



# Lancaster West Sustainability Strategy

**2025-2028**

**LANCASTER WEST  
NEIGHBOURHOOD TEAM**

**WT11**

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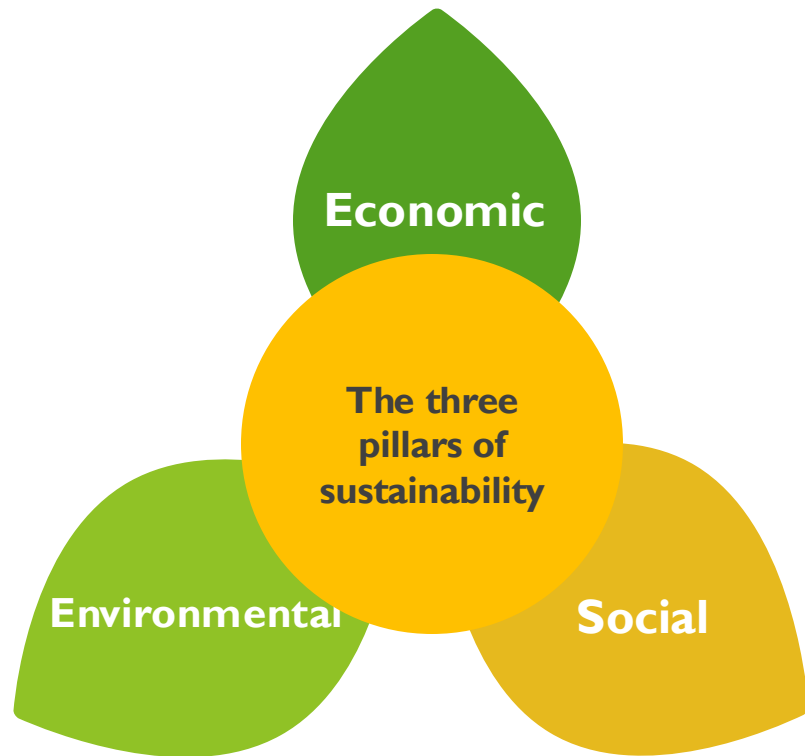
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**OUR VISION** is to become a model 21<sup>st</sup> century carbon-neutral estate, and a part of the UK's biggest eco-neighbourhood.

# What is sustainability?

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



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

- **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
- **Climate change:** Greenhouse gases are causing the Earth to warm at a rapidly growing rate, which is causing extreme weather that threatens people and the planet
- **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
- **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

# Why are we refreshing our sustainability strategy & what has changed?

Our previous sustainability strategy was written in 2021. This strategy provides an update to the previous version, raising the ambition of sustainability work happening on Lancaster West, and the changing global and local contexts.

## **Some key focus areas for this new strategy are:**

- Increased focus on other areas of sustainability outside of carbon emissions and climate, especially air quality, biodiversity, embodied carbon and circular economy
- Increased focus on adapting and becoming more resilient to the risks associated with climate change, as well as trying to help address it
- Focus on building a green community – securing health, wellbeing, and financial benefits for the community through focussed support, training and employment opportunities
- Embedding circular economy principles throughout all the work that we do

# Contributors to the strategy

Throughout the refurbishment co-design, residents have been asked for their ideas on how we can design a model 21<sup>st</sup> century carbon-neutral estate. Their input have shaped our approach to developing access to renewable energy, energy efficient homes, a circular economy and a green garden Estate.

## This strategy was informed by:

- **Over 400 local residents** and **community stakeholders** feeding into the Notting Dale Heat Network design and energy advice service.
- **19 residents** completed surveys on landscape at Morland House, Talbot Grove House and Lower Clarendon. **25 residents** completed surveys on landscape relating to the remaining blocks on the estate. **Over 50 residents** attended landscape engagement events in person.
- **Over 108 residents** who have used the energy advice service
- **Over 75%** of residents of Lancaster West Estate responding to the refurbishment co-design surveys which included questions on waste, landscaping, and energy efficiency.



