

# Lancaster West Sustainability Strategy 2021-2030

LANCASTER WEST  
NEIGHBOURHOOD TEAM  
**W11**



# Our vision is to become the UK's biggest eco-neighbourhood

## We will do this by:

1. Becoming a **carbon-neutral** estate by 2030
2. Refurbishing **all homes** and community spaces to a **high standard of energy efficiency**
3. Becoming a recognised **model 21<sup>st</sup> century estate** and **future neighbourhood**
4. Creating a local **circular economy**, while **minimising waste** and **tackling inequality**
5. Eradicating **fuel poverty** and ensuring residents live in **comfort**
6. Providing all **energy** on the estate from **clean, renewable** sources
7. Improving **air quality** to levels recommended by the World Health Organisation
8. Becoming a **green garden estate** with a thriving and biodiverse environment
9. Creating local **green jobs** and **training opportunities**
10. Putting the Grenfell recovery at the heart of a **green recovery**

# What is sustainability?

Sustainability means '**meeting the needs of the present without compromising the ability of future generations to meet their own needs**'



The three pillars of sustainability are:

1. **Environmental**
2. **Economic**
3. **Social**

It involves balancing all three areas to benefit the local community and environment, while also protecting the whole planet and its resources.

# We're facing a global environmental crisis

**Climate change** Greenhouse gases are causing the Earth to warm at a quickly growing rate, which will cause extreme weather that threatens people and the planet

**Loss of biodiversity** Habitats and ecosystems are being destroyed globally for things like farming, homes, and industry; causing species of animals and plants to increasingly become extinct

**Depleting resources** We are using resources like fossil fuels and trees at such a fast rate that they're quickly running out, and some will never be replaced

**Poor air quality** Burning fossil fuels for things like cars, heating, cooking, and to make goods in factories are causing air pollution and harming our health



**A lot of the things we need to do to tackle these issues will also help make Lancaster West a better place to live and boost our wellbeing.**

# Local challenges and opportunities

**75.5%** of homes on Lancaster West are rated **EPC D or below**, meaning they are likely to be expensive and difficult to heat



So we are refurbishing all homes to a high standard of energy efficiency, making them more comfortable and affordable to heat

**12.37%** of residents in Kensington and Chelsea are at risk of **fuel poverty**, and this number is likely to increase as fossil fuels get more expensive



So we are upgrading to more reliable and future-proof sources of energy from green renewable sources as well as refurbishing homes

The whole of Kensington & Chelsea is an Air Quality Management Area, meaning it has **high levels of air pollution**



So we are making electric vehicles and active transport more accessible and switching away from fossil fuels to cleaner energy sources

Notting Dale is an area that is **deficient in access to nature**, according to Greenspace Information for Greater London



So we are improving and increasing green spaces, making them more accessible and functional, and supporting local biodiversity

The **recycling rate** in RBKC is **28.6%** which is lower than the London and UK average



So we are improving waste facilities and services to make it easier to recycle more

# Why become carbon-neutral?

Carbon emissions and other greenhouse gases are causing climate change and pollution, which are **harming our planet and our health**.

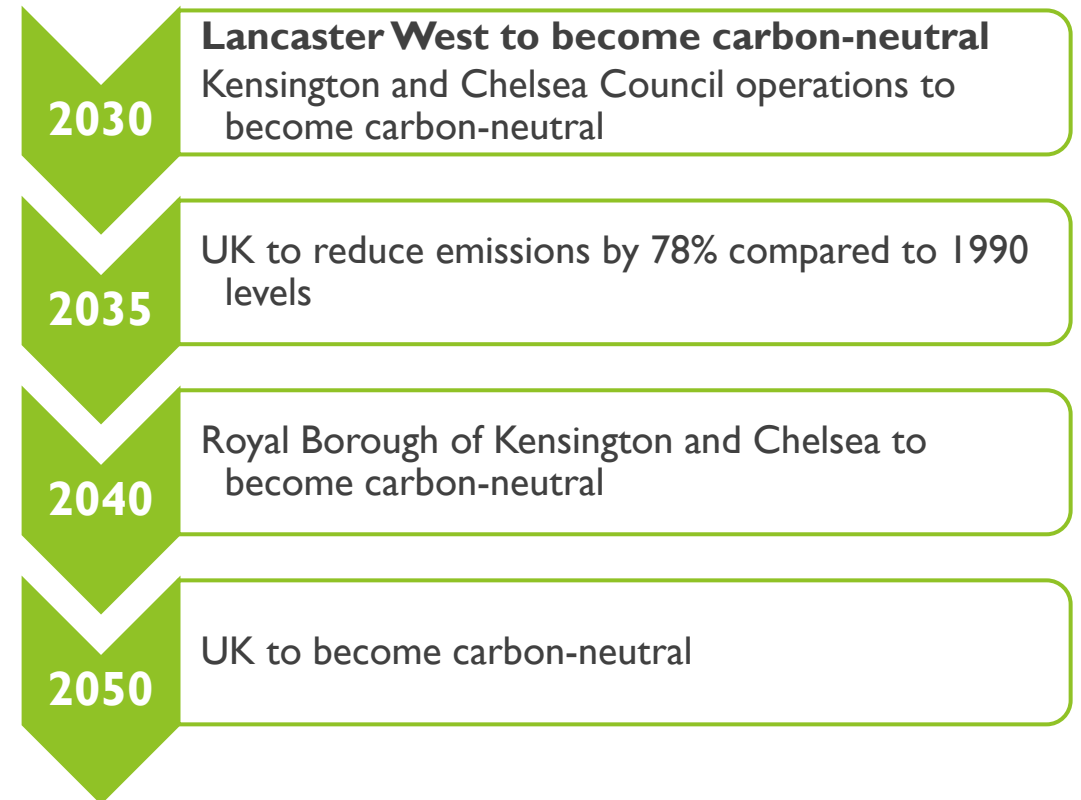
The UK Government has set a target to become net-zero by 2050 and soon a lot of these things will be law. We're getting a head start now to do things in a way that suits resident priorities and needs.

