Equality Impact Assessment (EqIA)

Lancaster West Refurbishment Programme (Sitewide)

30th September 2026

LANCASTER WEST
NEIGHBOURHOOD TEAM
W11

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

SECTION 1: Programme details

Name of the policy, project, service, or strategy being assessed	**Lancaster West Refurbishment Programme (Sitewide)**
Give a brief overview of your works aims and objectives	The council's vision for the Lancaster West Estate is to become a model 21st century social housing estate, with an aim to be carbon-neutral by 2030. The fabric of the buildings on the estate, which includes the walls, roofs, windows and floors, are in a poor condition and require upgrading. Most of our residents' kitchens and bathrooms do not meet the Decent Homes Standard, or are in a state of disrepair, requiring modernisation. Based on stock condition surveys, to become a model 21st century estate the Lancaster West Estate needs urgent modernisation. Historically, resident involvement in decision-making was more limited, and the condition of parts of the estate has required significant investment. Following the Grenfell tragedy, all levels of government including the Council committed to refurbishing the estate, sensitively and collaboratively in partnership with residents to improve residents' homes, the wider estate in which they live and their quality of life. By co-designing with residents and using innovative approaches to refurbishment, Lancaster West will become an example which other estates, local authorities and housing providers across the country can look towards and be inspired by. We aim to improve the quality of housing for all community groups. We will repair and refurbish each and every home on the Lancaster West Estate and improve the estate's green spaces.
Name of person completing this EqIA	Muman Ali - Programme Performance & Monitoring Manager
Name of Director	James Caspell - Neighbourhood Director
Team	Lancaster West Neighbourhood Team (Housing Management)
Directorate	Housing & Social Investment
Contact Email	muman.ali@rbkc.gov.uk
Where is this EqIA stored. (This is to ensure colleagues can pick this up in your absence.)	EqIA - Lancaster West Refurbishment Programme (Sitewide)
Is this EqIA accompanying a report that is going through a formal decision process? If so which meeting, is it going to for decision?	Yes. This EqIA accompanies the Key Decision reports for the proposed award of the Main Works contracts for all remaining blocks on the Lancaster West Estate.

EQUALITY IMPACT ASSESSMENT:
Lancaster West Refurbishment Programme (Sitewide)

The Refurbishment Programme

Our vision for the Lancaster West Estate is to become a model 21st century social housing estate, with an aim to be carbon-neutral by 2030.

The fabric of the buildings on the estate, which includes the walls, roofs, windows and floors, are in a poor condition and require upgrading. Most of our residents' kitchens and bathrooms do not meet the Decent Homes Standard or are in a state of disrepair, requiring modernisation. Based on stock condition surveys, to become a model 21st century estate the Lancaster West Estate needs urgent modernisation.

Historically up until 2017 residents were not meaningfully involved in decision-making and the condition of the estate deteriorated. Following the Grenfell tragedy all levels of government including the Council committed to refurbishing the estate, sensitively and collaboratively in partnership with residents to improve residents' homes, the wider estate in which they live and their quality of life.

By co-designing with residents and using innovative approaches to refurbishment, Lancaster West will become an example which other estates, local authorities and housing providers across the country can look towards and be inspired by. We aim to improve the quality of housing for all community groups.

We will repair and refurbish each and every home on the Lancaster West Estate and improve the estate's green spaces.

Due to the size, scale, complexity and nature of the refurbishment, the programme will be carried out in phases (see Lancaster West Refurbishment Programme for details of the phased approach).

The estate has been divided into manageable "lots" as part of this phased approach. See below the split of Lancaster West Estate blocks by lots.

Lot 1: Barandon Walk, Hurstway Walk, Testerton Walk
Lot 2: Camelford Court, Camelford Walk, Clarendon Walk, Talbot Walk
Lot 3: Morland House, Talbot Grove House
Lot 4: Treadgold House
Lot 5: Camborne Mews
Lot 6: Verity Close

Scope of Equality Impact Assessment

The Lancaster West refurbishment programme covers the whole of the Lancaster West Estate and all blocks within its boundaries, and it includes the full scope of works, including an uplift of outside areas and communal spaces.

T This EqIA assesses the impacts of the Lancaster West Refurbishment Programme across the estate. It draws on experience and evidence from Lot 1, where delivery is most advanced, alongside

sitewide resident profiling and lessons from other phases. The findings and mitigating actions apply to each remaining phase and will be reviewed and refreshed before mobilisation of each block or phase.

1. Co-design of the refurbishment programme
2. Decanting of residents to carry out the works (where applicable)
3. Undertaking of the actual refurbishment works
4. Moving residents back into their fully refurbished home
5. Supporting residents to settle in and get the most out of their home and facilities

The profiling data used for the purposes of this equality impact assessment is based on data held by the Royal Borough of Kensington and Chelsea, on core housing management systems as of December 2025. The data is based on **1603 distinct individuals** (named leaseholders and tenants, and their household members) living within **homes managed by the Lancaster West Neighbourhood Team** and within the boundaries of the Lancaster West Estate.

The findings of this equality impact assessment and any actions are intended to apply to the refurbishment programme as a whole, and is to be considered and implemented in each phase of the sitewide refurbishment programme.

Additional notes

At the time of the conducting this equality impact assessment:

- A significant proportion of the co-design aspect of the programme has already been conducted, with co-design outstanding only for Lot 5: Camborne Mews and Lot 6: Verity Close.
- Refurbishment works in Lot 4: Treadgold House, is in the last phase, so decanting initiatives have been explored, and new options have been developed.
- Lessons learned from procurement and actual onsite works have been recorded and implemented from Lot 4: Treadgold House – ready to be applied to other lots.
- Consideration has already been given to 1. Moving residents back into their fully refurbished home and 2. Supporting residents to settle in and get the most out of their home and facilities for residents of Lot 4: Treadgold House.

