

Lancaster West Refurbishment Programme EqIA Action Plan

Protected Characteristic	Issue Identified	Planned Action	Lead Officer/ Service	Timeframe
Age	Younger residents may not engage with the Lancaster West Neighbourhood Team or the actual refurbishment programme itself. Younger residents, mainly those aged 18 and under are more unlikely to attend the usual engagement activities in person unless the activities are suited for younger residents such as in a community funday format. Younger residents are also more likely engage with digital forms of engagement such as via social media or online compared to in person meeting style engagement events.	Continue to deliver co-design initiatives which encourage participation of all age groups by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	The largest population on the state are those of working age. Working residents may not be able to attend engagement activities due to working hours, whether this be shift work or official office hours - which are also likely to be the same hours of operation as the LWNT.			
	Working age residents are also potentially residents who are likely to have younger families with childcare responsibilities. This means that engagement activities during school pickup/ drop off times are unlikely be attended, or any other time, if suitable childcare cannot be arranged.			
	Older residents, especially those aged 65 plus are more likely to have various underlying issues that may impact their ability engage in co-design activities. Mobility issues may deter them from attending events that do not support accessibility, hearing and sight impairments are likely to deter the level of engagement needed and other medical/ long-term ill health issue may mean that they are unable to attend events on site all together.			
	Household with younger residents or residents of a working age may suggest young family households who will need to be decanted to suitable accommodation together – it would not be possible to split the family into multiple decant properties. As it currently stands, the availability of temporary decant property are already few in numbers and they current tend to be smaller in bedsize than required to be able to accommodate families.	Work with RBKC housing management to earmark newly vacant properties around the boundaries of the estate to facilitate and accommodate larger family household decants and for those who have accessibility requirements.	Housing Mangement	
	Households with younger families are also more likely to be impacted should alternative decant options such as hotel accommodation be needed to compensate for the lack of decant properties. Hotel accommodations are clearly not suitable for needs of younger families and for long durations.	Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Mangement	
	Households with younger residents are more likely to impacted should they have to be decanted outside of the estate to accommodate the household requirements. This may have travel implications on younger residents in relation to their attendance at schools and other education facilities. Older residents, especially those who may have age related disability or ill health are more likely to be impacted as there is a clear lack of suitable decant properties that can accommodate their needs on the estate, and even fewer or none that have ground level access to support things such as mobility issues. In addition to this, currently there are only 2 blocks on the estate which have lifts, and therefore the pool of suitable properties is even fewer compared to the current demand.			

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	Younger residents, particularly those aged under 12 may be curious about the refurbishment works in their homes or around the estate and wander into dangerous areas, putting themselves and others at risk.	Signage around hazardous areas should be very clear so children are aware of the dangers of entering such areas. An engagement event aimed at under-12s could also take place before works start to explain what is going to happen in the refurbishment, as well as inform them about the dangers involved in the works and highlight the importance of reading and adhering to the signage.	Refurb Design & Delivery	
	Schoolwork of younger residents may be impacted as a result of the refurbishment work due to the noise and disturbance it will cause. This may have an impact on younger residents who have public examinations and are studying during periods of noisy work.	To avoid the refurbishment works impacting younger resident's schoolwork and public examinations, any respite facilities being provided should include a quiet study space which they can escape to and use should the works become too loud to study in their homes.	Housing Management	
	Older residents are more likely to spend more time in their homes or have mobility issues which makes it harder to leave their homes. This means that they are more likely to be impacted by the noise and disruption caused by the refurbishment works. This noise and disruption could lead to stress and discomfort, or trigger residents with PTSD following the Grenfell tragedy. This is particularly more likely for residents living in Lot 1 blocks due to the close proximity of their homes to Grenfell Tower.	Set up older person friendly respite facilities and activities, so older residents affected by the noise have somewhere else that they would like to go to escape the disruption. This respite provision should include quiet spaces, so residents do not feel like they must socialise with others and have appropriate access to somewhere for rest.	Housing Management	
	Older residents are more likely to have age related mobility issues and visual and hearing impairments. Therefore, are particularly vulnerable to slips and trips from a construction site environment – mainly from dust and rubble, tools and equipment left on site and leads or uneven areas of paving or flooring.	To avoid elderly residents being put in danger by the works taking place in their homes or around the estate, clear signage of any hazardous areas should always be displayed. Furthermore, if there are any areas which may pose a risk to elderly residents in their homes while refurb work is taking place, contractors should carefully explain these to the resident and take the time to ensure the residents safety.	Refurb Design & Delivery	
