

11 ways to engage residents whilst tackling high energy bills

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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.

- 826 properties managed on LWE
- 80% BME (including white minorities)
- 25% homes are overcrowded (now 9%)
- 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.**

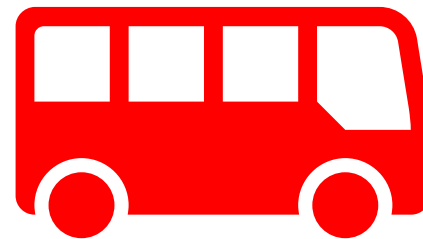
1. Know where you are – and your carbon balance

14.6

kilotons

CO2 per annum

“Energy consumption from council-owned housing makes up 57% of the council’s total carbon emissions, the same weight as 1,208 double-decker London buses! “



2. 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

3. Look for the win-wins

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:

app WeAreW11

web www.wearew11.org

Talbot Walk
Refurbishment programme

Draft programme

Residents' top 10 priorities are:

- 1 Kitchens
- 2 Windows
- 3 Lifts
- 4 Bathrooms
- 5 Door entry system
- 6 Boiler renewal
- 7 Interior décor
- 8 Additional brick skin
- 9 Communal entrance
- 10 Make garden accessible

86%
Resident participation

Co-design update
Building on the Ideas Days of 2018, we have engaged over a six-month period with residents from every block to establish their priorities, based on the budget secured and least estimated costs.
We will use these priorities - together with surveys and feasibility studies - under future block-specific refurbishment programmes, and deliver a 2021-22 priority-based estate.

LANCASTER WEST
WTI
KENSINGTON AND CHELSEA

4. Take a **fabric first** approach

Our capital programmes provide a once in a generation opportunity to reduce the use of electricity and gas to fuel the homes our residents live in – and therefore reduce carbon

£1bn

**Social Housing
Decarbonisation Fund +
more?**

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5. Focus on your **biggest** emitters

LW Top causes of emissions (kt CO2e):

- ▶ Residential **electricity** use = 0.663 kt
- ▶ Residential **gas** use = 0.380 kt
- ▶ Residential **water** use = 0.115 kt



Properties with
gas removed

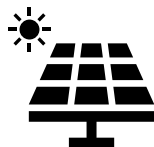
142

+7 from last
month

6. Harness clean, green energy – by default



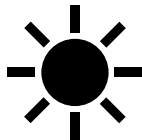
45 Homes switched to green providers



2 BioSolar roof codesigned with residents



1 boiler replaced with a renewable heating system



1 property powered by solar panels



7. Co-designing a zero-carbon heat network

Our vision for Notting Dale Heat

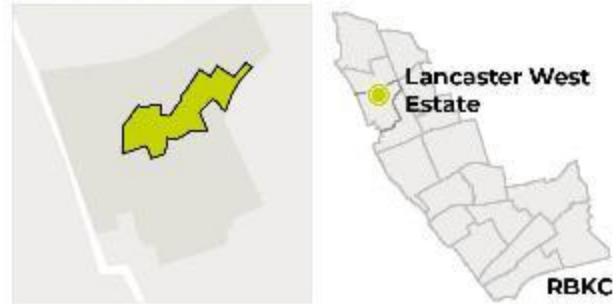
Notting Dale Heat will manage a 100% renewable heat network in Kensington and Chelsea. We aim to be a **zero-carbon heat network** from the outset, which puts residents first, relies solely on renewable heat sources, and provides more affordable heating and hot water while tackling fuel poverty.

- **Develop a Price Promise to ensure a “Just Transition”**
- **Resident co-design throughout – only heat network with residents on the board**
- **Aim to be a gas-free neighbourhood by 2030**

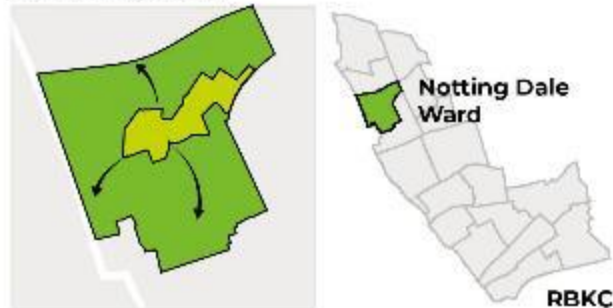
Additional opportunities to expand the heat network in Notting Dale and across Kensington and Chelsea are currently being reviewed.

Notting Dale Heat Network

Phase 1 Core Scheme



Phase 2 Expansion



Future Expansion Opportunity



7. Co-designing a zero-carbon heat network

Progress and Next Steps

Engagement

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

Progress

Price Promise - 3 resident focus groups held.