The learnings from the above have been documented and embedded in the delivery model for the remainder of the refurbishment programme in line with our lessons learned process.

SECTION 2: EqIA Screening

Question	**Answer** (Yes, No, Unclear)	**Impact** (Positive, Negative or Neutral)
Does your programme have the potential to disproportionally affect men, women or those who identify as non-binary?	Yes	Combination
Does your programme have the potential to disproportionally affect people of a particular race or ethnicity? This includes refugees, asylum seekers, migrants and gypsies and travellers.	Yes	Combination
Does your programme have the potential to disproportionally affect people with a disability? Consider physical and learning disabilities and mental health conditions.	Yes	Combination
Does your programme have the potential to disproportionally affect people of certain sexual orientations?	Yes	Combination
Does your programme have the potential to disproportionally affect people of different age groups? Consider children and elderly populations.	Yes	Combination
Does your programme have the potential to disproportionally affect those undergoing or intending to undergo the process of gender reassignment?	Yes	Combination
Does your programme have the potential to disproportionally affect those due to pregnancy or maternity? The Equality Act protects women from discrimination from when you become pregnant until your right to maternity leave ends and you return to work. If you do not have the right to maternity leave this is 2 weeks after the child is born.	Yes	Combination
Does your programme have the potential to disproportionally affect those who are married or in a civil partnership?	Yes	Combination
Does your programme have the potential to disproportionally affect people of different faiths and beliefs?	Yes	Combination
Does your programme have the potential to disproportionally affect people on low incomes or living in poverty?	Yes	Combination
Does your programme have the potential to disproportionally affect people living in the most deprived areas of RBKC? Think about North Kensington, in particular Golborne, Notting Dale, Dalgarno and those living on the Worlds End Estate. There is further detail in Section 3 below in the socioeconomic and geographical box.	Yes	Combination

If you have assessed the impact to any of the above questions to be Negative, Neutral or Unclear, then you will need to complete Sections 3, 4 and 5. If you have assessed all the necessary impacts as Positive, explain the rational for this in the box below and then go to Section 5.

Please use this box to outline how residents are positively impacted. Include the following information:

The sensitive, collaborative, and inclusive approach taken to this programme is at the heart of the refurbishment of residents' homes. This approach reflects the Council's strengthened commitment to resident involvement following Grenfell. The Lancaster West Neighbourhood Team has taken every precaution and has put in place measures that enable all residents to have a say in the design and delivery of the refurbishment programme on the Estate, regardless of their protected characteristics and any other factors that may impact inclusivity.

The refurbishment programme has been co-designed with residents with the aim of ensuring positive outcomes for all residents in improving their homes, the wider estate in which they live and their quality of life. For the refurbishment programme we have committed to 10 core principles that were agreed with residents from the start. They are:

- The refurbishment will be resident led.
- All refurbishment work will be done sensitively and in co-operation with residents.
- There will be no demolishing of people's homes on the Lancaster West Estate.
- We will create a model estate where the community can be proud to live and that the council can be proud to own.
- We will make sure residents can make real choices on the refurbishment.
- We will listen to all age groups and communities on what improvements they want to see.
- The refurbishment will aim to provide local jobs and skills training for local people
- The refurbishment will improve local services, so they are of a high quality.
- The refurbishment will create a sustainable estate that can be maintained to a high standard.
- There will be transparent decision-making and feedback provided by the council at each step.

As with any programme or project, there are always likely to be some potentials adverse impacts. The Lancaster West Neighbourhood is committed to the findings of the equality impact assessment and addressing any identified adverse impacts so as to realise our initial aim of achieving a truly inclusive refurbishment programme for the benefit of the residents of the Lancaster West Estate.

See section 3 for details.

SECTION 3: Assessing the Impact

Protected characteristic	Analysis
Age	**Age of residents living on the Lancaster West Estate** Over 10% of all residents living on the Lancaster West Estate are under 16, 43% are of working age, and 13% are of early retirement age (55-64). Around 17% of all residents on the estate are aged 65 years plus. The average age of residents on the estate is 42 years old, which is 2 years more than the average borough age profile (Census 2021).

Age Group	% of residents
0-10 years	5.7%
11-15 years	5.1%
16-17 years	2.3%
18-24 years	9.9%
25-44 years	22.3%
45-54 years	10.6%
55-64 years	12.3%
65-84 years	14.5%
85 years plus	2.2%
Unknown	14.9%
Total	**100.0%**

Potential impact of the refurbishment programme on residents living on the estate by age and phases of the refurbishment programme

1. Co-design of the refurbishment programme

   - Some younger residents may experience barriers to participating in traditional engagement approaches used by the Lancaster West Neighbourhood Team or the refurbishment programme. Younger residents, particularly those aged under 18, may be less likely to attend traditional in-person engagement activities unless these are designed in formats that feel accessible and relevant to them, such as community or youth-focused events. Younger residents may be more likely engage with digital forms of engagement such as via social media or online compared to in person meeting style engagement events.

   - The largest population on the estate 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 may also be the same hours of operation as the LWNT office.