## What is a carbon-neutral estate?

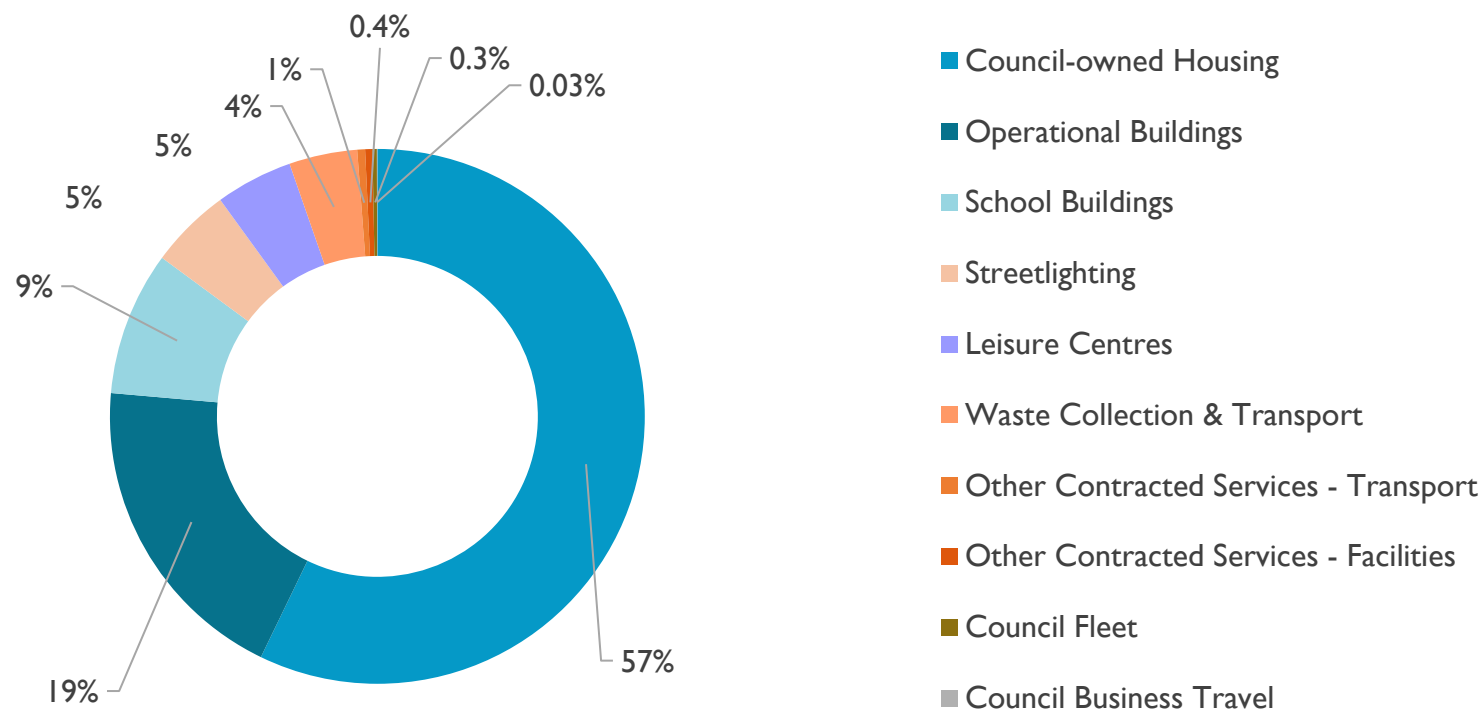
Carbon-neutral, or net-zero carbon, means an **overall balance between carbon emissions produced by the estate and carbon that we remove from the atmosphere**.

In practice, it means that we need energy efficient homes, a renewable and reliable energy supply, and lots of green space. It also means we all need to make an effort to be more environmentally-friendly by doing things like walking and cycling more, and recycling and composting waste.

