

# Lancaster West Refurbishment Programme

## Equality Impact Assessment Action Plan April 2026



| Ref | Theme                         | Planned Action                                                                                                                                                                                                                                                       | Lead Officer / Service                        | Timeframe                                    | Monitoring / Evidence                                                              |
|-----|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------|
| 1   | Engagement & Co-design        | Continue to deliver inclusive co-design initiatives through a mix of in-person workshops, home visits, digital engagement, translated materials, door knocking and flexible appointment arrangements to maximise participation across all protected characteristics. | Community Development & Co-design             | Ongoing throughout programme                 | Participation rates, engagement records, resident feedback, demographic monitoring |
| 2   | Resident Needs Assessment     | Complete or refresh household-level resident needs assessments before works commence in each block/core, including disability, mobility, health, language, caring responsibilities, pregnancy/maternity, safeguarding and decant requirements.                       | Housing Management                            | Prior to works commencing in each block/core | Resident needs assessments completed and reviewed                                  |
| 3   | Decant Planning               | Work with Housing Management to earmark suitable void properties and prioritise accessible and family-sized accommodation for decants where required.                                                                                                                | Housing Management                            | Prior to decant activity                     | Decant tracking logs, resident feedback, escalation records                        |
| 4   | Decant Options                | Explore alternative decant solutions, including effective use of the Friends and Family decant scheme, to minimise disruption to residents.                                                                                                                          | Housing Management                            | Ongoing throughout programme                 | Uptake of decant options, complaints and satisfaction monitoring                   |
| 5   | Trauma-Informed Delivery      | Implement a trauma-informed approach to resident engagement and delivery, recognising the local Grenfell context and potential distress caused by intrusive works, noise and temporary moves.                                                                        | Housing Management / Refurb Design & Delivery | Prior to mobilisation and ongoing            | Staff briefings, contractor inductions, resident wellbeing feedback                |
| 6   | Contractor Conduct            | Require contractors to comply with a resident conduct protocol covering respectful behaviour, safeguarding awareness, confidentiality, cultural awareness, appointment management, identification requirements and escalation routes for complaints.                 | Refurb Design & Delivery                      | Prior to mobilisation and ongoing            | Contractor audits, complaints monitoring, resident satisfaction                    |
| 7   | Equality & Diversity Training | Require all contractors and relevant staff to complete equality, diversity, inclusion and safeguarding training appropriate to the resident demographic of the estate.                                                                                               | Refurb Design & Delivery                      | Prior to mobilisation and refreshed annually | Training records and contract compliance checks                                    |

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| 8 Accessible Communications            | Ensure all resident communications, guidance and settling-in information are available in accessible and community formats including translated materials, large print, braille, visual guides and video content where appropriate. | Housing Management                | Prior to resident handover and ongoing   | Resident feedback, translation requests, accessibility audits |
| 9 Language Support                     | Maintain access to interpreters, bilingual staff and translation services to support residents who do not speak English as a first language.                                                                                        | Community Development & Co-design | Ongoing throughout programme             | Interpreter usage records and engagement outcomes             |
| 10 Respite Provision                   | Provide accessible respite facilities during noisy or intrusive works, including quiet spaces, study areas and facilities appropriate for older residents, families and residents with health needs.                                | Housing Management                | During intrusive works phases            | Usage monitoring and resident feedback                        |
| 11 Child & Young Person Safety         | Ensure clear signage, safeguarding arrangements and resident communications are in place around hazardous construction areas, including engagement activities aimed at children and young people where appropriate.                 | Refurb Design & Delivery          | Prior to and during works                | Site inspections, incident records                            |
| 12 Dust, Noise & Pollution Control     | Require contractors to minimise dust, noise, vibration and pollution impacts wherever reasonably practicable and communicate expected disruption in advance.                                                                        | Refurb Design & Delivery          | During works                             | Site inspections, complaints monitoring                       |
| 13 Accessibility & Safety During Works | Ensure contractors maintain safe access routes and minimise trip hazards, particularly for residents with disabilities, mobility issues or sensory impairments.                                                                     | Refurb Design & Delivery          | During works                             | Site inspections, resident complaints, safety audits          |
| 14 Settling-In Support                 | Deliver face-to-face settling-in support for residents returning to refurbished homes, including demonstrations of new systems, equipment and technology.                                                                           | Housing Management                | Prior to and following resident handover | Resident satisfaction surveys and follow-up visits            |
| 15 Cultural & Faith Awareness          | Ensure contractors and staff are briefed on cultural, faith and privacy considerations and take reasonable steps to minimise avoidable disruption where operationally possible.                                                     | Refurb Design & Delivery          | Prior to mobilisation and ongoing        | Resident feedback and complaints monitoring                   |
| 16 Inclusive Service Standards         | Maintain and communicate a zero-tolerance approach to discrimination, harassment and hate crime and ensure residents know how to report concerns.                                                                                   | LWNT                              | Ongoing throughout programme             | Complaints data, safeguarding records                         |
| 17 Data Improvement                    | Improve collection and monitoring of equality and resident profile data to better understand resident needs and inform future mitigation measures.                                                                                  | Housing Management                | Ongoing throughout programme             | Data completeness reports and annual review                   |

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|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------|-------------------------------------------------------|
| 18 Grenfell Bereaved & Survivors            | Offer flexible engagement approaches appropriate for Grenfell bereaved and survivor households, and dedicated support needs.                            | Community Development & Co-design             | Ongoing throughout programme | Resident feedback and engagement monitoring           |
| 19 Private Tenants & Leaseholder Engagement | Work with leaseholders to support communication with private tenants and occupiers affected by refurbishment works and decant arrangements.             | Housing Management / Refurb Design & Delivery | Prior to works and ongoing   | Leaseholder liaison records and complaints monitoring |
| 20 EqIA Governance & Review                 | Review and monitor delivery of the EqIA Action Plan through programme governance arrangements and update mitigations where new risks or impacts emerge. | Housing Management Leadership                 | Quarterly and annually       | Governance reports, action tracker updates            |