   - Working age residents are also potentially residents who are more likely to have younger families with childcare responsibilities. This means that

	engagement activities during school pickup/ drop off times are less likely be attended, or any other time, if suitable childcare cannot be arranged. - Some older residents, particularly those aged 65 and above, may experience barriers to participating in co-design activities where accessibility needs, sensory impairments, or health considerations are not adequately supported. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following: • In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic • Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Household with younger residents or residents of a working age may suggest young family households who may 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 currently tend to be smaller in bedsize than required to be able to accommodate families. - Households with younger families may also be 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 may not be suitable for the needs of younger families and for long durations. - Households with younger residents may be more likely to be 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 may be 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. 3. Undertaking of the actual refurbishment works - 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. - Schoolwork of younger residents may be impacted as a result of the refurbishment work due to the noise and disturbance it may cause. This may have an impact on younger residents who have public examinations and are studying during periods of noisy work. - Some older residents may spend more time at home or experience mobility-related barriers, which may increase their exposure to noise and disruption arising from refurbishment works. This may also contribute to stress, discomfort, for some residents, particularly given the local context, for some residents, including those affected by the Grenfell tragedy. This is particularly more likely for residents living in Lot 1 blocks due to the proximity of their homes to Grenfell Tower. - Older residents are more likely to have age related mobility issues and visual and hearing impairments. Therefore, may be 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. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - Older residents may be more likely to be impacted with the settling in process in their newly refurbished homes. All newly refurbished homes are designed to be 21st century homes with new technology, equipment, monitors, and sensors. Some older residents may require additional support to become familiar with new technologies, equipment, and systems introduced as part of the refurbishment.

	Mitigating potential adverse impact of the refurbishment programme on residents living on the estate Mitigating actions - 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. - 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. - 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. - 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. - 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. - 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. - 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. - 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.

Disability/ Long-term Ill Health

Disability/ long-term ill health status of residents living on the Lancaster West Estate

Almost 14% of all residents on the Lancaster West Estate have disclosed one or more disabilities and/or long-term ill health. There is a higher rate of disability/ long-term ill health amongst residents living on the Lancaster West Estate than that estimated for the borough. According to the 2021 census, 12.8% of residents in the borough said they had a long-term condition or disability that limited their life in some way.

There is no disability/ long-term ill health data for over 64% of all residents living on the estate. Due to incomplete data, the assessment takes a precautionary approach to minimise negative impacts for disabled residents.

Disability/ Long-term ill health	% of residents
No disabilities/ long-term ill health	21.6%
One or more disabilities/ long-term ill health	13.9%
Unknown	64.5%
Total	**100.0%**

Potential impact of the refurbishment programme on residents living on the estate by disability/ long-term ill health and phases of the refurbishment programme

1. Co-design of the refurbishment programme

- Residents who have disclosed a disability/ long-term ill health may be 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 and are likely to deter the level of engagement needed. Other medical/ long-term ill health issues may also mean that they are unable to attend events on site all together.

- 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.

- Whilst the disability disclosure rate is low, It is possible that there are residents that may be living with trauma-related mental health conditions, including PTSD, which may affect their ability or willingness to engage, particularly for some residents living in close proximity to Grenfell Tower. This is particularly more likely for residents living in Lot 1 blocks due to the

	proximity of their homes to Grenfell Tower. A trauma-informed delivery approach should be embedded, recognising that noise, alarms, intrusive works, contractor presence, scaffolding, fire-safety works and temporary moves may be distressing for some residents. Staff and contractors should be briefed on trauma-informed practice, and residents should have access to named contacts, quiet respite space, flexible appointment arrangements and clear escalation routes. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is that 72% of households have engaged in at least one form of co-design activity to date. Co-design activities include the following: • In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic • Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Residents who have disclosed a disability/ long-term ill health may be more likely to be impacted by the decanting process of the refurbishment programme as there is a constrained supply 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. Decant strategies are being actively managed to minimise disruption and prioritise resident need. 3. Undertaking of the actual refurbishment works - 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. Some residents may experience trauma-related distress linked to the Grenfell tragedy, including reactions to noise, disruption, or contractor presence, particularly given the local context. This is particularly more likely for residents living in Lot 1 blocks due to the proximity of their homes to Grenfell Tower.

	- Residents who have disclosed a disability/ long-term ill health and have mobility issues and/ or visual and hearing impairments may be particularly more 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. - Residents who have disclosed a disability/ long-term ill health may be 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. - Residents who have disclosed a disability/ long-term ill health and have mobility issues and sight and hearing impairments may also find it harder to navigate around the refurbishment works taking place in their homes and blocks. 4. Moving residents back into their fully refurbished home - Residents who have disclosed a disability/ long-term ill health and have accessibility needs may be 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 psychologically. 5. Supporting residents to settle in and get the most out of their home and facilities - Residents who have disclosed a disability/ long-term ill health may be more likely to be impacted with the settling in process in their newly refurbished homes. All newly refurbished homes are designed to be 21st century homes with new technology, equipment, monitors, and sensors. Disabled residents and those with long-term ill health may require reasonable adjustments or tailored support to fully benefit from new technology and systems introduced through the refurbishment. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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. - 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. - 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. - Contractors should also be required to minimise any dust or pollution from the works wherever possible. - Contractors should make every effort to ensure the floors of residents' 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. - The changes brought about by the refurbishment will need to be clearly explained to all our residents to reduce the risk of it causing anxiety to our residents, in particular residents with conditions such as autism. - 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. - 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 may help to better identify any potential impacts and help to identify further mitigating actions to