## A timeline to carbon-neutrality



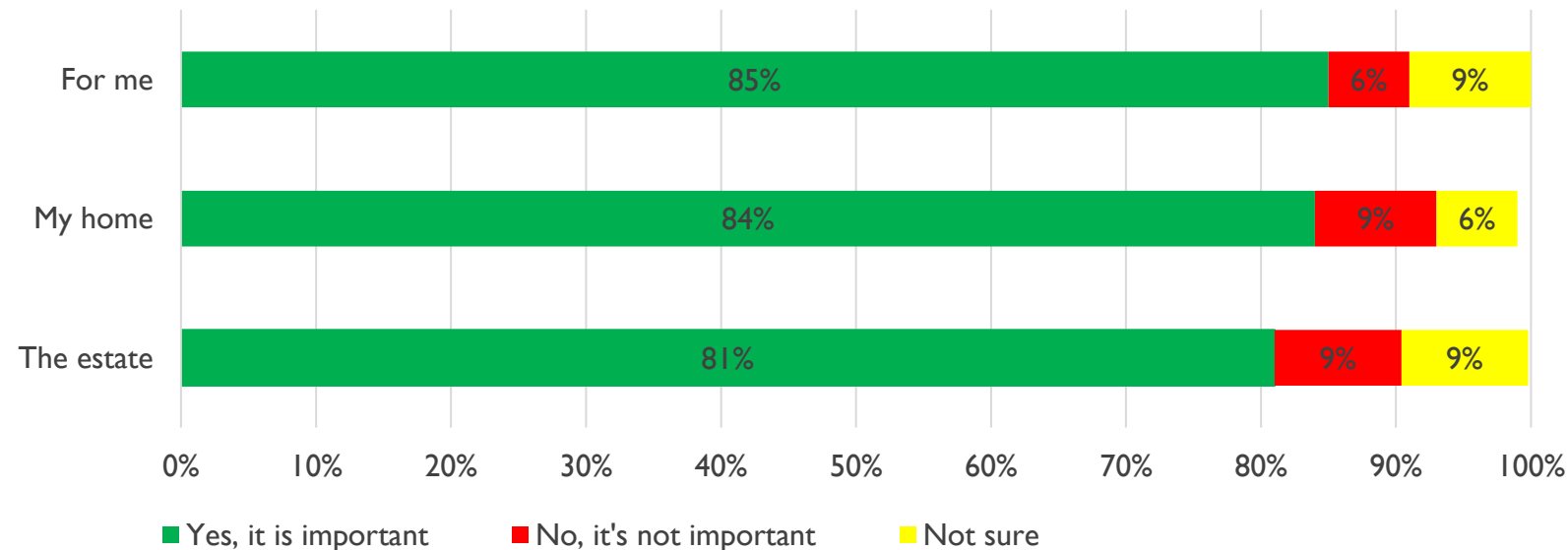
# Housing contributes over half of Kensington and Chelsea's greenhouse gas emissions



Kensington & Chelsea Council  
Greenhouse Gas Inventory, 2018

# Over 80% of residents think going carbon-neutral is an important priority

Do you think being carbon-neutral is an important priority for you, your home, and the estate?



Results from Lancaster West Sustainability Survey, January 2021

# What going carbon-neutral involves in practice



**Identifying needs  
and developing a  
strategic approach**



**Horizon scanning  
and learning from  
others**



**Maximising funding  
opportunities**



**Understanding and  
developing feasible  
options**



**Engagement,  
codesign and  
communications**



**Delivering  
improvements**



**Tracking progress  
and measuring  
success**



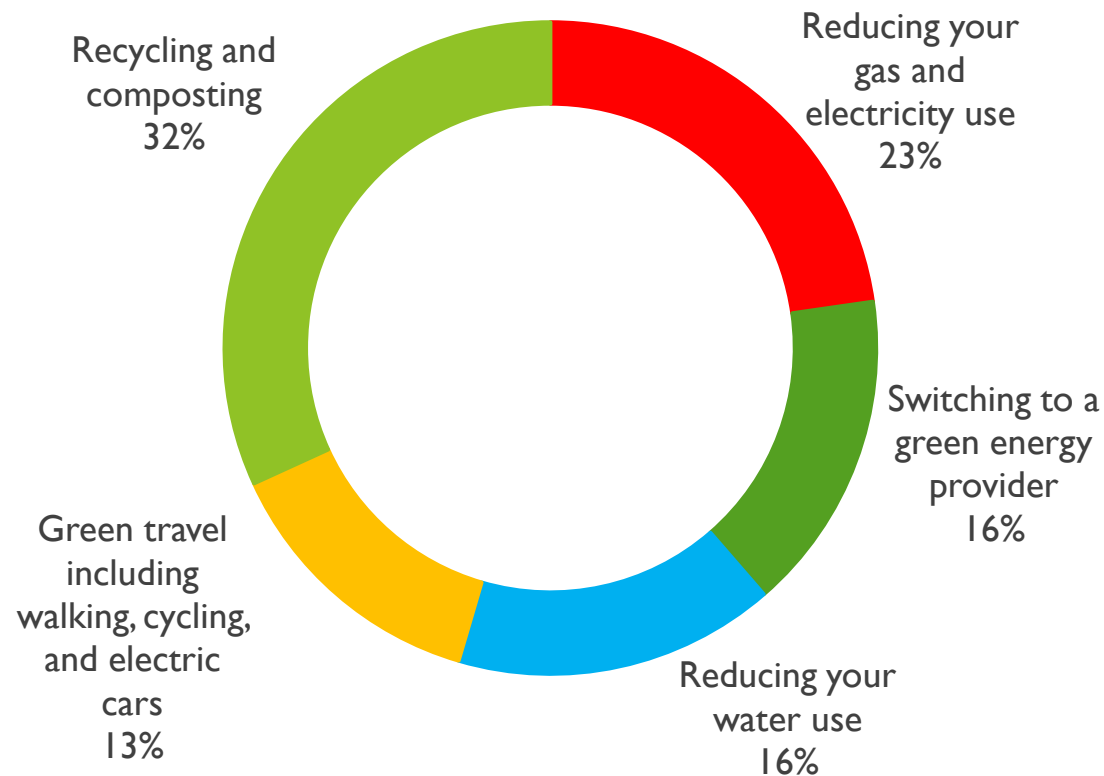
**Sharing lessons and  
pioneering  
approaches**



**Collaborating with  
experts and  
community partners**

# The top priorities shared by residents

**What activities and actions can the Lancaster West Neighbourhood Team help you to do more of?**



‘A zero waste food shop on or near the estate would be incredible’

