you want the refurbishment to achieve. You can also let us know your thoughts and ideas ahead of the day, by emailing me at steve.jacobs@rbkc.gov.uk or dropping in at the Neighbourhood Team Office.

UPDATE

Message from Steve

I was deeply moved by the six month anniversary of the Grenfell Tragedy last week. Talking with residents every day and hearing how it has affected the whole estate, I know it's more important than ever for my team and I to do the very best for residents. A big part of this is keeping our promises on refurbishing the estate. It's a real opportunity to establish what good social housing could look like in the 21st century. I would like to see everyone I know on the estate come along on the 27th January and let us know what you think. Many people have already written to me with ideas, at steve.jacobs@rbkc.gov.uk, and I will make sure these are discussed on the day. If you want to raise anything ahead of the event, please email me.

NEIGHBOURHOOD TEAM UPDATE

Baseline Office – Holiday and new year opening times and services

As Christmas comes next week, we thought it would be helpful to explain what services will still be available from the team for this period. The office itself will be open all of next week, from 10:00-16:00, apart from the 25th December and 26th December when we will be closed. We will also be closed on New Year's Day. The out of hours emergency number is **0800 137 111**.

As we enter the festive period, the following services will be available:

Waste and recycling

A skip has been placed on St. Marks Road for holiday rubbish. Waste and recycling collections will continue as normal, apart from on Christmas day.

Fire Wardens

Fire wardens are on duty in the Walkway blocks through this whole period. They can be contacted on **07593 539 911** or at their office in 501 Hurstway Walk. They are there to make sure you feel safe and

they are available at any time to answer any questions you have on the block's fire safety.

Security for the Grenfell site

The Grenfell site will have 24 hour security for the duration of the holiday period.

NHS Grenfell open over Christmas and New Year holidays

NHS Grenfell will be open over the Christmas and New Year holidays. You can contact us at any time if you have a health worry. We are here to help you and your children with emotional support, health and wellbeing support and urgent mental health support.

Call **0800 0234 650**: open 24-hours-a-day, seven-days-a-week.



LANCASTER WEST RESIDENTS' ASSOCIATION UPDATE

The Trafford hall weekend away for Lancaster West Residents' Association took place recently and was organised by Trafford Hall and the London School of economics (LSE).

11 of us went to Chester along with two residents from the wider area. It was a positive and productive weekend. We did some team building, and conflict resolution. We got to know each other better and shared our hopes for the future. Ground rules agreed between us ensured that everyone felt safe and comfortable to have their say.

We talked about the importance of creating healthy and positive futures for our young people. We discussed the need for affordable sports facilities, employment and housing; and long term funding and joint working between youth organisations. These discussions were helped along by the attendance of one of our young residents.

We looked at the nuts and bolts of managing an estate which is much more than just managing the housing. It should have resident participation at its heart, and include local budgets, community provision and co-ordination with other services eg. Police, education, health.

There were discussions about what was important about where we live and we highlighted the importance of community, diversity, the environment and our homes.

An organisation called 'Incredible Edible' came from Lancashire to talk to us about planting spaces, growing your own food / herbs etc, starting and sustaining projects, residents ownership of the projects, and how the organisation built itself.

There was even some light relief with the opportunity to play volley ball or do an exercise / dance session.

LANCASTER WEST ESTATE

The weekend was very productive and gave participants the chance to focus on the wider issues on the estate and to discuss and brainstorm around those issues.

However, we recognise that the number of participants was not representative of the whole estate and so we intend continue these discussions in workshops on the estate during January - March 2018. This would enable us as residents to create a future plan for our estate based on our own needs and desires and where our own ideas can hopefully come to fruition.

Please contact LWRA at lancasterwest@newmanfrancis.org if you would like further information around the responses and conclusions of the residents workshops.

HOUSING UPDATE

Walkways rehousing policy consultation extended

The Council has extended the deadline for the consultation on the draft Walkways Rehousing Policy for an extra two weeks to give residents more time to give their views. The new deadline is Friday 5 January.

The Policy looks at the long-term housing options for residents of Barandon, Hurstway and Testerton Walks who decide that they do not wish to continue living on the Walkways.

We have already received helpful feedback from residents but we want to hear from as many people as possible before the consultation closes.

To have your say, visit www.rbkc.gov.uk/walkwaysconsult where you can read more about the policy and fill in a feedback form.

FIRE SAFETY UPDATE

Fire curtains

The installation of fire curtains for certain properties in the Walkway blocks will now be completed by February. Fire curtain contractors will be contacting residents who will have fire curtains installed outside their windows. These fire safety curtains are to keep the communal areas free from smoke in the event of a fire. If you have any questions in the meantime, please contact housingconsult@rbkc.gov.uk

OPERATIONAL UPDATE

Heating and hot water

We apologise for the loss of heating and hot water residents experienced earlier this month. This was due to fuel running low and a fuel pump breaking down in the estate boiler. We have taken steps to make sure these problems do not reoccur.

Surveyor at work

We have employed a surveyor to make sure that repair and upgrade work completed around the estate is completed to a high standard. Residents can speak with the Neighbourhood team for more information, on **07710 053 437 / 07710 053 431**.

COMMUNITY GROUPS UPDATE

The Grenfell Tower Community Monitoring Project (GTCM Project) is an independent community-led research project, run by the community for the community. The project monitors the support services that the Council has provided in response to the Grenfell Tower Fire disaster. Our aim is to safeguard the well-being of our community, now and in the future, by identifying where these services are falling short of what we need and how they can be improved. We are providing free training, in community research methods, to all those affected by the fire. If you would like to attend and take part in the project, please contact Amanda on **0774 2233112**, email grenfellmonitoringproject@gmail.com or go to our website grenfellcommunitymonitoringproject.com

HOW TO CONTACT US

You can reach us at the Estate Office, at Unit 2, Baseline Studios, Whitchurch Road. If you prefer to call, please call **07710 053 437 / 07710 053 431** Opening hour over the festive period are detailed on the first page, though our normal opening hours are currently Monday, Wednesday and Friday 9am to 5pm. Late night office openings, Tuesday Thursday, 9am to 7pm. We are committed to providing support to residents when they need it. So please let us know if you would like us to extend the opening hours. If you would like to sign up to information updates from the Lancaster West team, please email philip.baker@rbkc.gov.uk