

Community Development
a holistic approach for a
recovery
Thursday 11 April 2024



LANCASTER WEST
NEIGHBOURHOOD TEAM

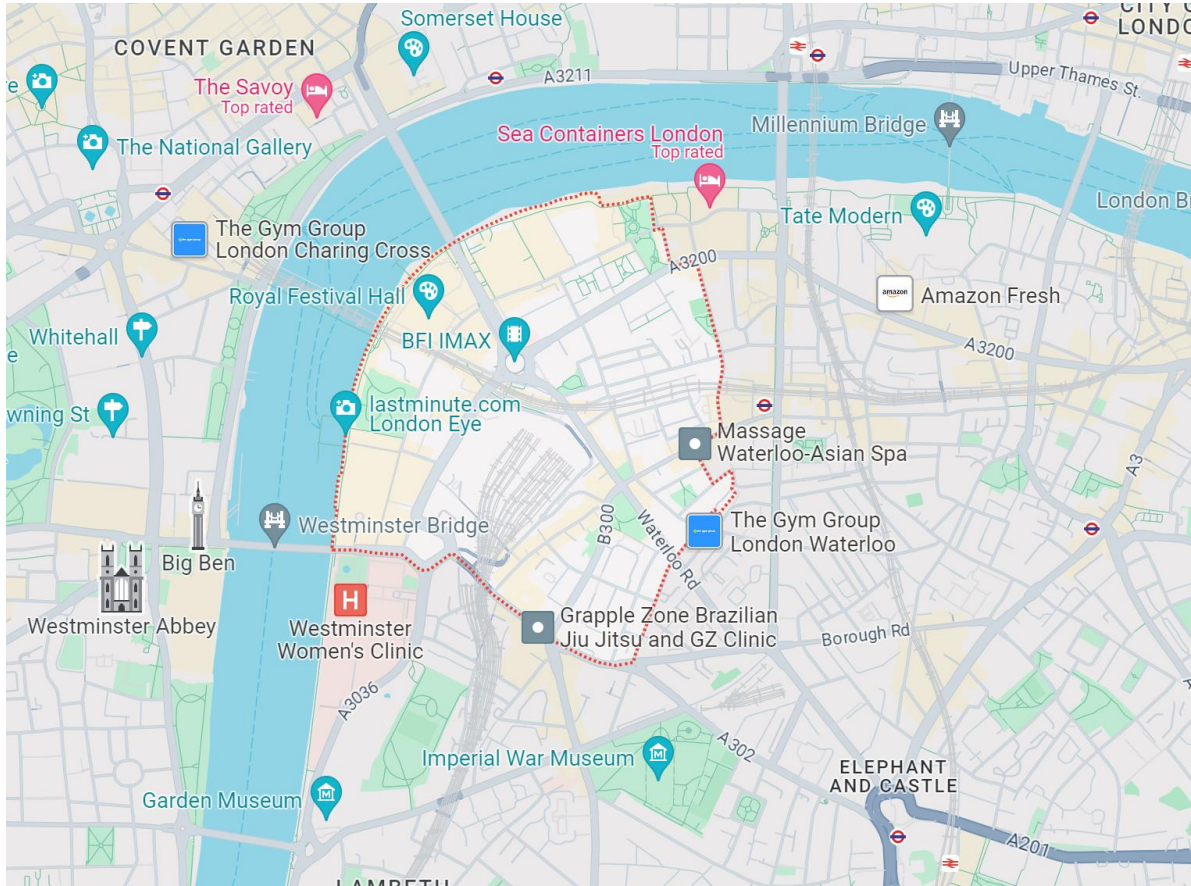
WT11

What to expect:

- Community development principles
- Example of why these principles are important in practice
- Discuss why a holistic approach is needed within (housing) services
- Lancaster West Neighbourhood Team – approach and progress

Community development principles

1. People
2. Presence
3. Purpose
4. Consistency
5. Partnership
6. Policy – with a small ‘p’



Waterloo, SE1



LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

Notting Dale ward

- 70% social housing
- 40.1% of residents were not born in the UK, and 18 common languages spoken
- 10% of homes living in fuel poverty
- 31.5% of residents with a degree level qualification
- 50% of residents in receipt of welfare benefits
- Above average levels of poor physical and mental health with life expectancy up to 10 years lower than the borough average.
- Deprivation index I
- RBKC is presumed to be the most unequal borough in Europe

'A housing service for the people, by the people, with the people.'

Chair, Lancaster West Residents' Association



**LANCASTER WEST
NEIGHBOURHOOD TEAM**

WT11

Biggest threats to progress:

Continuity – people
and services

Access to services –
particularly children's

Limited criteria for
support

Saturation – engagement fatigue

Duplication of services rather than
partnership

Trauma

Fear of
innovation

Cost of living

Lack of trust – not focusing on the
people, but on the problems.