	Older residents are more likely to be impacted with the settling in process in their newly refurbished homes. All newly refurbished homes are designed to be 21 century homes with new technology, equipment, monitors and sensors. Older resident may struggle to get to grips with the new technology and new way doing things and therefore may not get the best out of their new homes.	Contractors should also be required to minimise any dust or pollution from the works wherever possible. Develop a face to face settling in process for all residents so that they can be made aware of all the new facilities and equipment in their newly refurbished homes, and how to use them.	Housing Management	
Disability/ Long-term ill health	Residents who have disclosed a disability/ long-term ill health are more likely to be impacted in their ability to engage in co-design activities. Mobility issues may deter them from attending events that do not support accessibility, hearing and sight impairments are likely to deter the level of engagement needed and other medical/ long-term ill health issue may mean that they are unable to attend events on site all together.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of any disability/ long-term ill health, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Residents who have disclosed a disability/ long-term ill health that is specific to learning disabilities or sight and hearing impairments may not fully engage with co-design engagement activities or understand the details of the refurbishment programme if the co-design materials are not in a format that is accessible to them.	LWNT should begin to collect more data on our residents to understand the true extent of disability/ long-term ill health amongst residents living on the estate. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.	Housing Management	
	Whilst the disability disclosure rate is relatively low, there is likely to be a higher rate of mental health conditions amongst residents living on the Lancaster West Estate following the Grenfell tragedy. This suggests there residents are more likely to suffer from conditions such as PTSD, which is a condition that is likely to prevent residents taking part in co-design activities. This is particularly more likely for residents living in Lot 1 blocks due to the close proximity of their homes to Grenfell Tower.			
	Residents who have disclosed a disability/ long-term ill health are more likely to be impacted by the decanting process of the refurbishment programme as there is a clear lack of suitable decant properties that can accommodate their needs on the estate and even fewer or none that have ground level access to support things such as mobility issues. In addition to this, currently there are only 2 blocks on the estate which have lifts, and therefore the pool of suitable properties is even fewer compared to the current demand.	Work with RBKC housing management to earmark newly vacant properties around the boundaries of the estate to facilitate and accommodate decanting of those who have accessibility requirements. Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Management Housing Management	

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	Residents who have disclosed a disability/ long-term ill health more likely to spend more time in their homes or have mobility issues which makes it harder to leave their homes. This means that they are more likely to be impacted by the noise and disruption caused by the refurbishment works. This noise and disruption could lead to stress and discomfort, or trigger residents with PTSD following the Grenfell tragedy. This is particularly more likely for residents living in Lot 1 blocks due to the close proximity of their homes to Grenfell Tower.	Set up disability friendly respite facilities and activities, so that residents affected by the noise have somewhere else that they would like to go to escape the disruption. This respite provision should include quiet spaces, so residents do not feel like they must socialise with others and have appropriate access to somewhere for rest.	Housing Management	
	Residents who have disclosed a disability/ long-term ill health and have mobility issues and/ or visual and hearing impairments are particularly vulnerable to slips and trips from a construction site environment – mainly from dust and rubble, tools and equipment left on site and leads or uneven areas of paving or flooring.	To avoid residents who have a disability/ long-term ill health being put in danger by the works taking place in their homes or around the estate, clear signage of any hazardous areas should always be displayed. Furthermore, if there are any areas which may pose a risk to elderly residents in their homes while refurb work is taking place, contractors should carefully explain these to the resident and take the time to ensure the residents safety.	Refurb Design & Delivery	
	Residents who have disclosed a disability/ long-term ill health are more likely to be in their homes during the day when noisy works takes place. This means that they may experience higher levels of stress and discomfort from the noise taking place.	Contractors should also be required to minimise any dust or pollution from the works wherever possible.	Refurb Design & Delivery	
	Residents who have disclosed a disability/ long-term ill health and have mobility issues and sight and hearingl impairments may also find it harder to navigate around the refurbishment works taking place in their homes and blocks.	Contractors should make every effort to ensure the floors of resident's homes are free of debris or any trip hazards which could put a disabled person at risk. If there are any areas which are more hazardous, contractors should explain these to the residents to ensure their safety.	Refurb Design & Delivery	