# OUR THEMES FOR A SUSTAINABLE FUTURE

# Our themes for a sustainable future

Refurbishing homes to be comfortable, **adapted**, and energy efficient

Developing green **skills** and services

Supporting sustainable living and a local **circular** economy



Generating clean, green and **reliable** energy

**Restoring** a garden estate with a thriving and **resilient** environment

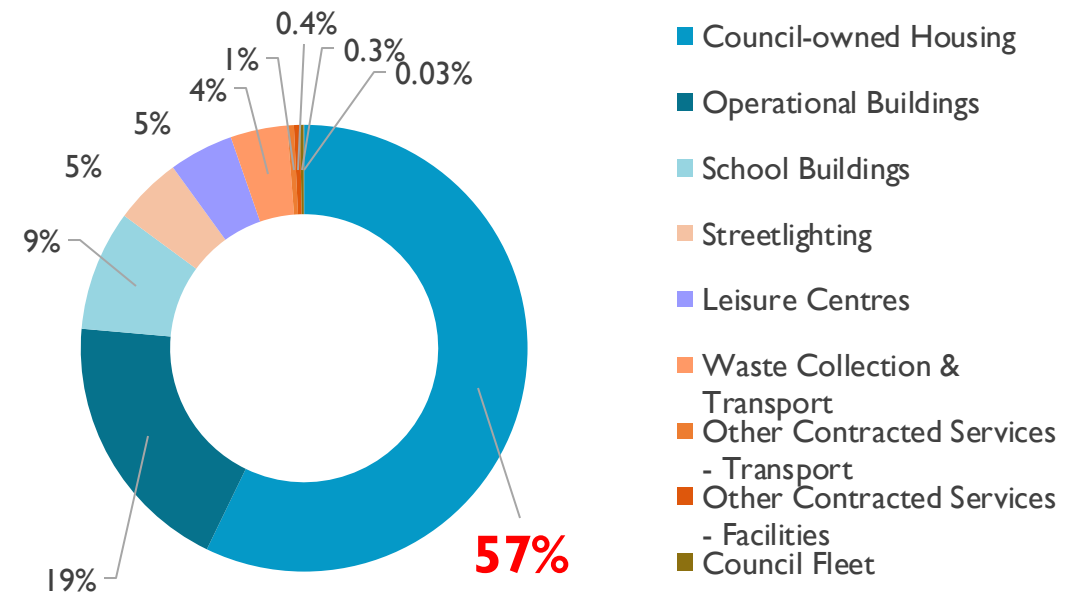


# 1. Refurbishing homes to be comfortable, adapted, and energy-efficient

## Why is doing this so important?

- More efficient homes need less energy to power them, reducing carbon emissions from homes and the estate
- It will improve the comfort of homes, which can help boost health and wellbeing
- It helps to reduce energy bills by lessening the amount of energy needed to heat homes
- It will future-proof homes and makes the estate a better place to live
- It could reduce long term maintenance needs and costs

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



Graph 1: pie chart showing a breakdown of the Council's greenhouse gas emissions from its 2018/9 greenhouse gas inventory.

# 1. Refurbishing homes to be comfortable, adapted, and energy-efficient

## Progress on previous objectives

- 1. All properties to achieve improved Energy Performance Certificate (EPC) rating and space heating demand after full refurbishment**
  - ✓ Our refurbished blocks should achieve an energy-use reduction of at least 25% in energy demand expected
  - ✓ Significant progress has been made in our block's EPC scores through internal refurbishment, pilots, and roof projects
- 2. We are aiming for the highest standard of energy efficiency for refurbishment projects**
  - ✓ We are monitoring space heating demand, primary energy demand, airtightness, thermal bridging, and temperature before and after retrofit works
- 3. We want to see significant improvements in resident comfort, health, and wellbeing**
  - ✓ We have received positive feedback from roof projects and internal refurbishment works
- 4. Decreasing damp, condensation and mould and lowering the need for maintenance**
  - ✓ We are looking to significantly improve ventilation in all our properties. We currently loan out air quality monitors to residents through our Green Skills Equipment Library and have launched tailored damp and mould services to identify and address current issues.
- 5. Creating local green jobs and training opportunities and developing the green supply chain**
  - ✓ We have established our Green Skills Academy, with over 100 people trained, including in Retrofit Coordination and building performance testing
  - ✓ We have supported SME contractors to attain Trustmark and PAS2030 certification