Funding - short term commissioning

Employment
situations

How people are
treated by services

**'I'd worked my way up in my job, and got a pay rise. I'd had the therapy I could on the NHS. So, I started paying for more. I thought I needed it as I wasn't 'improving'. I was on my third therapist. But, then I was moved into a new flat with a separate kitchen, and storage. This suddenly made an unbelievably impact on my mental health. I slept better. I could then actually engage with my therapy and trauma...*

A year before the Grenfell fire, my best friend had died, and then the tragedy happened... How can anyone engage with their trauma without a stable home?'

Lifelong local resident

**paraphrased*



**LANCASTER WEST
NEIGHBOURHOOD TEAM**

WT11

Lancaster West Neighbourhood Team was established in 2018 and exists to deliver a **21st century model social housing estate** and eco-neighbourhood, and **co-design and deliver an estate-wide, sustainable refurbishment programme.**

This will create safe, warm and efficient homes for life, and providing sustainable infrastructure to the wider area and enhance public realm.



Lancaster West Estate



People

- 826 households and over 2000 residents
- 80% of residents from minority ethnic backgrounds
- 25% homes were overcrowded (now under 10%)
- 10% accessibility issue with their home
- 5% households have at least one person who can't speak or read English

Properties

- 20% leaseholders
- Stock from 1930 – 1980
- 7 different building archetypes
- Only one lift accessible block (of 15)



Lancaster West Neighbourhood Strategy

Three top resident priorities:

1. Listen and act: deliver effortless and accessible service to residents
2. Repair, refurbish, and decarbonise: deliver world class repair service in a safe, modern, and carbon-neutral estate
3. Create opportunities for the whole community: Promote a successful, sustainable, and healthy community



Lancaster West Neighbourhood Team

-  Customer experience
-  Neighbourhoods
-  Repairs
-  Refurbishment – internal and external
-  Innovation, strategy and sustainability
-  Community development and co-design
-  Grenfell Housing Service



...maximising financial and career opportunities



...healthier and well



...living more sustainably on a garden estate, in a greener neighbourhood

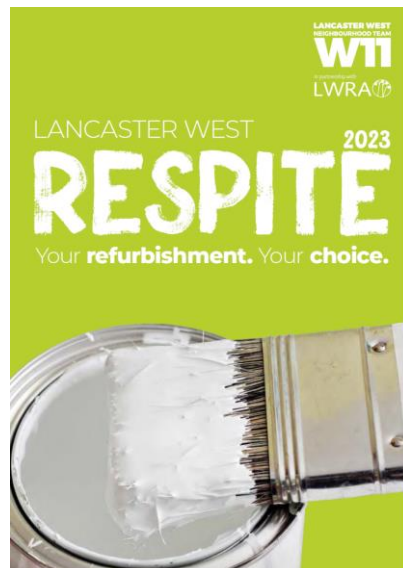


...living in a connected community as drivers of change, experiencing improved levels of equality

Listen and act

Deliver effortless and accessible services to residents

Over 98% LWNT calls answered – best performing call handling in the Council



Over 20 Respite offers co-designed with and provided for residents



64% of residents involved in the co-design of their block and home.



W11 app launched, enabling reporting, appointment bookings, and translation services

Repair, refurbish and decarbonise

Deliver a world class repairs service in a safe, modern, and carbon-neutral estate

Overcrowding in homes has reduced from 25% to under 10%



Estate wide refurb –54% internal completed, inc installation of triple glazed windows, roof solar panels, and ventilation systems!



An innovative Heat Network to homes on the estate, and also the local leisure centre, and secondary school. This will provide a green energy alternative and reduce costs for residents.



In-house repairs service with local operatives, doing 85% of the jobs raised without having to outsource, and this reduces wait time for residents.

Creating opportunities

Promote a successful, sustainable, and healthy community

Over £5 million internal investment secured for the local community



Lanc West Works creating over 30 local jobs and placements within LWNT or with contractors for residents.



Lanc West Connects launched in 2023, as the borough's first green volunteer scheme, and over 50 local residents volunteering!



Employment and training hub developed with LWRA, and opened with residents in May 2023



LANCASTER WEST
NEIGHBOURHOOD TEAM



11 new gardens curated
with resident in the estate –
2 Green Flag awards won

**£297k of grants and internal
investment secured** in the last
financial year

424 community meals served since
September 2023, including wellbeing
breakfast with GHWS

Respite trips off the estate, **over 50
community activities facilitated**
through holiday programmes in the last
year

Launch of the Green Skills Academy,
providing training for residents, and
upskilling in-house staff, in green sector,
in order to reach out
net-zero target by 2030

Delivering a holistic housing service



53 local volunteers, contributing
over **1200 hours** in the last year,
contributing to to a value of **£13.6k**

**3 awards won with
LWRA** for
engagement,
sustainability, and
employment initiatives

**£611k income
from jobs**
generated since
2021

Money MOT supported over
**50 residents with financial
instability**
and arrears since September
2023

What's the impact?



Quafir



Robert



Rozina

Community development principles

1. People – build relationships to do ‘with’ not ‘to’
2. Presence – be in your community
3. Purpose – have vision
4. Consistency – show up
5. Partnership – don’t do it alone
6. Policy – with a small ‘p’ – make change happen.



Any questions?



**LANCASTER WEST
NEIGHBOURHOOD TEAM**

WT11