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

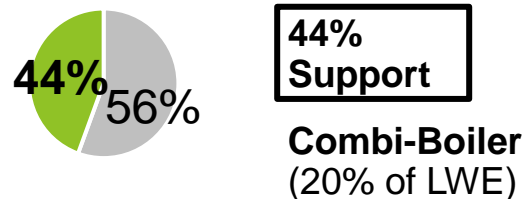
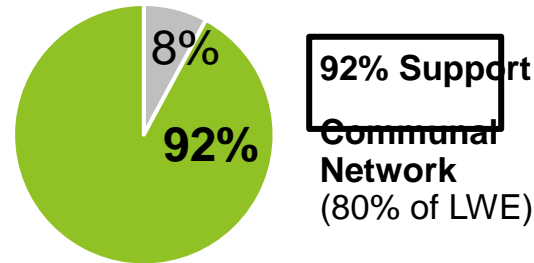
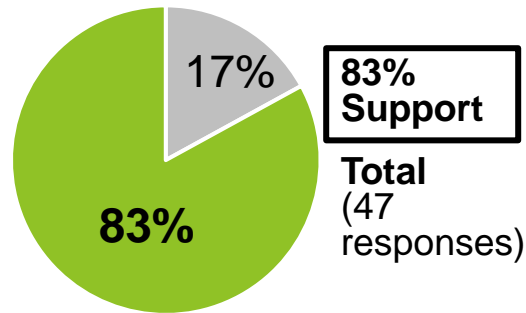
Next Steps

Energy Centre Resident Co-Design – April 23rd

Procurement Panel - to appoint contractors.

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

Resident Poll Result

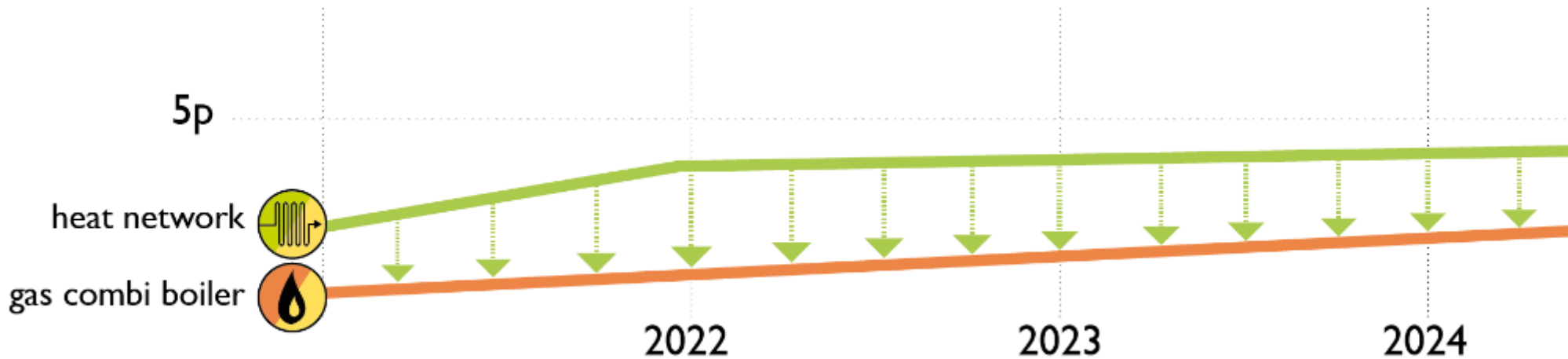


8. Ensuring a fair and just transition

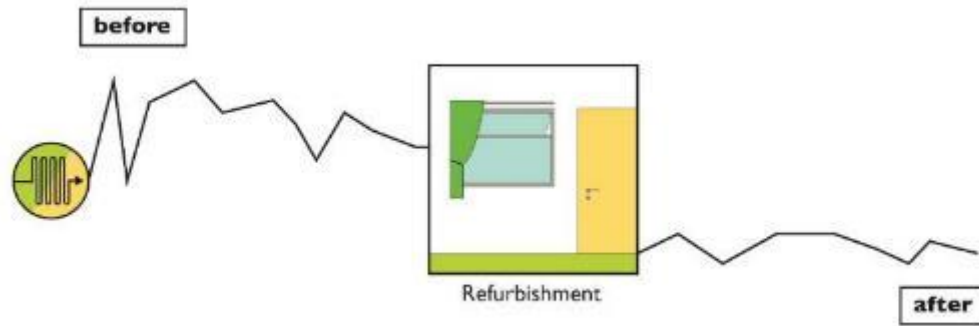
How do we make the price of renewable energy competitive and available to all?

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.