	reduce or remove any potential impact of the refurbishment programme and service delivery.
Gender reassignment	**Gender reassignment status of residents living on the Lancaster West Estate** 0.1% of all residents have disclosed that their gender differs from the sex registered at birth, and 8% have disclosed that their gender is the same as at birth. This is a protected characteristic that has a low disclosure rate. Whilst the disclosure rates remain significantly low against other protected characteristics, Census 2021 data suggest that 90% of all residents in the borough over the age of 16 have the same gender as they were born with. Nearly 9% of residents did not answer the question. The remaining identified themselves as: • 0.2% said that their sex is different to that registered at birth • 0.1% identify as Trans woman • 0.1% as Trans man • Less than 0.1% identify as non-binary • 0.1% identify as other **Gender reassignment** / **% of residents** Gender same as at birth / 7.9% Gender not same as at birth / 0.1% Prefer not to say / 0.4% Unknown / 91.6% **Total** / **100.0%** **Potential impact of the refurbishment programme on residents living on the estate by gender reassignment status and phases of the refurbishment programme** 1. Co-design of the refurbishment programme - Trans and non-binary residents / residents with a trans history may be more likely to feel like they cannot take part in mass co-design resident engagement activities with fear of discrimination, harassment or hate crime. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following: • In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic

	• Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Trans and non-binary residents / residents with a trans history may be more reluctant in taking part in decanting initiatives with the fear of losing a 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. 3. Undertaking of the actual refurbishment works - Trans and non-binary residents / residents with a trans history may feel less comfortable engaging where environments are not demonstrably inclusive. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - If LWNT staff are not adequately trained and signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities), 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. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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 its commitments to the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities) and its zero-tolerance approach to hate crime and ensure that all staff receive mandatory equality and diversity training. - LWNT should clearly communicate its commitment to inclusive, respectful and non-discriminatory services for all residents, including LGBTQ+ residents, and ensure staff and contractors understand confidentiality, respectful language, and zero-tolerance expectations in relation to harassment or hate crime. - LWNT should begin to collect more data on our residents to understand how many residents gender identity differs from the sex registered at birth. More data and higher disclosure rates may help to better identify any potential impacts and help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.
Marriage and civil partnership	**Marriage and civil partnership status of residents living on the Lancaster West Estate** RBKC/ Lancaster West Neighbourhood Team do not collect marriage and civil partnership data as part of its core housing service delivery. However, the 2021 Census data shows that 49.24% of residents living in the borough declared that they are single, nearly 35% of residents are married to someone of the opposite sex, and 0.5% are married to someone of the same-sex. The remining 0.15% of our residents are in a civil partnership with someone of the opposite sex and 0.39% are in a civil partnership with someone of the same-sex. **Potential impact of the refurbishment programme on residents living on the estate by marriage and civil partnership status and phases of the refurbishment programme** 1. Co-design of the refurbishment programme - 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 may also potentially be residents who are more likely to have younger families with

childcare responsibilities. This means that engagement activities during school pickup/ drop off times are less likely be attended, or any other time, if suitable childcare cannot be arranged.

- Residents who are in a civil partnership or in a same-sex marriage may potentially be more likely to feel like they cannot take part in mass co-design resident engagement activities with fear of discrimination, harassment or hate crime.

At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

- In person workshops and open house events
- 1-1 engagement for those who could not attend workshops and open house events
- Webinars during the covid pandemic
- Verbal feedback gathered in person and over the phone on different days and different times of the day
- Communications via WeAreW11 website/app created for the refurbishment
- e-newsletter and WhatsApp groups ensuring resident involvement
- Opportunities for resident feedback were created physically and digitally
- Home-visits and 1-1 appointments at Baseline or through phone/Teams
- Promotional videos in 4 languages, with all co-design materials printed in key community languages
- Interpreters available at co-design event
- Bi-lingual staff on hand when needed for 1-1 engagement

2. Decanting of residents to carry out the works (where applicable)

- Married residents of working age may also potentially be residents who are more likely to have younger families with childcare responsibilities. They may 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 may be more likely to be 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 may be more 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. Decant strategies are being actively managed to minimise disruption and prioritise resident need 3. Undertaking of the actual refurbishment works - Residents who are in a civil partnership or in a same-sex marriage may feel less comfortable engaging where environments are not demonstrably inclusive. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - If LWNT staff are not adequately trained and signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities), 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. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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. - 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. - LWNT should ensure that all staff are visibly aware of its commitments to the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities) and its zero-tolerance approach to hate crime and ensure that all staff receive mandatory equality and diversity training. - LWNT should clearly communicate its commitment to inclusive, respectful and non-discriminatory services for all residents, including LGBTQ+ residents, and ensure staff and contractors understand confidentiality, respectful language, and zero-tolerance expectations in relation to harassment or hate crime. - LWNT should begin to collect more data on our residents to understand how many residents are currently in a marriage or civil partnership. More data and higher disclosure rates may help to better identify any potential impacts and help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.
Pregnancy and maternity	**Pregnancy and maternity status of residents living on the Lancaster West Estate** RBKC/ Lancaster West Neighbourhood Team do not collect pregnancy and maternity data as part of its core housing service delivery. However, the 2019 Joint Strategic Needs Assessment showed there were 1,612 births in the borough. It also showed an estimated 335 cases perinatal mental illness. **Potential impact of the refurbishment programme on residents living on the estate by pregnancy and maternity status and phases of the refurbishment programme** 1. Co-design of the refurbishment programme - People who are pregnant or who 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. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

	• In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic • Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Household with new babies may 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 physical and mental stress to people who are pregnant or who have recently given birth. 3. Undertaking of the actual refurbishment works - 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 people who are pregnant or who have recently given birth. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process.