	Residents who have disclosed a disability/ long-term ill health and have accessibility need are more likely to be impacted with the moving back process. There is a possibility that the footprint of their existing homes have may be reduced due to insulation works within their homes. Whilst legal requirements will always be adhered to, residents may feels that even the smallest change impacts what they have always been used psychologically.	Develop a face to face settling in process for all residents so that they can be made aware of all the new facilities and equipment in their newly refurbished homes, and how to use them.	Housing Management	
	Residents who have disclosed a disability/ long-term ill health are more likely to be impacted with the settling in process in their newly refurbished homes. All newly refurbished homes are designed to be 21 century homes with new technology, equipment, monitors and sensors. Disabled resident or those with long-term ill health may struggle to get to grips with the new technology and new way doing things and therefore may not get the best out of their new homes.	All settling instructions and guidance should be made available in formats that is suitable for the resident composition on the estate. This includes disability inclusive formats such as large print and braille as well and videos formats to overcome language barriers and literacy needs.	Housing Management	
Gender reassignment	Residents of a gender not same as at birth are more unlikely to feel like they can take part in mass co-design resident engagement activities with fear of hate crime or hate crime associated behaviours and perceptions.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their gender reassignment status, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Residents of a gender not same as at birth are more likely to be reluctant in taking part in decanting initiatives with the fear of losing their safe space and comfort which they may associate with their permanent home. Residents being decanted to other blocks or different areas within the estate may feel that they are unable to create a safe space within a short period of time due to the nature of these temporary decant initiatives.	LWNT should begin to collect more data on our residents to understand how many do not identify with the gender they were assigned at birth. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.	Housing Management	

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	Residents of a gender not same as at birth are more likely to be subject to a form of negative behaviour or comments by contractors, especially from contractors/ organisations that have not committed to supporting the LGBTQ+ community or provided equality and diversity training to their workforce.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to RBKC/ LWNT commitments, policies, it's stance on zero-tolerance on hate crimes. and ensure that their workforce have received mandatory equality and diversity training.	Refurb Design & Delivery	
	If LWNT staff are not adequately trained and are signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community, use of incorrect terminology or awareness may make resident feel uncomfortable and not engage with staff and alter any positive perceptions of the RBKC/ LWNT when being support with settling into their refurbished home.	LWNT should ensure that all staff are visibly aware of it's commitments to the LGBTQ+ community and its zero-tolerance approach to hate crime, and ensure that all staff receive mandatory equality and diversity training. LWNT should promote and communicate it's visible support for the LGBTQ+ community and the shared commitments in relation to the zero-tolerance policy towards any form of hate crime, including the fact that it is Stonewall Diversity Champion employer	LWNT LWNT	
Marriage and civil partnership	Current resident profile data suggests that the largest proportion of residents on the estate are of working age, and the census suggest a significant proportion are married. This group of residents are also potentially residents who are likely to have younger families with childcare responsibilities. This means that engagement activities during school pickup/ drop off times are unlikely to be attended, or any other time, if suitable childcare cannot be arranged.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their marriage or civil partnership status, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Residents who are in a civil partnership or in a same sex marriage are potentially more unlikely to feel like they can take part in mass co-design resident engagement activities with fear of hate crime or hate crime associated behaviours and perceptions.	LWNT should begin to collect more data on our residents to understand how many are currently in a marriage or civil partnership. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.	Housing Management	
	Married residents of working age are also potentially residents who are likely to have younger families with childcare responsibilities. They will need to be decanted to suitable accommodation together. As it currently stands, the availability of temporary decant properties are already few in numbers and they current tend to be smaller in bedsize than required to be able to accommodate families. As a result consideration will need to be given to the following: - It would not be possible to split young families into multiple decant properties due to caring responsibilities. - Hotel accommodations as alternative decant options are clearly not suitable for the needs of younger families for long durations. - Households with younger residents are more likely to impacted should they have to be decanted outside of the estate to accommodate the household requirements. This may have travel implications on younger residents in relation to their attendance at schools and other education facilities. Residents who are in a civil partnership or in a same sex marriage are more likely to be reluctant in taking part in decanting initiatives with the fear of losing their safe space and comfort which they may associate with their permanent home. Residents being decanted to other blocks or different areas within the estate may feel that they are unable to create a safe space within a short period of time due to the nature of these temporary decant initiatives.	Work with RBKC housing management to earmark newly vacant properties around the boundaries of the estate to facilitate and accommodate larger family household decants and those who have accessibility requirements. Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Management Housing Management	