# 1. Refurbishing homes to be comfortable, adapted, and energy-efficient

## Priorities for the next three years

1. Refurbish at least 500 properties across Lancaster West Estate and Bramley House in total by 2028, with improved EPC rating and space heating demand. We work towards EnerPHit standards within the retrofit and aiming to achieve the best space heating demand possible for our properties.
2. Install smart thermostats in at least 55% of properties by 2028.
3. Remove at least 300 gas meters in total by 2028.
4. Work with our consultants and contractors to continue to minimise the environmental impact of delivering the refurbishment, with a particular focus on waste disposal, circular economy commitments, and air quality
5. Establish an energy advice service to support residents in understanding and making the most of changes to homes, available to all households



Image 2: picture of a refurbished kitchen in Hurstway Walk.

## 2. Generating clean, green, and reliable energy

### Why is this important?

- 85% of heat is currently produced from fossil-fuel based gas, which contributes to climate change
- Switching from gas to renewables will make the biggest difference to 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, such as gas, will improve local air quality
- As non-renewable energy will become more expensive, having renewable energy and energy efficient blocks, will help generally make energy more affordable for residents as they will be able to reduce their energy use.
- This helps us move towards a circular economy by making better use of our renewable energy sources

### Notting Dale Heat Network

The Notting Dale Heat Network is being established to replace existing polluting and ageing gas heat networks, to provide renewable heating and hot water to all homes on Lancaster West and enable Lancaster West to become carbon neutral by 2030.



Image 3: picture of Camelford Court's bio-solar roof, with 98 Solar PV panels.

# 2. Generating clean, green, and reliable energy

## Progress on previous objectives

1. **Develop a heat network to provide zero-carbon heat to the estate and other homes and buildings across Notting Dale**
  - ✓ Our contractors were selected and are now onsite for delivery, operations, and maintenance of heat network
  - ✓ Notting Dale Heat company has been set up, financial investment decision approved, and a board appointed including two residents
2. **Install solar panels where feasible to provide affordable renewable electricity to homes and communal spaces**
  - ✓ Solar panels installed at Camelford Court, Camelford Walk, Clarendon Walk and Talbot Walk
3. **Aim to protect residents against fuel poverty**
  - ✓ Refurbishment and heat network designs are largely complete, and are designed to significantly reduce energy demand and long-term costs of energy supply
  - ✓ Resident price promise has been co-designed to ensure resident do not pay more than gas per unit for heat when the heat network is established
  - ✓ Energy advice service providing support, small energy efficiency measures, and help to access financial support now available
  - ✓ Goodbye Gas launched to help remove gas from properties, with more efficient, safer, and cheaper-to-run alternatives.

## 2. Generating clean, green, and reliable energy

### Priorities for the next three years

1. Continue gas meter removal and Goodbye Gas scheme, replacing gas cookers across the estate with electric and/or induction hobs and electric ovens. Remove at least 300 gas meters in total by 2028.
2. Generate 294MKWh through Solar PV on Lancaster West Estate by 2028. This target figure is based on the modelled annual energy production of two of Lancaster West's existing Solar PV sites.
3. Complete the construction of the Notting Dale Heat Network, connecting all 12 blocks to the primary and secondary heat networks\* and installing new heating systems in 595 homes by 2027.

\* i.e. have heat network infrastructure in place at 12 blocks, but not necessarily providing heat yet.



Image 4: picture of air source heat pumps being installed at Treadgold House in May 2024.

# 3. Restoring a garden estate with a thriving and resilient 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



Image 5: picture of the Lower Clarendon Rain Garden, completed in February 2024.