	Mitigating potential adverse impact of the refurbishment programme on residents living on the estate Mitigating actions - 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. - Ensure that in person co-design events have dedicated baby feeding and changing facilities to encourage participation. - 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 must 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. - LWNT should begin to collect more data on our residents to understand how many residents are currently impacted by pregnancy and maternity. More data and higher disclosure rates may help to better identify any potential impacts and help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.
Race and ethnicity	**Race and ethnicity of residents living on the Lancaster West Estate** There are at least 27 different ethnic groups declared amongst resident living on the Lancaster West Estate. Over 37% did not disclose their race or ethnicity. Of those declaring their race or ethnicity, 54% are not White British. According to the Census 2021, 70.6% of the borough population are White, 11.8% Asian or Asian British 7.9% Black or Black British, 6.6% Mixed or multiple ethnicities, and 9.9% Other. This shows the diversity of the Lancaster West Estate and the importance of reducing the risk of any discrimination, harassment, and victimisation.

Race or ethnicity	% of residents
White or White British: British	8.7%
Black or Black British: African	8.0%
White or White British: Other	6.7%
Black or Black British: Caribbean	6.1%

Arab or Arab British: Other	5.9%
Arab or Arab British: Moroccan	5.2%
Black or Black British: Somali	4.2%
Any Other Ethnic Group: Filipino	3.1%
Black or Black British: Other	2.2%
Mixed: Other	1.6%
Asian or Asian British: Other	1.4%
Any Other Ethnic Group: Moroccan	1.2%
Any Other Ethnic Group: Other	1.1%
White or White British: Portuguese	0.9%
Any Other Ethnic Group: Iranian	0.9%
White or White British: Spanish	0.9%
White or White British: Irish	0.8%
Any Other Ethnic Group: Latin American	0.7%
Mixed: White & Black Caribbean	0.7%
Asian or Asian British: Bangladeshi	0.6%
Mixed: White & Asian	0.4%
Asian or Asian British: Pakistani	0.4%
Asian or Asian British: Indian	0.3%
Arab or Arab British: Egyptian	0.2%
Any Other Ethnic Group: Polish	0.1%
Mixed: White & Black African	0.1%
Asian or Asian British: Chinese	0.1%
Prefer not to say	4.5%
Unknown	32.8%
Total	**100.0%**

Potential impact of the refurbishment programme on residents living on the estate by race and ethnicity and phases of the refurbishment programme

1. Co-design of the refurbishment programme

   - Residents from Black, Asian, and other minority ethnic backgrounds may be less likely to 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 able to fully understand the refurbishment programme, the materials used, and also may feel that they are unable to communicate their views.

   - 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 residents may have limited literacy in Somali or may prefer verbal/visual formats.

	- Residents from Black, Asian, and other minority ethnic backgrounds may be less likely to engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. Some residents may prefer women-only sessions or may feel more comfortable engaging in single-gender spaces. - Residents from Black, Asian, and other minority ethnic backgrounds - mainly women, may be less likely to engage in the co-design engagement activities. Some residents may have caring responsibilities or other barriers to attending events. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following: • In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic • Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Ethnic minorities may be more likely to be impacted by the decant process compared to the White British residents as cultural practices means that some households may have larger or multigenerational living arrangements. Therefore, these households are often overcrowded households, or larger than most households. This means that they may be 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. 3. Undertaking of the actual refurbishment works - 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.

	- Ethnic minorities groups may be 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. - Some ethnic minority households may have privacy preferences relating to faith/culture. 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. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - Residents from minority ethnic communities, particularly those who may experience language barriers as English may not be their first language, may be 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. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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.

- 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.
- 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.

- 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.

- 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.

Religion and belief

Religion and belief of residents living on the Lancaster West Estate

LWNT does not have any religion and belief data on almost 50% of residents living on the estate. 15% of resident prefer not to disclose their religion or beliefs and 4% have declared that they do not follow a religion or belief.

The 2 largest religion and belief groups on the Lancaster west Estate are Christian – 16% and Muslim 15%.

This is a contrast compared to the religion and belief profile for the borough. According to the Census 2021, Christians make up 48% of the borough and Muslims make up 12 % of the borough residents.

Religion and belief	% of residents
Christian	16.2%
Muslim	14.8%
No religion or belief	4.1%
Buddhist	0.4%
Other	0.4%
Hindu	0.1%
Jewish	0.1%
Rastafarian	0.1%
Sikh	0.1%
Prefer not to say	14.6%

Unknown	49.3%
Total	**100.0%**

Potential impact of the refurbishment programme on residents living on the estate by religion and belief and phases of the refurbishment programme

1. Co-design of the refurbishment programme

- Muslim residents who are from Black, Asian, and other minority ethnic backgrounds may be less likely to engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. Some residents may prefer women-only sessions or may feel more comfortable engaging in single-gender spaces.

- Muslim residents who are from Black, Asian, and other minority ethnic backgrounds - mainly women, may be less likely to engage in the co-design engagement activities. Some residents may have caring responsibilities or other barriers to attending events.

- Muslim residents who are from Black, Asian, and other minority ethnic backgrounds may be less likely to 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 able to fully understand the refurbishment programme, the materials used, and also may feel that they are unable to communicate their views.