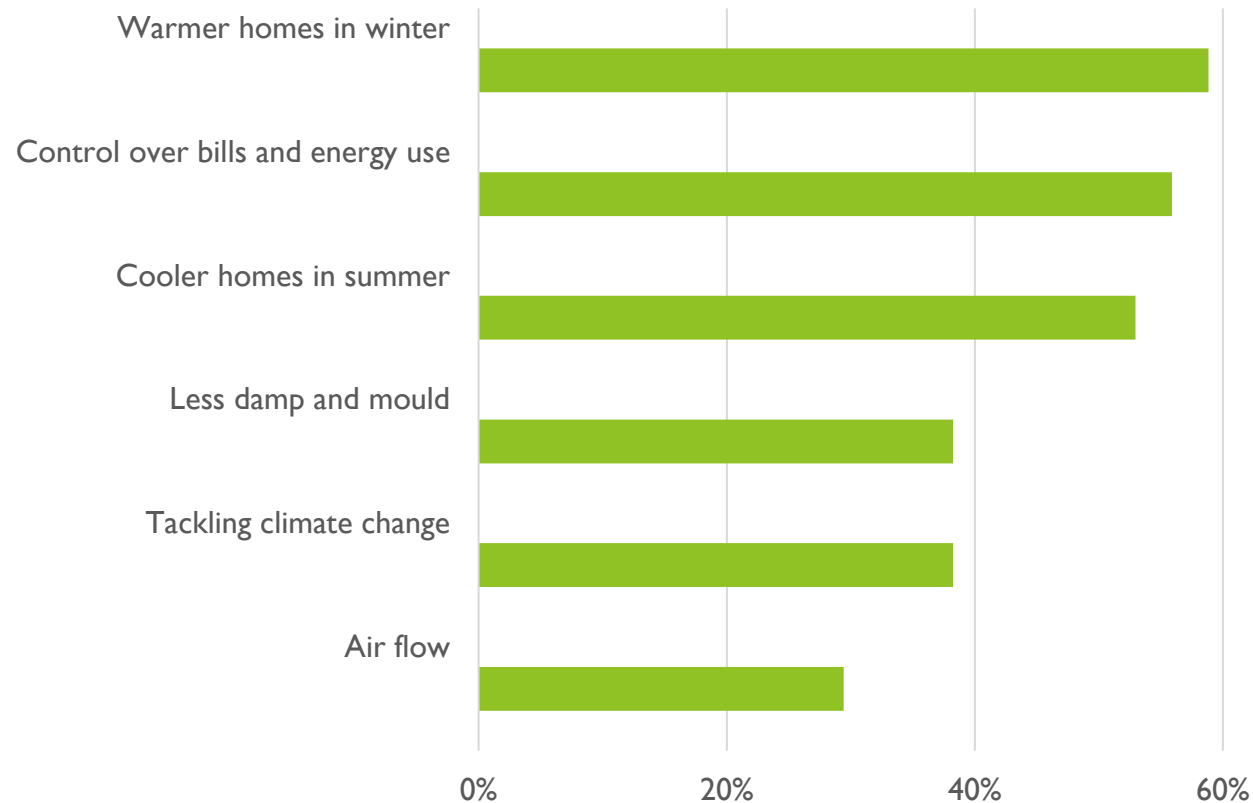
‘I’d like our air quality to be improved. So, planting trees and surrounding us by plants and greenery to counteract car pollution from busy local roads’

‘If there was designated parking places for residents of the estate with electric charging facilities, I would definitely consider getting an EV’

Results from Lancaster West Sustainability Survey, January 2021

# The top priorities shared by residents

Which of these would make the biggest difference to you?



‘Hands down new glazing and insulation’

‘New windows would be a complete game-changer on so many fronts environmentally’

‘Lower bills equals better mental health due to reduced stress. Energy efficiency will bring this about but also reduce negative impacts on the climate’

‘Saving money helps us of course. Saving the planet helps everyone’

Results from Lancaster West  
Sustainability Survey, January 2021

# How we're measuring progress

We're creating **Key Performance Indicators** for every project, so that we can set clear targets and measure our progress over time.

For the refurbishment, we're looking at existing data such as Energy Performance Certificates (EPCs), which show how the cost and environmental impact of powering a home.

**Currently 75.5% of homes on Lancaster West have an EPC rating of D or below, showing they perform poorly.**

We're also working with experts to gather additional data so we can get a full picture of condition and issues in homes and where there's the greatest need for investment.

This data will continue to be gathered throughout and following projects to track progress and highlight any areas with a continuing need for improvement.

EPC Rating	% of homes
A	-
B	0.5%
C	24%
D	60%
E	14.5%
F	1%
G	-



# Our 5 themes for a sustainable future

- 1. Refurbishing homes to be comfortable and energy efficient**
- 2. Generating a clean and green energy supply**
- 3. Creating a garden estate with a thriving environment**
- 4. Supporting sustainable living and a local green economy**
- 5. Developing green skills and services**

# I. Refurbishing homes to be comfortable and energy efficient

## Why is this important?

- More efficient homes need less energy to power them, reducing carbon emissions from homes and the estate
- Improves the comfort of homes, so can help boost health and wellbeing
- Helps to tackle fuel poverty by lowering the amount of energy needed to heat homes
- Future proofs homes and makes the estate a better place to live
- Reduces long term maintenance needs and costs

