

14 ways to engage residents to decarbonise homes and neighbourhoods

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Neighbourhood Director



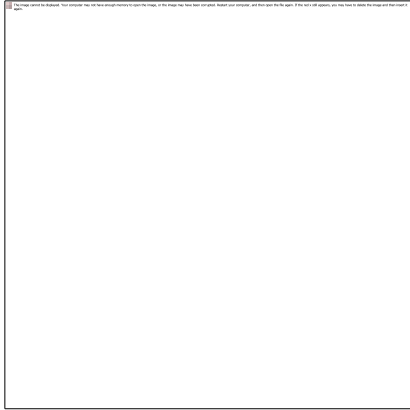
Context

The Lancaster West Neighbourhood Team is a formed of staff recruited in partnership with residents from the Grenfell Tower tragedy.

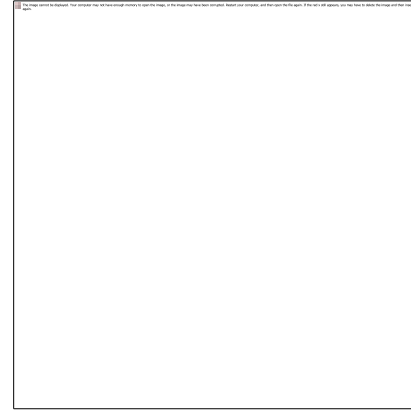
- Over 1,000 properties managed
- 80% BME (including white minorities)
- 10% accessibility issue with their home
- 5% households have at least one person who can't speak or read English



Our vision



Our goal is to help the Lancaster West Estate become a **model 21st century social housing estate.**



We also have the aim to be **carbon-neutral by 2030.**

I. Co-design a strategy with residents

Our vision is for Lancaster West to become a model net-zero carbon estate by 2030.

Our main objectives to help us achieve this vision are:

- ▶ **Refurbishing the Lancaster West Estate** and all other properties managed by LWNT to a high energy performance standard
- ▶ **Reducing operational carbon emissions** on the estate as far as possible and offsetting any remaining emissions to get to net-zero
- ▶ **Co-designing** a sustainable and affordable future with residents
- ▶ **Pioneering a carbon-neutral approach** for the rest of Kensington and Chelsea

2. Share dilemmas

We're engaged with residents block to prioritise different works based on the budget envelope available.

You can read the full reports, as well as original Ideas Books:

web www.wearew11.org



3. Focus on your **biggest** **emitters**

Top causes of emissions (kt CO₂e):

- ▶ Residential **electricity** use = 0.663 kt
- ▶ Residential **gas** use = 0.380 kt

Goodbye
gas

Swap out gas in your property
and receive new appliances worth
up to £2,000.



Properties with
gas removed

142

4. Harness clean, green energy - by default



145 Homes
switched to green
providers



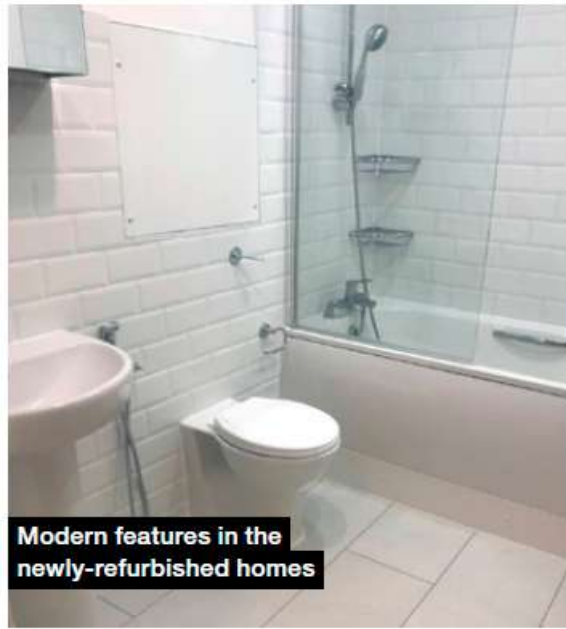
2 BioSolar roofs
codesigned with
residents



5 electric
vehicles in
fleet



5. Co-design a “new homes” standard



Modern features in the newly-refurbished homes



Developed a **21st century new home standard** with over 150 residents, which includes investment which will save money and make the estate more sustainable, such as smart thermostats, 10 year LED light as well as safety measures which remove gas from properties, provide radio-linked fire alarms and fire resistant internal doors.