At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

- In person workshops and open house events
- 1-1 engagement for those who could not attend workshops and open house events
- Webinars during the covid pandemic
- Verbal feedback gathered in person and over the phone on different days and different times of the day
- Communications via WeAreW11 website/app created for the refurbishment
- e-newsletter and WhatsApp groups ensuring resident involvement
- Opportunities for resident feedback were created physically and digitally
- Home-visits and 1-1 appointments at Baseline or through phone/Teams
- Promotional videos in 4 languages, with all co-design materials printed in key community languages
- Interpreters available at co-design event
- Bi-lingual staff on hand when needed for 1-1 engagement

	2. Decanting of residents to carry out the works (where applicable) - Muslim resident who are from Black, Asian and other minority ethnic backgrounds may be more likely to be impacted by the decant process compared to the White British residents as cultural practices means that some households may have larger or multigenerational living arrangements. Therefore, these households are often overcrowded households, or larger than most households. This means that they may be 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. - 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. 3. Undertaking of the actual refurbishment works - Residents with a religion or belief that is not Christianity and associated ethnic minorities groups may be 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. - Muslim residents who are from ethnic minorities groups, especially those who are women, may be more likely to be impacted by refurbishment works in their homes. Some residents may be more likely to be at home during the day due to caring responsibilities, work patterns, health, pregnancy, maternity or other personal circumstances. 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. - There is a general risk of contractors being unaware of beliefs and practices among some members of the Muslim community and cause offence. Some households may have privacy, faith, cultural or family requirements that need to be considered when arranging appointments, access and temporary accommodation. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process.

	5. Supporting residents to settle in and get the most out of their home and facilities - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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. - Explore other decanting solutions and make better use of existing solutions such as the Friends and Family 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. - 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. - Contractors will be briefed on the diversity of the resident population and expected to respect residents' religious, cultural and privacy requirements. Reasonable adjustments to appointments, access and working arrangements will be made where residents identify specific needs, including requirements relating to prayer, fasting, privacy or religious observance..

	- 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. - 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 may help to better identify any potential impacts and help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.
Sex	**Sex of residents living on the Lancaster West Estate** Over half of resident living on the Lancaster West Estate are female and over 3% have disclosed a sex other than male or female. The gender breakdown on the estate is similar to that of the wider borough as per the Census 2021 data (Female 53.2% and Male 46.8%). **Sex** | **% of residents** Female | 53.3% Male | 43.2% Other | 3.5% Unknown | 0.1% **Total** | **100.0%** **Potential impact of the refurbishment programme on residents living on the estate by sex and phases of the refurbishment programme** 1. Co-design of the refurbishment programme - Women who are also Muslim or from minority ethnic communities may be less likely to engage in the co-design engagement activities, due to known cultural practices and religion and beliefs. Some residents may prefer women-only sessions or may feel more comfortable engaging in single-gender spaces. - Women who are also Muslim or from minority ethnic communities may be less likely to engage in the co-design engagement activities. Some residents may have caring responsibilities or other barriers to attending events. At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following: • In person workshops and open house events • 1-1 engagement for those who could not attend workshops and open house events • Webinars during the covid pandemic

	• Verbal feedback gathered in person and over the phone on different days and different times of the day • Communications via WeAreW11 website/app created for the refurbishment • e-newsletter and WhatsApp groups ensuring resident involvement • Opportunities for resident feedback were created physically and digitally • Home-visits and 1-1 appointments at Baseline or through phone/Teams • Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - Women who are single and live alone may be more likely to be impacted by the decant process. They may be more 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. 3. Undertaking of the actual refurbishment works - Women who are single and live alone may be 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. - 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. - Women who are Muslim and from minority ethnic communities may be more likely to be impacted by refurbishment works in their homes. Some residents may be more likely to be at home during the day due to caring responsibilities, work patterns, health, pregnancy, maternity or other personal circumstances. - Women who are Muslim and from minority ethnic communities may be 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. Some households may have privacy, faith, cultural or family requirements that need to be considered when arranging appointments, access and temporary accommodation. 4. Moving residents back into their fully refurbished home

	- No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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. - 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. - 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. Some households may have privacy, faith, cultural or family requirements that need to be considered when arranging appointments, access and temporary accommodation. - 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 always be clear lines of communications between residents and contractors. 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. - 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 and sense of safety.

Sexual orientation

Sexual orientation of residents living on the Lancaster West Estate

Over half all residents living on the Lancaster West Estate have not disclosed their sexual orientation and almost 20% prefer not to disclose. Majority of the residents have declared that they are heterosexual. All other sexual orientations disclosed make up 0.5% of all resident living on the estate.

It is possible that LGBTQ+ residents (including lesbian, gay, bi, trans, non-binary and other identities) may be those who have not disclosed their sexual orientation as the 2021 census data suggests that nearly 5% of all residents in the wider borough identify as gay, lesbian, bisexual or other sexual orientation.

Sexual orientation	% of residents
Heterosexual	27.4%
Gay man	0.2%
Bisexual	0.1%
Lesbian/gay woman	0.1%
Other	0.1%
Prefer not to say	19.8%
Unknown	52.3%
Total	**100.0%**

Potential impact of the refurbishment programme on residents living on the estate by sexual orientation and phases of the refurbishment programme

1. Co-design of the refurbishment programme

   - There is a risk that LGBTQ+ residents (including lesbian, gay, bi, trans, non-binary and other identities) may be less likely to feel like they can take part in mass co-design resident engagement activities with fear of discrimination, harassment or hate crime.