## Our objectives:

- All properties to reach EPC rating C or above after full refurbishment
- Targeting the EnerPHit standard where possible – the highest standard of energy efficiency for refurbishment projects
- Most importantly, we want to see significant improvements in resident comfort, health, and wellbeing
- Less damp, condensation and mould and a lower need for maintenance
- Create local green jobs and training opportunities and develop the green supply chain

# I. Refurbishing homes to be comfortable and energy efficient

## What are we doing?

- Retrofitting all homes with a whole-house fabric first approach, including:
  - High quality non-combustible roof, floor, and wall insulation
  - Triple-glazed windows
- Improving ventilation to keep a flow of fresh air and better heat control within homes
- Using modern methods of construction to minimise disruption and environmental impact
- Installing modern and low energy appliances and lighting through the internal refurbishment
- Using data and insight to measure the performance of homes and maximise improvements

## London Retrofit Action Plan

We are using Retrofit Action Plan for London to guide our own actions. This has been developed by London Councils in collaboration with Local Authorities across London.

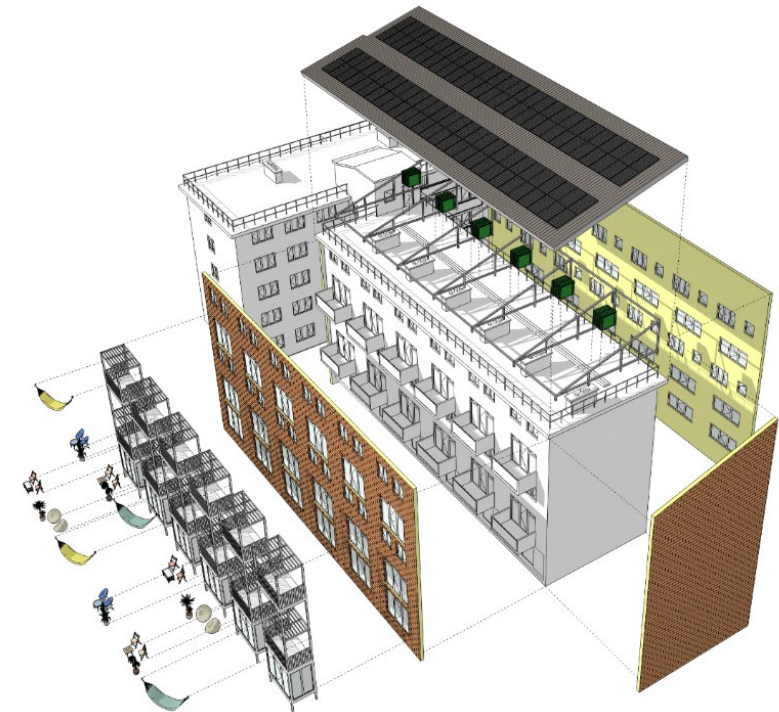
The key recommended actions are split into 4 key themes:

1. Retrofit measures and plans
2. Delivery models, skills and supply chain
3. Cost, funding and finance
4. Engagement, take up and lobbying

# I. Refurbishing homes to be comfortable and energy efficient

## How we're measuring progress:

- Using Energy Performance Certificate data to identify opportunities and priorities
- Doing building surveys of all blocks and looking at a range of measures before and after works to identify current needs and measure progress
- Using innovative ways of measuring performance and training our own team to deliver tests in-house
- Measuring energy demand, airtightness, internal temperatures and air quality before and after refurbishment
- Speaking to residents to ensure priorities are codesigned and delivered and get continuing feedback on changes



# I. Refurbishing homes to be comfortable and energy efficient: EnerPHit

EnerPHit is the Passivhaus equivalent for refurbishment projects, and the highest standard for energy efficiency.

It looks at a range of different measures to make sure that a high standard of comfort and performance is achieved.

Standard	Description	EnerPHit target
Space heating and cooling demand	The amount of energy required to heat homes, measured in kilowatt hours per square meter.	20 kWh/m <sup>2</sup> /a
Primary energy demand/ renewable primary energy factor	The total amount of energy required to heat and power a building, and the amount of energy produced by renewable sources	120 kWh/m <sup>2</sup> /a
Airtightness	Measure of air leaking through the external fabric of a building, causing draughts and other issues.	1.0 n50 l/h
Thermal bridges	U-value measurements to show areas of high heat loss from buildings.	0.01 W/MK
Overheating frequency	The percentage of hours in a year that homes are overheated (internal temperatures over 25°C).	10%

## 2. Generating a clean and green energy supply

### Why is this important?

- 85% of heat is currently produced from fossil-fuel based gas, which contributes to climate change
- Switching to renewables will help us achieve our goal of becoming carbon-neutral by 2030, and the goal for UK to become net-zero by 2050
- Using cleaner energy sources instead of polluting fossil fuels will improve local air quality
- As non-renewable energy will become more expensive, this will help guard against fuel poverty
- This helps us move towards a circular economy by making better use of our renewable energy sources

### Our objectives:

- Develop a heat network to provide zero-carbon heat to the estate and other homes and buildings across Notting Dale
- Install solar panels where feasible to provide affordable renewable electricity to homes and communal spaces
- Protect residents against fuel poverty

## 2. Generating a clean and green energy supply

### What are we doing?

- Developing a new low carbon heat network for the whole estate and phasing out gas by 2030
- Exploring and installing other renewable technologies like solar panels and heat pumps
- Removing gas from empty homes during refurbishment and switching to green energy providers
- Piloting new forms of technology that will save energy and reduce emissions
- Rolling out smart thermostats to all tenanted homes