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	Residents who are in a civil partnership or in a same sex marriage are more likely to be subject to a form of negative behaviour or comments by contractors, especially from contractors/ organisations that have not committed to supporting the LGBTQ+ community or provided equality and diversity training to their workforce.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to LWNT commitments, policies, it's stance on zero-tolerance on hate crimes. and ensure that their workforce have received mandatory equality and diversity training.	Refurb Design & Delivery	
	If LWNT staff are not adequately trained and are signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community, use of incorrect terminology or awareness may make resident feel uncomfortable and not engage with staff and alter any positive perceptions of the RBKC/ LWNT when being support with settling into their refurbished home.	<p>LWNT should ensure that all staff are visibly aware of it's commitments to the LGBTQ+ community and its zero-tolerance approach to hate crime, and ensure that all staff receive mandatory equality and diversity training.</p> <p>LWNT should publicly promote the fact that it is a Stonewall Diversity Champion employer in all off its communication materials to reassure the LGBTQ+ community.</p>	<p>LWNT</p> <p>LWNT</p>	
Pregnancy and maternity	Residents that may be pregnant or have recently given birth may be more likely to remain at home due to fatigue from childcaring responsibilities and experience of pregnancy and maternity. They may not be able to attend co-design engagement events.	<p>Continue to deliver co-design initiatives which encourage participation of all residents regardless of their pregnancy and maternity status, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.</p> <p>Ensure that in person co-design events have dedicated baby feeding and changing facilities to encourage participation.</p> <p>LWNT should begin to collect more data on our residents to understand how many are currently impacted by pregnancy and maternity. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.</p>	<p>Comm Dev & Co-design</p> <p>Housing Management</p> <p>Housing Management</p>	
	Household with new babies will need to be decanted to suitable accommodation that is fit for a newborn. As it currently stands, the availability of temporary decant properties are already few in numbers and they current tend to be smaller in bedsize than required to be able to accommodate families. Hotel accommodations as alternative decant options are clearly not suitable for needs of families with a newborn and for long durations.			
	There is evidence to suggest that stress in pregnancy can have impacts on their child's development. There is a risk that any home move such as temporary decants could cause high levels of stress to women impacted by pregnancy and maternity.			
	There is evidence to suggest that stress in pregnancy can have impacts on their child's development. There is a risk that the refurbishment works and associated issues such as noise can cause high levels of stress to women impacted by pregnancy and maternity.	To reduce the risk of our residents becoming stressed, respite facilities should be provided so those affected by the noise have somewhere else that they would like to go to escape the disruption. This respite provision should include quiet spaces, so residents do not feel like they have to socialise with others and are able to find somewhere to rest and avoid noise. Respite facilities should take into consideration baby feeding and baby changing facilities to support new mothers and their babies.	Housing Management	
Race	Ethnic minority groups are more likely to not engage in the co-design engagement activities, due to language barriers arising from the fact that English may not be their first language. This is more likely the case for older migrant communities that live on the Lancaster West estate. They may not be in a position to fully understand the refurbishment programme, the materials used and also may feel that they are unable to communicate their views.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their race, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Even if information about the refurbishment is translated into the language the resident is best able to engage with, there are certain cases where this may be inadequate. For example, Somali has only recently become a written language, so some Somali residents over a certain age may not understand Somali when written down.	To avoid the risk of language barriers becoming an issue, the LWNT should have staff on hand who are able to provide translations either over the phone or face-to-face when required. An audit may need to take place to fully understand the range of languages that are spoken on the estate, and ensure translators are available for residents who do not speak English.	Comm Dev & Co-design	
	Ethnic minority groups are more likely to not engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. It is a known cultural and religious practices of Muslim residents, where women are more unlikely to take part in events in the presence of men.			