6. Piloting every opportunity to deliver change

765 m² grey space
turned green

640m² amenity
grassland
biodiversified



7. Visualise the benefits

Benefits:

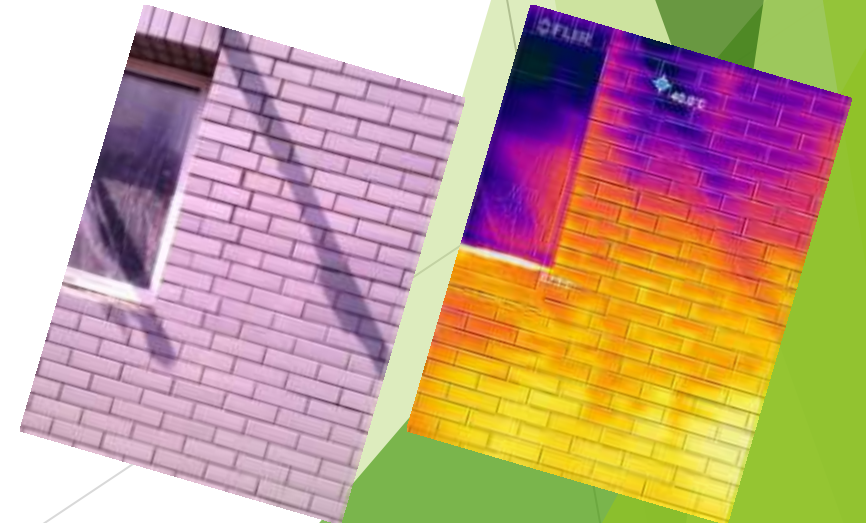
- Warmer homes in the winter
- Cooler homes in the summer
- Lower energy bills
- Solar shading



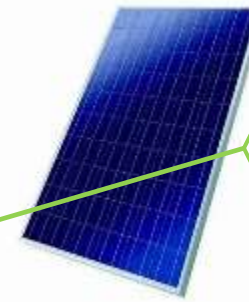
EWI sample:



Benefits of shading:



8. Outline the **benefits to residents**



Photovoltaic Panels
Additional energy to property

Triple Glazed Windows
£70 per year



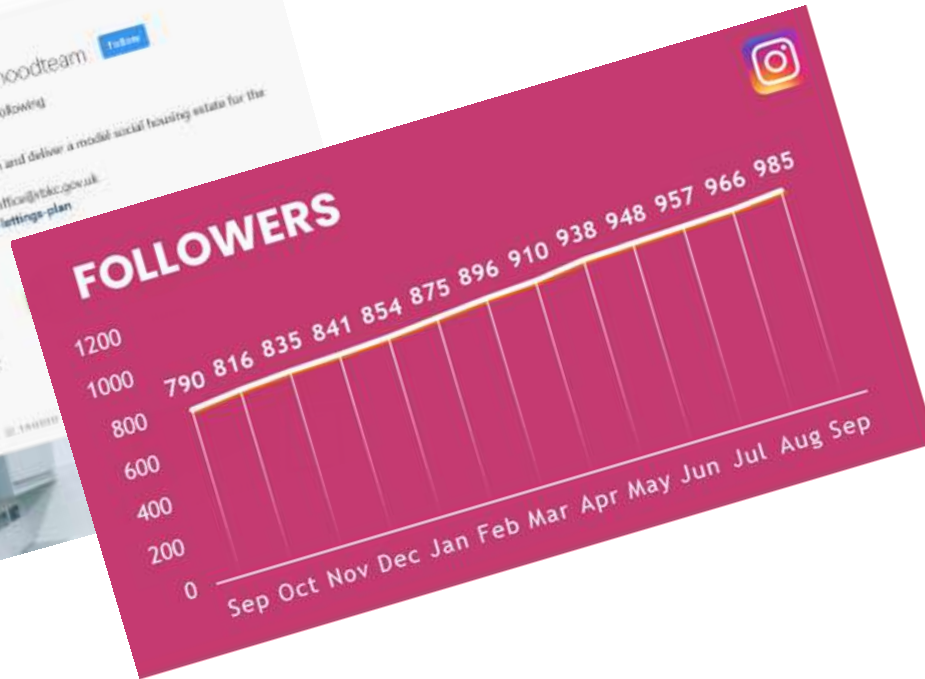
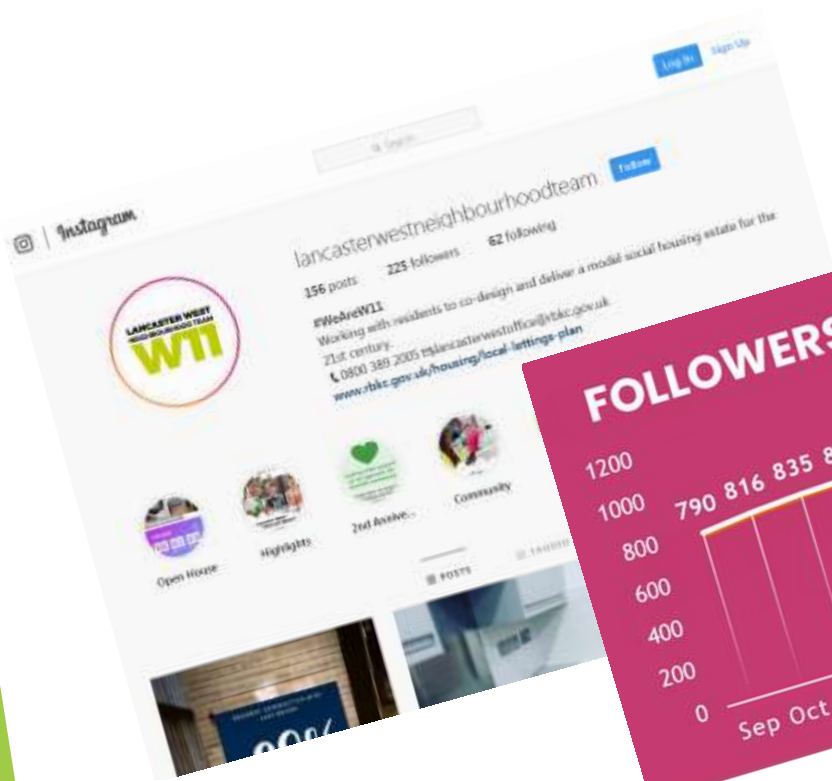
Mechanical Ventilation Heat Recovery
£221 per year