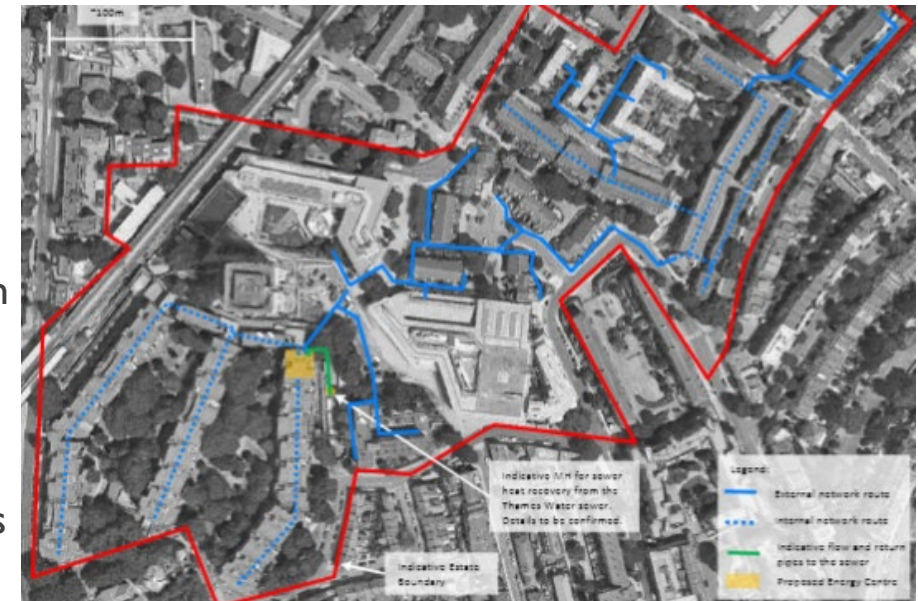
## 2. Generating a clean and green energy supply

### Notting Dale Heat Network

**Our vision is to deliver a nationally significant model heat network. The zero carbon Notting Dale Heat Network will put residents first, rely solely on renewable heat sources, and provide affordable heating and hot water whilst tackling fuel poverty.**

#### Priorities for the heat network:

- 1.Put residents first:** achieving at least 80% resident satisfaction with the heat network customer experience and be more affordable than alternatives
- 2.Set the standard for 21<sup>st</sup> century housing:** delivering warm homes, tackling fuel poverty, and achieving the carbon-neutral ambition for Lancaster West.
- 3.Help Kensington and Chelsea move towards carbon neutrality by 2030:** working in partnership to achieve objectives for housing, planning, and environment, and Grenfell recovery



# 3. Creating a garden estate with a thriving environment

## Why is this important?

- Only ½ of the UK population has easy access to green space and on Lancaster West around 10% of residents have access to private green space
- Green space improves air quality by removing greenhouse gases and particulates from the atmosphere
- Mental health and wellbeing improves with access and interaction with green space
- Increasing and improving green space supports and protects biodiversity, wildlife and local species
- Growing food locally helps to reduce carbon footprints

## Our objectives:

- Turn grey spaces in and around Lancaster West Estate green
- Become a key part of the London Pollinator Network and Bee Superhighway
- Ensure every resident on Lancaster West has access to high quality green space
- Create an environment that protects and supports local species, with a biodiversity net gain from the refurbishment
- Meet the GLA's Urban Greening Factor target

# 3. Creating a garden estate with a thriving environment

## What are we doing?

- Creating new inclusive and accessible green spaces, and improving those that we already have
- Growing herbs, vegetables and fruit in our gardens
- Developing volunteer opportunities for the local community
- Working with partners to ensure we support local species and biodiversity
- Exploring the potential to install green roofs and walls wherever possible



# 4. Supporting sustainable living and a local green economy

## Why is this important?

- We are committed to codesigning with residents
- Everyone has a part to play in making the estate sustainable
- Reusing and repairing things more helps us all to save money as well as the planet
- Recycling reduces the amount of waste going to landfill, which is a major cause of pollution
- We want everyone to be able to make sustainable lifestyle choices that will also improve health and wellbeing

## Our objectives:

- Create a sustained increase in recycling rates and sustained decrease in waste contamination rates
- Become a hub for electric vehicles and active transport
- Create local green jobs and training opportunities

## 4. Supporting sustainable living and a local green economy

### What are we doing?

- Codesigning the refurbishment and enabling residents to decide how to improve the energy efficiency of their homes
- Using social media and the WeAreWII app to spread messaging about sustainability and what LWNT are delivering
- Running events to boost knowledge and awareness around sustainability
- Developing resident networks to support peer-to-peer support on sustainable living
- Improving recycling and waste facilities for residents and making it easier to recycle and to compost food waste



### What sort of things can we all do to be more sustainable?

- Walking and cycling more, and using electric vehicles
- Recycling and composting food
- Switching to green energy providers
- Using energy efficient devices in homes
- Eating a more plant-based diet and local food
- Reusing and repairing clothes
- Limit use of single-use plastics



**Scan the QR code to join the Lanc West Green Group on WhatsApp!**

# 5. Developing green skills and services

## Why is this important?

- We all need to play our part in reducing carbon emissions and tackling climate change
- Kensington and Chelsea have set a goal of becoming a net-zero carbon Council by 2030
- The Government has set a target of the UK becoming net-zero by 2050
- LWNT want to be a pioneer for good practice across the UK
- Refurbishment and repairs works can have a big impact on the environment if this isn't considered