# 3. Restoring a garden estate with a thriving and resilient environment

## Progress on previous objectives

- 1. Turn grey spaces in and around Lancaster West Estate “green”**
  - ✓ New garden spaces created across the estate, and improvements to existing gardens
  - ✓ Garden and balcony MOT scheme offered to vulnerable and elderly residents
- 2. Become a key part of the London Pollinator Network and Bee Superhighway**
  - ✓ Boosted biodiversity through garden projects, prioritising native species
  - ✓ 15 sites included in [Bee Superhighway](#)
- 3. Ensure every resident on Lancaster West has access to high quality green space**
  - ✓ Work underway to co-design estate-wide landscape to ensure all green space is accessible and enjoyable to use
  - ✓ Improvements already well underway through garden projects and garden and balcony MOT scheme
  - ✓ Green Flag awarded to Lancaster West, recognising well managed and maintained green space
- 4. Create an environment that protects and supports local species, with a biodiversity net gain from the refurbishment**
  - ✓ Landscape designs are anticipated to result in an estate-wide biodiversity net gain
- 5. Meet the GLA’s Urban Greening Factor target**
  - ✓ GLA’s Urban Greening Factor target of 0.4 already surpassed!



# 3. Restoring a garden estate with a thriving and resilient environment

## Priorities for the next three years

1. Complete estate-wide landscape design work, ready to begin delivery of designs by 2026. These designs will prioritise maximising biodiversity, safety, accessibility, and climate resilience.
2. Deliver sustainable urban drainage systems (SuDS) and landscape work at Morland House, Talbot Grove House, and Treadgold House by 2026. This will reduce surface water depth at property façade in flood risk areas by at least 7% for a 1-in-30-year event.
3. Improve the biodiversity of at least 200sqm of additional green space by 2028, in line with 10% biodiversity net gain requirements for each block.



Image 6: Picture of the entrance to the Secret Garden

# 4. Supporting sustainable living and a local circular 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; for example, by reducing the environmental impact of resource extraction and the energy demand caused by making new products
- 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



## 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 Green Champions group on WhatsApp to find out more and get involved in creating a carbon-neutral estate!

# 4. Supporting sustainable living and a local circular economy

## Progress on previous objectives

- 1. Create a sustained increase in recycling rates and sustained decrease in waste contamination rates**
  - ✓ Food waste recycling introduced for the Walkways and Treadgold House, to be further expanded
  - ✓ Initiatives created to divert and reduce waste including the Community Fridge, ReWired and ReStore
  - ✓ Improving range and accessibility of recycling, reuse, and repairs through infrastructure and events
- 2. Increase our use of electric vehicles and active transport**
  - ✓ Community bike repair stands installed, and regular bike repair workshops offered
  - ✓ Launched LancWest Walks scheme
- 3. Create local green jobs and training opportunities**
  - ✓ Green Skills Academy established, with over 100 people trained to date
  - ✓ Green job opportunities created through Lanc West Works scheme



Image 7: Picture of the community fridge in the Garden Café at Baseline Business Studios on Lancaster West Estate.

# 4. Supporting sustainable living and a local circular economy

## Priorities for the next three years

1. Continue to deliver circular economy projects including ReStore, ReFill, and ReWired to make sustainable options the most accessible for all residents. Save 20 tonnes of carbon emissions (tCO<sub>2</sub>e) through circular economy initiatives by 2028.
2. Improve active travel accessibility and facilities by installing 28 electric vehicle charging sockets in Notting Dale ward by 2028.



Image 8: A picture from one of the clothing repair and upcycling workshops organised in partnership with La Modista.

# 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
- Lancaster West Neighbourhood Team 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, both in terms of the environmental impact of the activities themselves and the resources needed to deliver them.



Image 9: picture from the Fix-It-Fest event on 20 July 2024, showing a Clothing Repairs Workshop being held outside the Kensington Leisure Centre.

# 5. Developing green skills and services

## Progress on previous objectives

1. **Lancaster West Neighbourhood Team to become a carbon-neutral service by 2030**
  - ✓ LWNT as a service has reduced emissions by 6% since 2018
2. **Minimise waste from Neighbourhood Team operations, including day-to-day office practices, repairs, and refurbishment**
  - ✓ Progress made across the team to minimise and better manage waste
  - ✓ Improved recycling facilities in Baseline Studios for both staff and residents, including electricals and clothes recycling
3. **Create a green and energy efficient workplace at Baseline Studios**
  - ✓ Grant-funded work undertaken to make Baseline Studios a more energy-efficient building
4. **Switch our entire fleet to electric vehicles and bikes, and set an example for the rest of Kensington and Chelsea to do the same**
  - ✓ LWNT fleet is now completely comprised of electric vehicles, cargo bikes, and e-cargo bikes



Image 10: picture showing attendees at a Green Skills Academy workshop on small and medium-sized enterprise (SME) decarbonisation, where they learnt to track their emissions and set waste/recycling strategies.