Triple Glazed Doors
£28 per year

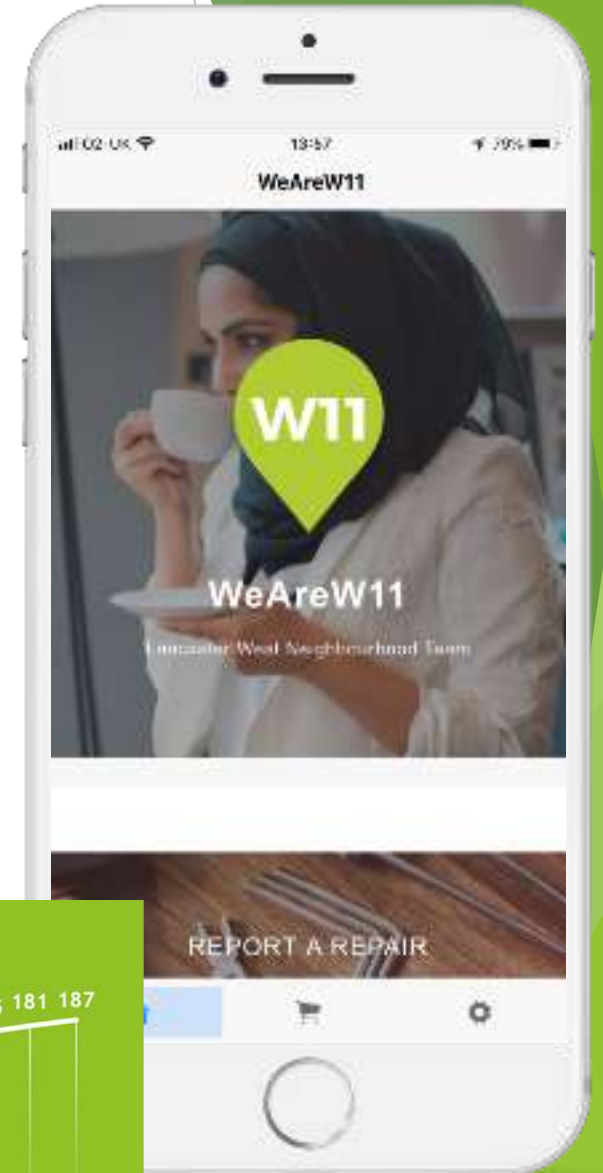
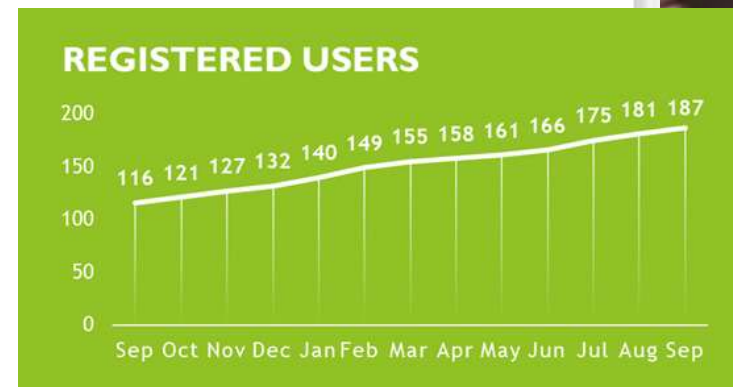


9. Reduce effort to engagement



E-Newsletter (neighbourhood wide and block specific)

Total subscribers: 2,167



10. Take a multi-channel approach

Co-designing a zero-carbon heat network

Engagement

Household Survey	96 Residents
Resident Working Group	10+ Residents
Resident Poll	47 Residents
Focus Group & Webinars	50+ Residents

Price Promise - 3 resident focus groups held.

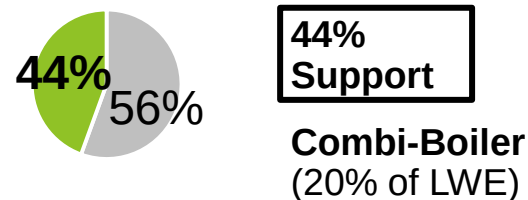
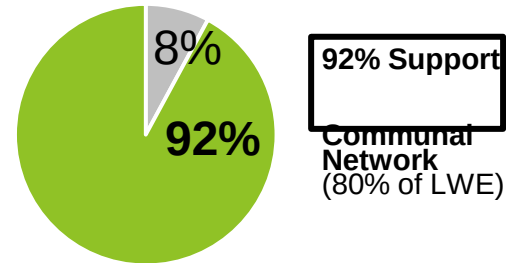
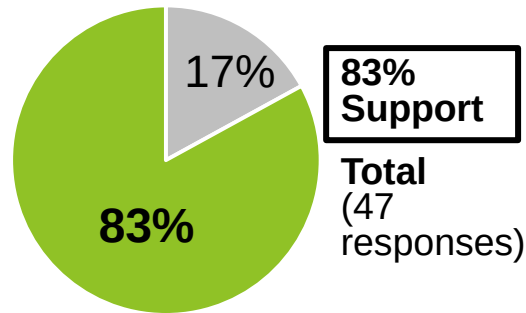
Project Funding - secured, enabling project delivery (Nov'21).