## Our objectives:

- Lancaster West Neighbourhood Team to become a carbon-neutral service by 2030
- Minimise waste from Neighbourhood Team operations, including day-to-day office practices, repairs, and refurbishment
- Create a green and energy efficient workplace at Baseline Studios
- Switch our entire fleet to electric vehicles and bikes, and set an example for the rest of Kensington and Chelsea to do the same

# 5. Developing green skills and services

## What are we doing?

- Arranging training opportunities for colleagues to improve sustainability knowledge and practices, including monthly Lancaster West Sustainability Series
- Working with contractors to green our supply chain, by using recycled and sustainable materials and recycling our own waste
- Exploring ways to minimise waste through the refurbishment, such as through modern methods of construction
- Greening our fleet of vehicles by using cargo bikes and electric vans
- Seeking out ways to green office space and practices at Baseline Studios



# 2020/21 Progress Report

What we achieved over the  
last year

# I. Refurbishing homes to be comfortable and energy efficient

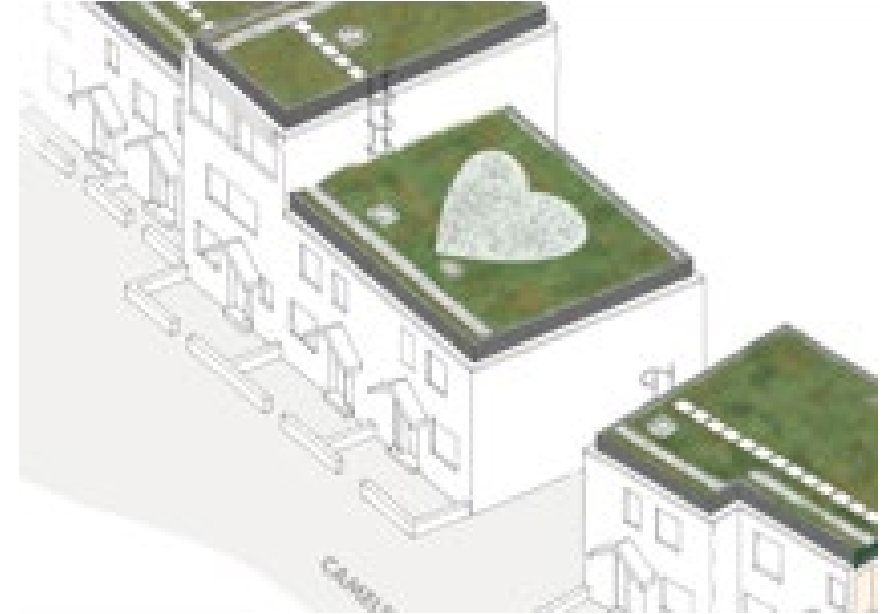
- Completed an options appraisal with Retrofit Accelerator, which included a summary of possible approaches to the refurb and the impacts these would each have
- Began work with multidisciplinary design teams for all blocks, including the development of feasibility reports for each block
- Secured over £21million additional funding for a sustainable refurbishment
  - Social Housing Decarbonisation Fund Demonstrator - £19.4m
  - Green Homes Grant Local Authority Delivery Scheme - £734k
  - MustBeZero - £1.3m
- Delivered the first energy efficient Council home in the borough
- Completed full internal refurbishment of 16% of homes, upgrading to modern energy efficient kitchen and bathroom appliances and lighting
- Began engagement with residents on the detailed design of the refurbishment
- Collected important information on current building performance, including Energy Performance Certificates



LWRA announcing SHDF funding

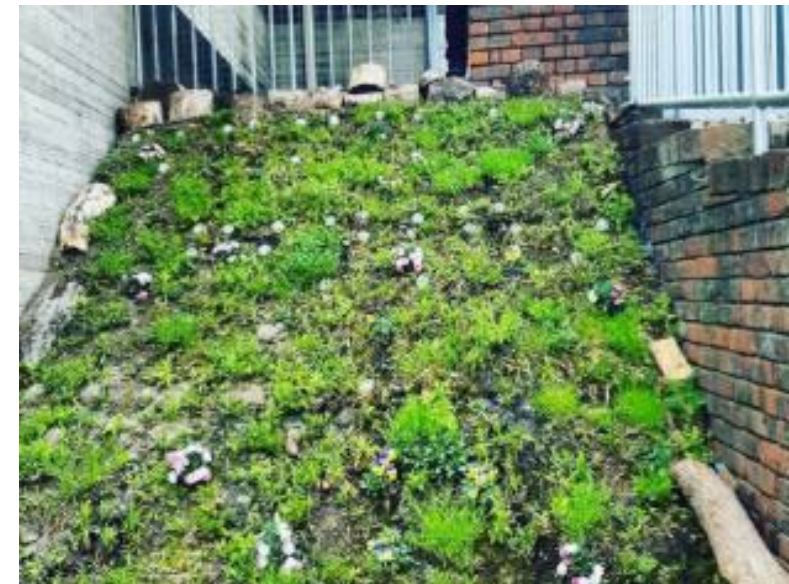
## 2. Generating a clean and green energy supply

- Secured £246,000 Heat Networks Delivery Unit funding from the Government
- Completed a heat network feasibility study with Arup to determine whether a heat network would be possible and what the options are
- Set up a Notting Dale Heat Network project team, working closely with mechanical & engineering and heat network consultants to develop plans and drive progress
- Developed an outline business case for the Notting Dale Heat Network
- Secured funding to install solar PV panels to 3 blocks