At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

- In person workshops and open house events
- 1-1 engagement for those who could not attend workshops and open house events
- Webinars during the covid pandemic
- Verbal feedback gathered in person and over the phone on different days and different times of the day
- Communications via WeAreW11 website/app created for the refurbishment
- e-newsletter and WhatsApp groups ensuring resident involvement
- Opportunities for resident feedback were created physically and digitally
- Home-visits and 1-1 appointments at Baseline or through phone/Teams

	• Promotional videos in 4 languages, with all co-design materials printed in key community languages • Interpreters available at co-design event • Bi-lingual staff on hand when needed for 1-1 engagement 2. Decanting of residents to carry out the works (where applicable) - LGBTQ+ residents (including lesbian, gay, bi, trans, non-binary and other identities) may be more 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. 3. Undertaking of the actual refurbishment works - LGBTQ+ residents (including lesbian, gay, bi, trans, non-binary and other identities) - there may be a risk that residents may feel less comfortable engaging where environments are not demonstrably inclusive, especially from contractors/ organisations that have not committed to supporting the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities) or provided equality and diversity training to their workforce. 4. Moving residents back into their fully refurbished home - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. 5. Supporting residents to settle in and get the most out of their home and facilities - If LWNT staff are not adequately trained and signed up to the commitments of the RBKC/ LWNT towards the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities), 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. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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 its commitments to the LGBTQ+ community (including lesbian, gay, bi, trans, non-binary and other identities) and its zero-tolerance approach to hate crime, and ensure that all staff receive mandatory equality and diversity training - LWNT should clearly communicate its commitment to inclusive, respectful and non-discriminatory services for all residents, including LGBTQ+ residents, and ensure staff and contractors understand confidentiality, respectful language, and zero-tolerance expectations in relation to harassment or hate crime. - LWNT should begin to collect more data on our residents to understand how sexual orientation can impact residents. More data and higher disclosure rates may help to better identify any potential impacts and help to identify further mitigating actions to reduce or remove any potential impact of the refurbishment programme and service delivery.
Socio-economic and Geographical	**Socio-economic and geographical factors of residents living on the Lancaster West Estate** A recent report on data from the Index of Multiple Deprivation for 2019 showed that a high concentration of the most deprived Lower Super Output Areas being found in the Golborne, Notting Dale and Dalgarno wards. North Kensington also has higher numbers of people on low incomes, who are unemployed or who have no qualifications than the rest of the borough and has a higher proportion of social housing. There are also pockets of low income, higher unemployment, and lower skills levels in parts of the south and west of the borough, again in areas where there are greater proportions of social housing. According to recent ONS data RBKC continues to have the highest life expectancy in the country, however this varies between the north and the south, between people from different ethnic minorities, and between homeowners, private renters, and those in social housing. ONS data also shows that life expectancy in the borough can vary significantly by different wards. There are larger gaps between the least and most deprived wards, these are as much as 14.8 years for males and 11.9 years for females.

Females in Notting Dale live on average 15 years less than their neighbours in Holland Ward.

The 2021 census data on general health of our residents shows that 58% of all residents, reported being in 'very good' health, 29.6 reported 'good' health, 10.1% reported 'fair health', 3.7% reported 'bad health' and 1.1% of residents reported 'very bad' health. However, these figures vary across the Borough. Campden residents had the highest proportion reporting 'very good' health, 67.4% and Dalgarno in the north of the Borough had the lowest, 48.5%.

Potential impact of the refurbishment programme on residents living on the estate by socio-economic and geographical factors and phases of the refurbishment programme

1. Co-design of the refurbishment programme

   - 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 may be 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.

At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

- In person workshops and open house events
- 1-1 engagement for those who could not attend workshops and open house events
- Webinars during the covid pandemic
- Verbal feedback gathered in person and over the phone on different days and different times of the day
- Communications via WeAreW11 website/app created for the refurbishment
- e-newsletter and WhatsApp groups ensuring resident involvement
- Opportunities for resident feedback were created physically and digitally
- Home-visits and 1-1 appointments at Baseline or through phone/Teams
- Promotional videos in 4 languages, with all co-design materials printed in key community languages
- Interpreters available at co-design event
- Bi-lingual staff on hand when needed for 1-1 engagement

2. Decanting of residents to carry out the works (where applicable)

   - Low-income households may be more affected by temporary moves, additional travel costs, disruption to routines, food costs where cooking facilities are limited, inability to work or study from home, digital exclusion,

	and anxiety about future energy bills or service charges. These impacts should be considered through individual household planning and financial/support advice where needed. - Residents with ill health may be more likely to be impacted by the decanting process of the refurbishment programme as there is a constrained supply 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. 3. Undertaking of the actual refurbishment works - 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 may be more likely to be impacted by the noise and disruption caused by the refurbishment works. - Residents with ill health and have mobility issues may be particularly more vulnerable to slips and trips from a construction site environment – from dust and rubble, tools and equipment left on site and leads or uneven areas of paving or flooring. - 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. - 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. 4. Moving residents back into their fully refurbished home - Residents with ill health and accessibility needs may be 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. 5. Supporting residents to settle in and get the most out of their home and facilities - Residents impacted by socio-economic factors may be 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

	Mitigating potential adverse impact of the refurbishment programme on residents living on the estate Mitigating actions - 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. - 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. - 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. - 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. - Contractors should also be required to minimise any dust or pollution from the works wherever possible to minimise impact on existing ill health. - Contractors should make every effort to ensure the floors of residents' 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. - 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. - Settling-in information and guidance will be provided in accessible formats appropriate to identified resident needs. This may include large print, audio, Easy Read, translated information, verbal or video guidance and other accessible formats or reasonable adjustments where required.