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	Ethnic minority groups, mainly women are more likely to not engage in the co-design engagement activities, due to known cultural practices where women tend to be housewives and men tend to be the breadwinners who deal with everything outside of the home.			
	Ethnic minorities are more likely to be impacted by the decant process compared to the White British residents as cultural practices mean that ethnic minority residents often have cultural practices where families often live together, including in some cases, extended family members. Therefore, these households are often overcrowded households, or larger than most households. This means that they are more likely to request to be decanted to suitable accommodation together. As it currently stands, the availability of temporary decant properties are already few in numbers and they current tend to be smaller in bedsize than required to be able to accommodate families.	Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Management	
	Ethnic minorities groups may be not being able to communicate with contractors who enter their homes due to language barriers – this communication barrier could lead to stress, anxiety and cause a lesser sense of security within their homes.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to RBKC/ LWNT commitments, policies, it's stance on zero-tolerance on hate crimes. and ensure that their workforce have received mandatory equality and diversity training.	Refurb Design & Delivery	
	Ethnic minorities groups are more likely to be subject to a form of negative behaviour or comments by contractors made evident by language barriers, cultural practices and religion and beliefs within the home. There is a risk of racial intolerance/harassment by the contractors. This form of behaviour could also lead to stress, anxiety and cause a lesser sense of security within their homes.	Contractors will need to be fully briefed on the resident composition on the estate and informed on appropriate practices in relation to resident's cultural and religious practices – e.g stop work during Muslim prayer times.	Refurb Design & Delivery	
	Ethnic minorities groups, especially those who are Muslim and female, are more likely to be impacted by refurbishment works in their homes, as they tend to be stay at home mums or housewives. They may feel intimidated or feel that their privacy and way of life is not being respected if contractors are not aware of their cultural and religious practices – e.g conducting works during prayer times for Muslim residents.	Any respite facilities provided should include quiet spaces to allow resident to practice their faith if need, and should include women only spaces to cater for cultural and religious practices.	Housing Management	
	Residents who are from an ethnic minority group, particularly those who may experience language barriers as English will not be their first language, are more likely to be impacted with the settling in process in their newly refurbished homes. These residents may struggle to get to grips with the new technology and associated instructions and guidance if not available in alternative formats and therefore may not get the best out of their new homes.	All settling instructions and guidance should be made available in formats that is suitable for the resident composition on the estate. This includes translated format in community languages as well and videos formats to overcome language barriers and literacy needs.	Housing Management	
Religion and belief	Muslim residents who are from ethnic minority groups are more likely to not engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. It is a known cultural and religious practices of Muslim residents, where women are more unlikely to take part in events in the presence of men.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their religion or belief, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Muslim residents who are from ethnic minority groups, mainly women are more likely to not engage in the co-design engagement activities, due to known cultural practices where women tend to be housewives and men tend to be the breadwinners who deal with everything outside of the home.	To avoid the risk of language barriers becoming an issue, the LWNT should have staff on hand who are able to provide translations either over the phone or face-to-face when required. An audit may need to take place to fully understand the range of languages that are spoken on the estate, and ensure translators are available for residents who do not speak English.	Comm Dev & Co-design	
	Muslim residents who are from ethnic minority groups are more likely to not engage in the co-design engagement activities, due to language barriers arising from the fact that English may not be their first language. This is more likely the case for older migrant communities that live on the Lancaster West estate. They may not be in a position to fully understand the refurbishment programme, the materials used and also may feel that they are unable to communicate their views.	LWNT should begin to collect more data on our residents to understand better the religion and belief demographics on the estate. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.	Housing Management	

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	Muslim resident who are from ethnic minority groups are more likely to be impacted by the decant process compared to the White British residents as cultural practices mean that ethnic minority residents often have cultural practices where families often live together, including in some cases extended family members. Therefore, these households are often overcrowded households, or larger than most households. This means that they are more likely to request to be decanted to suitable accommodation together. As it currently stands, the availability of temporary decant properties are already few in numbers and they current tend to be smaller in bedsize than required to be able to accommodate families.	Explore other decanting solutions and make better use of existing solutions such as the Friends and Family to scheme to facilitate suitable decant options for all residents. LWNT to source hotel accommodation for decanting purposes that offer halal options or explore alternative way to facilitate halal food and drink options for Muslim residents for the duration of the temporary decant.	Housing Management Housing Management	
	Muslim resident who for whatever reason that need to be decanted into hotel accommodation are more likely to be impacted by the decant process compared to other faith groups as a result of their dietary requirements. Muslim residents, according to their faith are limited to halal food and drink which most hotels do not offer.			