# 5. Developing green skills and services

## Priorities for the next three years

1. Continued delivery and upscaling of the Green Skills Academy, securing and investing an additional £800,000 by 2028 to support the delivery of green skills training courses, workshops or qualifications.
2. Ensure every member of staff at Lancaster West has access to the Green Skills Academy, Sustainability Series, and Green Guide to boost sustainability knowledge and understanding, enabling the delivery of this strategy across all services
3. Develop a Sustainability in Procurement Strategy by 2026. This is to ensure commitments to waste minimisation, increasing recycling and reuse, and reducing levels of embodied carbon are considered in all our procurement as standard.



Image 11: a picture of the Lancaster West Neighbourhood Team's Repairs Team learning how to do pulse air tightness tests to check the energy efficiency of residents' properties.

# Cross-cutting priorities

- **Reduce Lancaster West Estate's annual carbon emissions by at least 50% by 2027/2028, compared to emission levels in 2018/2019.**
- **Improving resident health and wellbeing**, particularly ensuring our sustainability work benefits the most vulnerable residents  
This is a key criteria for all sustainability projects being delivered, with services including the energy advice service developed to directly improve wellbeing
- **Becoming better adapted and more resilient** to the risks associated with climate change  
We are developing a climate adaptation and resilience plan by 2026 to bring together work to address climate risks, including emergency event plans, infrastructure projects, and comms
- **Embedding circular economy principles** across all the work we do, including throughout the net-zero refurbishment of Lancaster West  
A circular economy is one where materials are kept in use for as long as possible, at as high a value as possible, making the most of resources.  
  
This involves dedicated circular economy projects such as ReFill and ReWired, as well as making sure that waste minimisation is a part of key decisions



# Local Challenges and Opportunities

## An overview of how we will address local sustainability challenges

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



We aim to refurbish homes to EPC B or above and a space heating demand of 65kwh/m2/year where possible, in line with the London Councils' target.

**12.2%** 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



We aim to connect 12 blocks to a renewable heat network and produce 294MKh through Solar PV on the Estate by 2028.

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



We intend to install 28 electric vehicle charging sockets in Notting Dale ward to encourage active travel and reduce our carbon emissions by 50% by 2027/8 from the 2018/9 levels.

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



We are working to biodiversify additional 200sqm of green space by 2028, in line with the 10% biodiversity net-gain requirements for each block.

The household **recycling rate** in RBKC is **23.1%** which is lower than the London and UK average (32.7% and 44.1% respectively).



We will continue to deliver circular economy initiatives to reduce waste and encourage recycling, saving 20tCO2e through circular economy schemes by 2028.

Lancaster West is in an area of **high climate risk**, and suffered from significant flooding in July 2021



We are installing Sustainable Drainage Systems to reduce flood risk. This will achieve at least a 7% reduction in water depth at property facade in a 1-in-30-year flooding event.