Other groups	**Other significant group of residents living on the Lancaster West Estate** **Grenfell Bereaved and Survivors** Whilst the majority of Grenfell bereaved and survivors have been suitably relocated following the Grenfell tragedy, there are currently over ten Grenfell bereaved and survivor households on the Lancaster West Estate, living within blocks that form part of the refurbishment programme. Although the housing services provided to these households is provided by a dedicated housing service, they will still be subject to the same phases of refurbishment as the rest of the estate. A trauma-informed delivery approach should be embedded, recognising that noise, alarms, intrusive works, contractor presence, scaffolding, fire-safety works and temporary moves may be distressing for some residents. Staff and contractors should be briefed on trauma-informed practice, and residents should have access to named contacts, quiet respite space, flexible appointment arrangements and clear escalation routes. **Private tenants of leaseholders** Of the 875 homes on the Lancaster West Estate, directly manged by the Lancaster West Neighbourhood Team, 190 households are owned by leaseholder. Our current data also suggests that there are around 80 non-resident leasehold properties on the estate. During the course of the preparations to undertake the refurbishment programme on the estate, we have identified some addresses where occupancy differs from our records, including possible unregistered subletting/tenancy arrangements. This can limit our ability to contact households promptly and ensure all residents receive information and support. Although the Council's formal legal relationship is with the leaseholder, private tenants and other occupiers may be directly affected by the works. The programme should seek, where lawful and appropriate, to ensure occupiers receive essential information about access, safety, disruption, decant arrangements and support, while continuing to manage formal legal notices and permissions through the leaseholder. **Potential impact of the refurbishment programme on residents living on the estate by other significant groups and phases of the refurbishment programme** 1. Co-design of the refurbishment programme - Grenfell bereaved and survivors living on the estate may be less likely to attend engagement activities that are hosted in locations near Grenfell Tower, such as the Baseline Studios where the Lancaster West Neighbourhood Team are based, as this is may bring back memories of the tragedy.

- 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.

At the time of completing the equality impact assessment, the participation rate in the co-design of the refurbishment programme sitewide is at 72% of all residents, with a target to achieve 75% by end of the financial year 2025/26. Co-design activities include the following:

- In person workshops and open house events
- 1-1 engagement for those who could not attend workshops and open house events
- Webinars during the covid pandemic
- Verbal feedback gathered in person and over the phone on different days and different times of the day
- Communications via WeAreW11 website/app created for the refurbishment
- e-newsletter and WhatsApp groups ensuring resident involvement
- Opportunities for resident feedback were created physically and digitally
- Home-visits and 1-1 appointments at Baseline or through phone/Teams
- Promotional videos in 4 languages, with all co-design materials printed in key community languages
- Interpreters available at co-design event
- Bi-lingual staff on hand when needed for 1-1 engagement

2. Decanting of residents to carry out the works (where applicable)

- Grenfell bereaved and survivors living on the estate may be 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.

- Private tenants of leaseholders may 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).

3. Undertaking of the actual refurbishment works

- Grenfell bereaved and survivors living on the estate may be more likely to be impacted by the noise and disruption caused by the refurbishment works. Some residents may experience trauma-related distress linked to the Grenfell tragedy, including reactions to noise, disruption, or contractor presence, particularly given the local context.

4. Moving residents back into their fully refurbished home

- Private tenants of leaseholders may be 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. 5. Supporting residents to settle in and get the most out of their home and facilities - No specific adverse impact has been identified at this stage; however, this will be kept under review through resident engagement, casework, complaints, decant planning and the programme risk process. **Mitigating potential adverse impact of the refurbishment programme on residents living on the estate** Mitigating actions - 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. - 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. - Develop better relationship with leaseholders who are renting to private tenants to facilitate the decant move when refurbishment works are to commence. - 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.
EqIA Conclusion	Overall, the refurbishment programme is expected to have a positive long-term equality impact by improving housing quality, safety, accessibility, comfort and energy efficiency. However, the delivery phase may create short-term adverse impacts for some residents, particularly disabled residents, older residents, families with children, pregnant residents, residents affected by trauma, residents with language barriers, and residents requiring temporary decant. These impacts are capable of being mitigated through targeted engagement, reasonable

	adjustments, trauma-informed delivery, accessible communications, careful decant planning and robust contractor management. A decant prioritisation framework should be applied, taking account of disability, medical needs, pregnancy/maternity, household size, school attendance, caring responsibilities, proximity to support networks, trauma-related needs and safeguarding concerns. Decisions should be recorded to evidence fairness and consistency. Before works commence in each block or phase, LWNT will complete or refresh a household-level resident needs assessment to identify reasonable adjustments, communication needs, language needs, health and disability considerations, caring responsibilities, pregnancy/maternity, school/exam considerations, trauma-related needs, and temporary accommodation requirements. This will be used to inform access arrangements, decant planning, respite provision and settling-in support. The contractor will be required to comply with a resident conduct protocol covering advance notice, identification, respectful behaviour in homes, cultural and faith awareness, safeguarding, confidentiality, appointment flexibility, zero tolerance of harassment or discrimination, and clear escalation routes. Compliance should be monitored through resident feedback, complaints, site inspections and contract management meetings. The EqIA action plan should be monitored through the programme governance structure, with regular review of complaints, resident feedback, participation data, decant cases, reasonable adjustments, safeguarding concerns and post-completion satisfaction. Any emerging disproportionate impacts should be escalated and addressed through revised mitigations.

SECTION 4: Action Plan

See Lancaster West Refurbishment Programme EqIA action plan attachment

SECTION 5: Sign-off

Director/ Head of Service Name	James Caspell – Neighbourhood Director
Contact Email	james.caspell@rbkc.gov.uk
Date of sign off	30/09/2026
Review	
Date of 1st Review	This EqIA and Action Plan will be reviewed before mobilisation of each main phase or block, following the first decant and move-back phase, and at least every six months during delivery. Additional reviews will be undertaken where resident feedback, complaints, casework, monitoring data or programme changes identify emerging or disproportionate impacts.
Name of Reviewer	
Director signature	
Date of 2nd Review	April 2028
Name of Reviewer	
Director signature	
Date of 3rd Review	April 2029
Name of Reviewer	
Director signature	
Date of 4th Review	N/A
Name of Reviewer	
Director signature	