	Residents with a religion or belief that is not Christianity and associated ethnic minorities groups are more likely to be subject to a form of negative behaviour or comments by contractors made evident by language barriers, cultural practices and religion and beliefs within the home. There is a risk of racial intolerance/harassment by the contractors. This form of behaviour could also lead to stress, anxiety and cause a lesser sense of security within their homes.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to RBKC/ LWNT commitments, policies, it's stance on zero-tolerance on hate crimes. and ensure that their workforce have received mandatory equality and diversity training.	Refurb Design & Delivery	
	Muslim resident who are from ethnic minorities groups, especially those who are female, are more likely to be impacted by refurbishment works in their homes, as they tend to be stay at home mums or housewives. They may feel intimidated or feel that their privacy and way of life is not being respected if contractors are not aware of their cultural and religious practices – e.g conducting works during prayer times, or during Ramadan when Muslim residents are likely to be fasting from dusk till dawn.	Contractors will need to be fully briefed on the resident composition on the estate and informed on appropriate practices in relation to resident's cultural and religious practices – e.g stop work during Muslim prayer times. Any respite facilities provided should include quiet spaces to allow resident to practice their faith if need, and should include women only spaces to cater for cultural and religious practices.	Refurb Design & Delivery Housing Management	
	There is a general a risk of contractors being unaware of beliefs and practices among some members of the Muslim community and cause offence. For example, it may be culturally inappropriate for someone to enter a home and speak to a woman without another male family member present or engage in any physical contact with any member of a household.			
Sex	Women who are also Muslim or from an ethnic minority group are more likely to not engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. It is a known cultural and religious practices of Muslim residents, where women are more unlikely to take part in events in the presence of men.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their sex, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Women who are also Muslim or from an ethnic minority group are more likely to not engage in the co-design engagement activities, due to known cultural practices where women tend to be housewives and men tend to be the breadwinners who deal with everything outside of the home.			
	Women who are single and live alone are more likely to be impacted by the decant process. They are more likely to be reluctant in taking part in decanting initiatives with the fear of losing their safe space and comfort which they may associate with their permanent home. Resident being decanted to other blocks or different areas within the estate may feel that they are unable to create a safe space within a short period of time due to the nature of these temporary decant initiatives.	Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Management	
	Women who are single and live alone are more likely to be subject to a form of negative behaviour or comments by contractors as they live alone. This form of behaviour could also lead to stress, anxiety and cause a lesser sense of security within their homes.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to RBKC/ LWNT commitments, policies, it's stance on zero-tolerance on hate crimes. and ensure that their workforce have received mandatory equality and diversity training.	Refurb Design & Delivery	
	There is also a risk that some women may feel threatened or uncomfortable by the presence of male contractors they are unfamiliar with entering their homes without warning to carry out works.	Contractors will need to be fully briefed on the resident composition on the estate and informed on appropriate practices in relation to resident's cultural and religious practices – e.g it may be culturally inappropriate for someone to enter a home and speak to a woman without another male family member present or engage in any physical contact with any member of a household.	Refurb Design & Delivery	
	Women who are Muslim and from ethnic minority group are more likely to be impacted by refurbishment works in their homes, as they tend to be stay at home mums or housewives.			