Energy Centre Resident Co-Design

Procurement Panel

Local Energy Company - 2 x Local customer board members to be appointed

Resident Poll Result

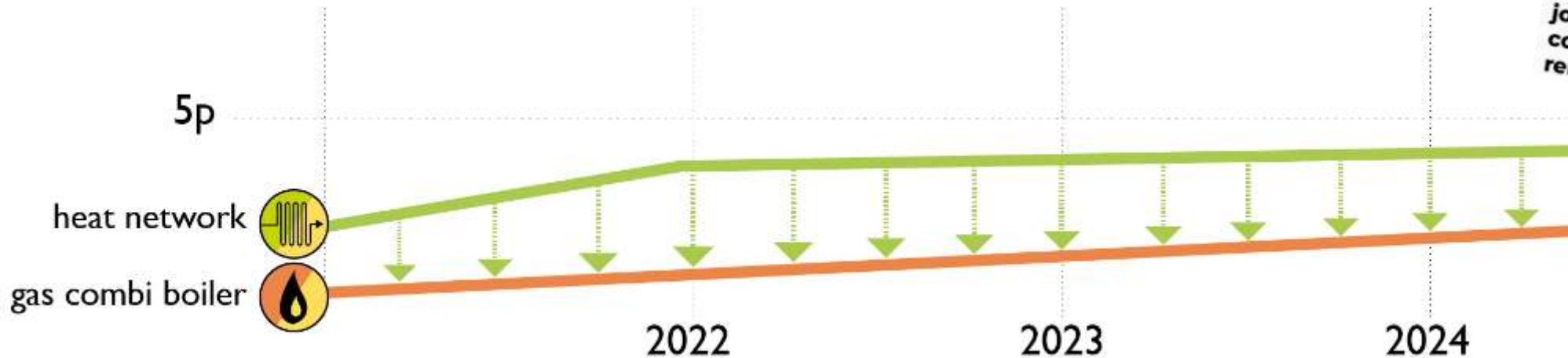


11. Ensure a fair and just transition

How do we make the price of renewable energy competitive and available to all?

20% of homes use gas combi-boilers: they need a competitive and fair price, to persuade them to join the new heat network.

Heat networks operate best at scale: the more customers who join, the easier it is to help keep cushion the impact of rising energy prices.



12. Provide employment opportunities

Since December 2020

LWE and North Kensington residents...

146

Residents into work via LancWest Works

£3.5m income



13. Invest in green skills



Green Skills Academy was set up to help met the council net zero goals and play a vital part in responding to the demand for green skills labour in housing and construction, sustainability and horticulture sectors.

The inclusive training packages offered aim to raise aspiration and interest in green skills for staff residents and contractors.

322

27 residents trained +5 school age students hosted for GSA work experience week



Pulse
Airtightness
Training
Complete: **21**



Passivhaus Introduction
by WARM
Booked: **19**
Complete: **7**



Retrofit Coordinator
Booked: **6**
Complete: **2**



Building Information Modelling
(BIM) - Overview Workshop
Complete: **12**



Passivhaus Training:
Contractor Course provided
by WARM
Booked: **6**
Complete: **3**



14. Measure outputs and outcomes

April – August 2026

Keeping residents informed

- **55 letters issued to residents**, covering refurbishment, gas removal works and respite support.
- **All 16 blocks contacted** through managed WhatsApp groups - **45 updates** sent to Lot 1 (Walkways), with membership of 94 residents
- **66,800 Instagram views**, increasing consistency of posting.

Tenant Satisfaction Measures

- **60.6% of tenants are satisfied** the council listens and acts on their views
- **80.88% are satisfied** they are kept informed, placing LWNT 2nd of 30 London authorities.

Engagement and co-design

Co-design reach

72%

of households engaged in the refurbishment or respite co-design process across the estate to date.

We are working towards a new goal of 80%.



Engagement activities

- **17 residents** attended the NKRC drop-in on upcoming refurbishment works.
- **39 households engaged** with Goodbye Gas, **gas now removed** from **80% of Walkways**
- **9 residents** participated in intergenerational playground consultation.
- **21 residents** attended monthly LWNT / RA meetings regarding refurbishment
- **7 young people** employed to engage **177 residents** on LWE green spaces and wellbeing and respite support

Over 349
residents
engaged
between April -
August



20%

**Reduction in Carbon
emissions from 2018/19**

Any questions?

Follow us on Instagram: [@lancasterwestneighbourhoodteam](#)