# Learn more about our sustainable goals

# Why become carbon-neutral?

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

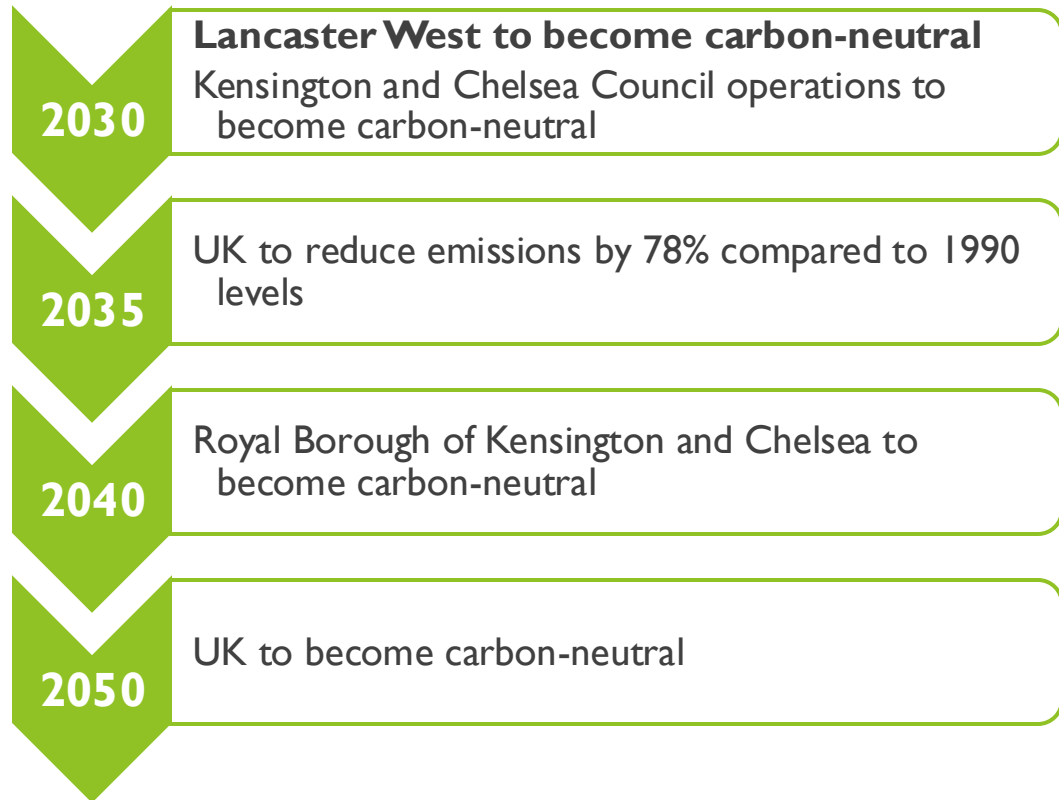
The UK Government has set a target to become net-zero by 2050 and soon a lot of these things will be law. We're getting a head start now to do things in a way that suits resident priorities and needs.

## 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



# How Lancaster West is becoming carbon-neutral

1

## Housing stock

- Energy use
- Building performance
- Internal efficiency
- Green spaces and biodiversity

We have **direct control** over these emissions

Carbon-neutral target: 2030

2

## Housing operations

- Repairs and maintenance
- Travel
- Energy use
- Waste
- Procurement
- Waste from capital works

We have **direct control** over some of these emissions and **indirect control** over others