	Women who are Muslim and from ethnic minority group are more likely to be impacted by refurbishment works in their homes as contractors may not be aware of beliefs and practices among some members of the Muslim community and cause offence. For example, it may be culturally inappropriate for someone to enter a home and speak to a woman without another male family member present or engage in any physical contact with any member of a household.	To reduce the risk of women feeling threatened or scared by contractors entering their homes who they are unfamiliar with or without warning, there should be clear lines of communications between residents and contractors at all time. Contractors should give advanced notice of the times when they are due to enter a resident's home and ensure the residents are familiar with the contractors who are going to be carrying out the works.	Refurb Design & Delivery	

Protected Characteristic	Issue Identified	Planned Action	Lead Officer/ Service	Timeframe
Sexual orientation	LGBTQ+ residents are more unlikely to feel like they can take part in mass co-design resident engagement activities with fear of hate crime or hate crime associated behaviours and perceptions.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of their sexual orientation, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages. LWNT should begin to collect more data on our residents to understand how sexual orientation can impact residents. More data and higher disclosure rates will help to better identify any potential impacts and also help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.	Comm Dev & Co-design Housing Management	
	LGBTQ+ residents are more likely to be reluctant in taking part in decanting initiatives with the fear of losing their safe space and comfort which they may associate with their permanent home. Resident being decanted to other blocks or different areas within the estate may feel that they are unable to create a safe space within a short period of time due to the nature of these temporary decant initiatives.			
	LGBTQ residents are more likely to be subject to a form of negative behaviour or comments by contractors, especially from contractors/ organisations that have not committed to supporting the LGBTQ+ community or provided equality and diversity training to their workforce.	The exercise of procuring contractors for the refurbishment programme should factor in the buy-in to RBKC/ LWNT commitments, policies, it's stance on zero-tolerance on hate crimes, and ensure that their workforce have received mandatory equality and diversity training. LWNT should ensure that all staff are visibly aware of it's commitments to the LGBTQ+ community and its zero-tolerance approach to hate crime, and ensure that all staff receive mandatory equality and diversity training	Refurb Design & Delivery Refurb Design & Delivery	
	If LWNT staff are not adequately trained and are signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community, use of incorrect terminology or awareness may make resident feel uncomfortable and not engage with staff and alter any positive perceptions of the RBKC/ LWNT.	LWNT should promote and communicate it's visible support for the LGBTQ+ community and the shared commitments in relation to the zero-tolerance policy towards any form of hate crime, including the fact that it is Stonewall Diversity Champion employer	LWNT	
Socio-economic and Geographical	Residents with ill health may impact their ability engage in co-design activities. Any ill health is likely to deter the level of engagement needed and other medical/ long-term ill health issue may mean that they are unable to attend events on site all together. They may not fully engage with co-design engagement activities or understand the details of the refurbishment programme if the co-design materials are not in a format that is accessible to them.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of any Socio-economic and geographical factors, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Residents with ill health are more likely to be impacted by the decanting process of the refurbishment programme as there is a clear lack of suitable decant properties that can accommodate their needs on the estate and even fewer or none that have ground level access to support things such as mobility issues. In addition to this, currently there are only 2 blocks on the estate which have lifts, and therefore the pool of suitable properties is even fewer compared to the current demand.	Work with RBKC housing management to earmark newly vacant properties around the boundaries of the estate to facilitate and accommodate decanting of those who have accessibility requirements. Explore other decanting solutions and make better use of existing solutions such as the Friends and Family decant scheme to facilitate suitable decant options for all residents.	Housing Management Housing Management	

Protected Characteristic	Issue Identified	Planned Action	Lead Officer/ Service	Timeframe
	Residents with ill health more likely to spend more time in their homes or have mobility issues which makes it harder to leave their homes. This means that they are more likely to be impacted by the noise and disruption caused by the refurbishment works.	Set up disability friendly respite facilities and activities, so that residents affected by the noise have somewhere else that they would like to go to escape the disruption. This respite provision should include quiet spaces, so residents do not feel like they must socialise with others and have appropriate access to somewhere for rest.	Housing Management	
	Residents with ill health and have mobility issues are particularly vulnerable to slips and trips from a construction site environment – mainly from dust and rubble, tools and equipment left on site and leads or uneven areas of paving or flooring.	To avoid residents who suffer from ill health being put in danger by the works taking place in their homes or around the estate, clear signage of any hazardous areas should always be displayed. Furthermore, if there are any areas which may pose a risk to residents in their homes while refurb work is taking place, contractors should carefully explain these to the resident and take the time to ensure the residents safety.	Refurb Design & Delivery	
	Residents with ill health may be more likely to be in their homes during the day when noisy works takes place. This means they may experience higher levels of stress and discomfort from the noise taking place.	Contractors should also be required to minimise any dust or pollution from the works wherever possible to minimise impact on existing ill health.	Refurb Design & Delivery	
	Residents with ill health and have mobility issues may also find it harder to navigate around the refurbishment works taking place in their homes and blocks.	Contractors should make every effort to ensure the floors of resident's homes are free of debris or any trip hazards which could put resident with ill health at risk. If there are any areas which are more hazardous, contractors should explain these to the residents to ensure their safety.	Refurb Design & Delivery	
	Residents with ill health and have accessibility need are more likely to be impacted with the moving back process. There is a possibility that the footprint of their existing homes may be reduced due to insulation works within their homes. Whilst legal requirements will always be adhered to, residents may feel that even the smallest change impacts what they have always been used to psychologically.			