### 3. Creating a garden estate with a thriving environment

- Planted over 2000 plants across the estate
- Created the Lancaster West Tea Garden
- Installed green walls to the North Kensington Resource Centre in collaboration with the RA
- Created new wildflower meadows to support biodiversity
- Greened up underused spaces, including Lavender Hill, Thyme Square, and the Jasmine Wall
- Secured funding through the Green Homes Grant Local Authority Delivery Scheme to install green roofs to 3 blocks



## 4. Supporting sustainable living and a local green economy

- Worked with the RBKC Waste Management Team to plan a food waste pilot, making Lancaster West the first estate in the borough to collect food waste
- Installed hot bin composters and used food waste as compost for garden spaces on the estate
- Secured funding to develop a community fridge to help provide residents with locally grown healthy food and reduce waste
- Set up a Lancaster West Green Group for residents to share ideas and resources
- Created volunteering opportunities to help with gardening projects
- Held a sustainability drop-in with tips and gifts to help people be more environmentally sustainable day-to-day, and the chance to feed back ideas
- Installed Nest smart thermostats as part of internal refurbishment works to help residents track and reduce their energy use
- Created the Lancaster West Sustainability Series for residents, LWNT, and RBKC staff, with sessions on embodied carbon, waste and recycling, and retrofit



## 5. Developing green skills and services

- Worked with suppliers to reduce waste from the internal refurbishment programme, including recycling old appliances and flooring
- Started work on Waste Management and Sustainable Materials strategies
- Sourcing sustainable and recycled materials for refurbishment works
- Secured £209,000 funding through the Public Sector Decarbonisation Scheme to improve the energy performance of Baseline Business Studios, the North Kensington Resource Centre and Lancaster West Estate Community Centre
- LWNT operatives now use cargo bikes and electric vans when delivering refurbishment and repairs jobs to reduce energy use and emissions
- Employed more local residents to the team, including through the LancWest Works scheme



# 2021/22 Action Plan

What we want to achieve  
over the next year

# I. Refurbishing homes to be comfortable and energy efficient

- Produce detailed designs for the refurbishment that will:
  - Achieve a minimum of EPC C for every tenanted home
  - Target EnerPHit standards in terms of heating demand, airtightness, and thermal bridging
  - Fulfil resident priorities and improve standards of living
- Improve the energy efficiency of 100 additional homes through the internal refurbishment programme
- Pilot every major energy efficiency aspect of the major refurbishment
- Train a minimum of 10 of the LVNT team and operatives in retrofit and energy testing



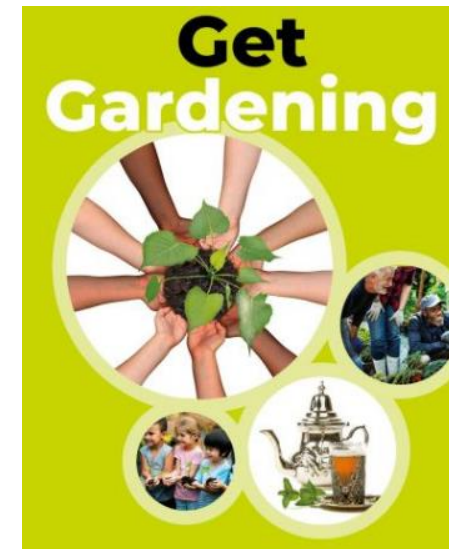
## 2. Generating a clean and green energy supply

- Install solar PV panels to Camelford Court, Clarendon Walk, and Talbot Walk and explore the possibility of delivering them on other blocks
- Apply for Heat Network Investment Project funding to support the delivery of a reliable low carbon heat network for the estate
- Gain resident and council support for the development of a low carbon heat network and codesign a resident price promise
- Deliver an engagement session with the Groundwork Green Doctors and support 10 residents to access the service to switch to more affordable greener energy providers



### 3. Creating a garden estate with a thriving environment

- Plant another 2000 plants across the estate
- Secure additional funding to ensure that landscaping can be delivered as a part of the wider estate refurbishment
- Create at least one rain garden on the estate and explore additional options for climate adaptation
- Create a new wildflower meadow
- Support at least 50 residents and 20 LWNT colleagues to take part in volunteer gardening over the year



## 4. Supporting sustainable living and a local green economy

- Deliver a successful food waste pilot for Barandon Walk, Hurstway Walk, and Testerton Walk
- Ensure that every block has accessible recycling and composting facilities
- Grow the LancWest Green Group to at least 50 members and transition to a more active network with more opportunities
- Support at least 5 residents to complete sustainability training
- Refresh the WeAreWII Sustainability pages to provide regular updates and advice around sustainability
- Deliver energy efficiency improvements to the North Kensington Resource Centre through the Public Sector Decarbonisation Scheme



## 5. Developing green skills and services

- Install new windows and insulation to improve the energy efficiency performance of Baseline Business Studios through the Public Sector Decarbonisation Scheme
- Review our materials and supplier arrangements to reduce embodied carbon and complete a sustainable materials strategy
- Conduct LEAN reviews on our refurbishment and repairs processes to minimise waste and improve efficiency
- Increase the number of staff employed from the North Kensington area
- Improve recycling facilities in Baseline and our stores and encourage colleagues to recycle more
- Develop an approach to resident engagement that uses less paper and minimises waste
- Develop a strategy to reduce and reuse waste created through the refurbishment



## For more information and updates on what we're doing to make Lancaster West more sustainable:

- Visit the app: [www.wearewll.org](http://www.wearewll.org)
- Follow us on Instagram: [@lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)
- Join the **Lancaster West Green Group on Whatsapp** using the QR code below