Carbon-neutral target: 2030

3

## Residents

- Travel
- Waste
- Energy consumption
- Lifestyle choices

We have **influence** over these emissions

Carbon-neutral target: 2040

# What going 'carbon-neutral' looks like



**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**



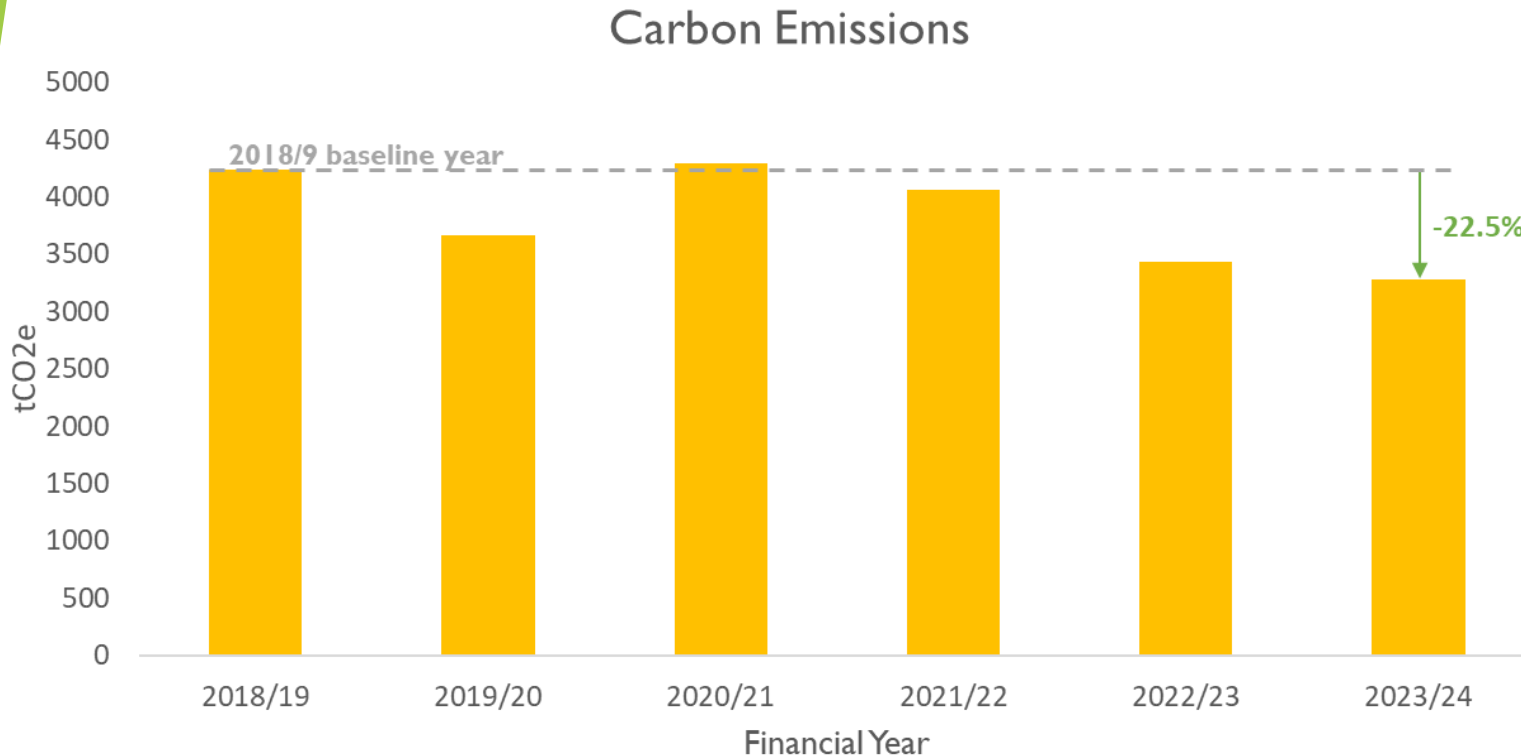
**Sharing lessons and  
pioneering  
approaches**



**Collaborating with  
experts and  
community partners**

# How we're doing so far...

**We have reduced emissions by 22.5% since 2018**



- Work that has produced significant reductions in our emissions includes:
  - Installing energy efficient communal lighting
  - Replacing gas hobs for induction or ceramic hobs
  - Replacing our fleet with e-vans
  - Installing solar panels on housing blocks
- Removing gas from the estate will have the biggest impact on our carbon emissions going forward

Graph 2: graph showing Lancaster West Estate's annual carbon emissions since 2018/9. Figures do not include emissions from North Kensington Resource Centre's electricity, water supply or water treatment, staff business travel, or Baseline recycling. Includes assumed usage data where actual data not available.

# How our work connects to other strategies

This strategy is closely linked to several other council-led areas of work including:

- Notting Dale Future Neighbourhoods Strategy
- Lancaster West Neighbourhood Strategy
- Lancaster West Community Development Strategy
- Kensington & Chelsea Council Green Plan
- RBKC Housing Management Net-Zero Strategy
- London Councils Retrofit Action Plan

## Notting Dale Future Neighbourhoods Programme

Notting Dale is one of only two neighbourhoods in London selected as part of the Mayor of London's Future Neighbourhoods 2030 programme to deliver environmental projects and initiatives across the Notting Dale ward, and co-design a community-led environmental strategy.

The Lancaster West Neighbourhood Team is working closely with other Council teams, the Mayor of London, a range of local organisations, other expert partners, and residents of Notting Dale to deliver this programme.

**The central aim is to transform Notting Dale into an exemplar model of eco-neighbourhood that is greener, fairer and more climate resilient for all, by 2030.**

# For more information and to get updates on what we're doing to make Lancaster West a carbon-neutral estate:

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