Other groups	Residents impacted by socio-economic factors are more likely to be impacted by if the new technology, newly installed appliances and thermal comfort measures from the refurbishment programme do not meet their purpose in reducing financial impacts such as energy bills.	Develop a face to face settling in process for all residents so that they can be made aware of all the new facilities and equipment in their newly refurbished homes, and how to use them. All settling instructions and guidance should be made available in formats that is suitable for the resident composition on the estate. This includes disability inclusive formats such as large print and braille as well and videos formats to overcome language barriers and literacy needs.	Housing Management Housing Management	
	Grenfell bereaved and survivors living on the estate more unlikely to attend engagement activities that are hosted in locations near Grenfell Tower, such as the Baseline office where the Lancaster West Neighbourhood Team are based, as this is likely to bring back memories of the tragedy.	Continue to deliver co-design initiatives which encourage participation of all residents regardless of any other significant groups they may fall under, by holding in person workshops and open house events throughout the week and during the course of the day, offer 1-1 engagement for those who cannot attend – in person and over phone, carry out door knocking exercises for those who have not participated, utilise digital solutions such as social media and online and continue to make available co-design materials in different formats and languages.	Comm Dev & Co-design	
	Private tenants of leaseholders, due to their lack of a legal relationship with RBKC and the Lancaster West Neighbourhood Team, will not have the opportunity to input into the co-design of the refurbishment programme.	Explore alternative venues for in person co-design engagement activities that are not within the immediate vicinity of Grenfell Tower. Develop better relationship with leaseholders who are renting to private tenants, so that they can communicate the needs of their tenants, particularly for those who are long term tenants and are likely to remain on estate in the long term.	Comm Dev & Co-design Refurb Design & Delivery	
	Grenfell bereaved and survivors living on the estate more likely to be impacted by the decant process of the refurbishment programme as they may feel that they do not want to relocate after having relocated at least once since the tragedy.	Develop better relationship with leaseholders who are renting to private tenants to facilitate the decant move when refurbishment work are to commence.	Refurb Design & Delivery	
	Private tenants of leaseholders will need to be decanted as part of the refurbishment programme. This is likely to impact any tenancy agreements and legal contracts they may have with the leaseholder (their immediate landlord).			
	Grenfell bereaved and survivors living on the estate are more likely to be impacted by the noise and disruption caused by the refurbishment works. This noise and disruption could lead to stress and discomfort, or trigger residents with PTSD following the Grenfell tragedy.	Set up user friendly respite facilities and activities, so that residents affected by the noise have somewhere else that they would like to go to escape the disruption. This respite provision should include quiet spaces, so residents do not feel like they must socialise with others and have appropriate access to somewhere for rest.	Housing Management	

Protected Characteristic	Issue Identified	Planned Action	Lead Officer/ Service	Timeframe
	Private tenants of leaseholders are more likely to be impacted when being supported back into newly refurbished homes, due to any contractual relationships that they have with their landlord the leaseholder. Leaseholders may make choices that impact the private tenants after being handed over a newly refurbished home.			