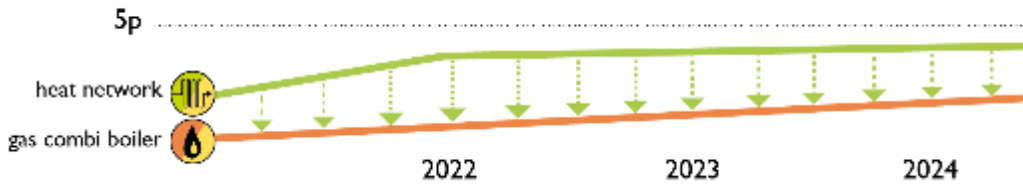


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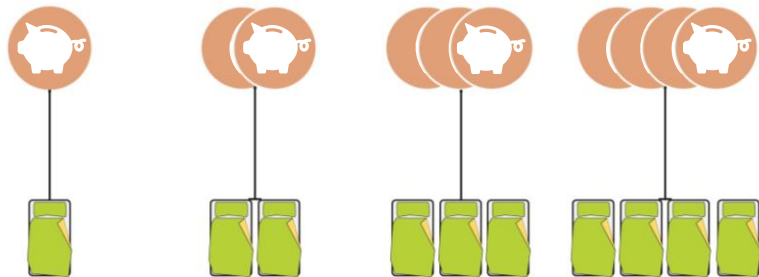
Price Promise 1

The Refurbishment Programme helps Lancaster West Residents reduce their heat usage by around 25%.



Price Promise 2

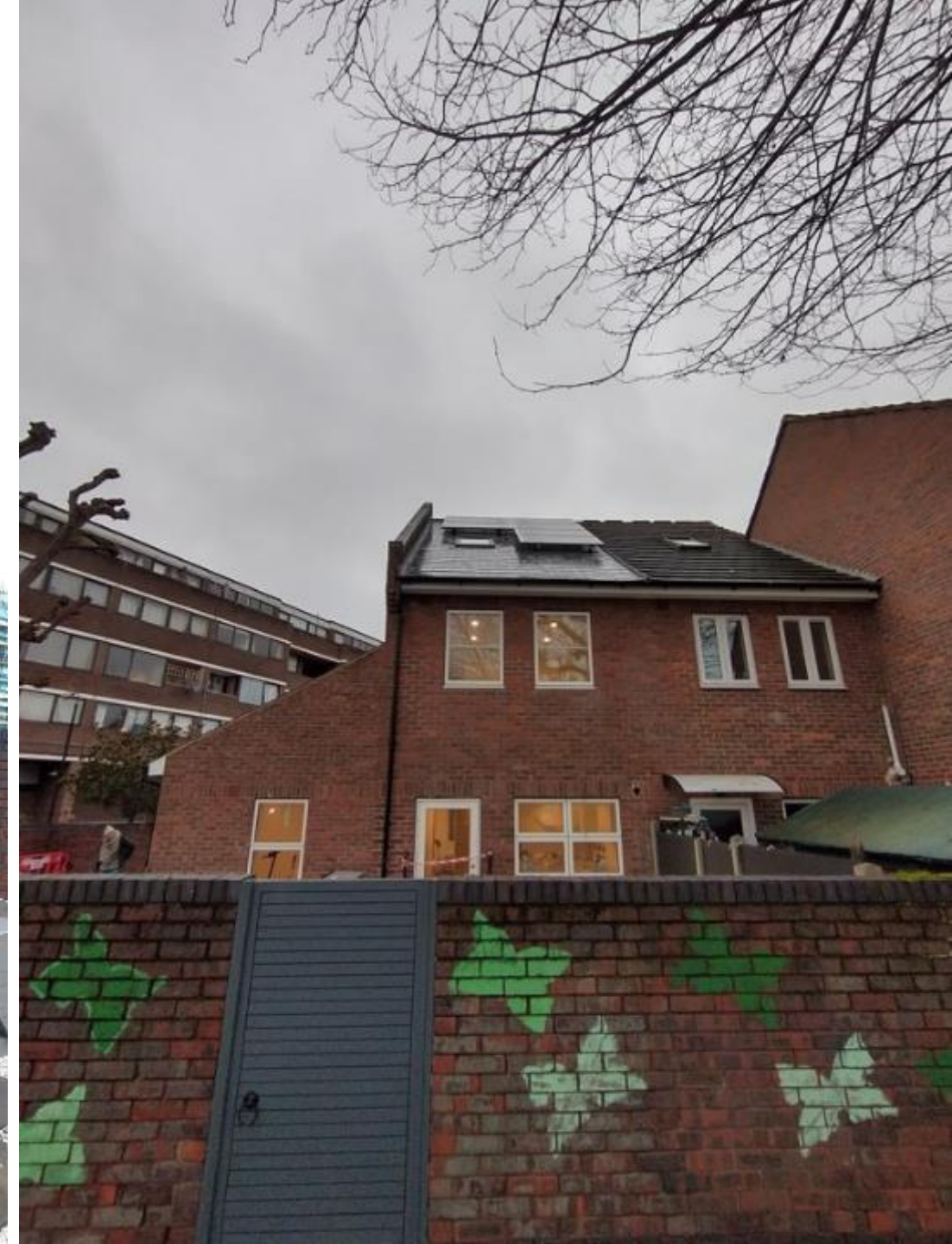
Up to 2030 you will pay the cheaper energy cost, either the cost of providing renewable heat or using gas.

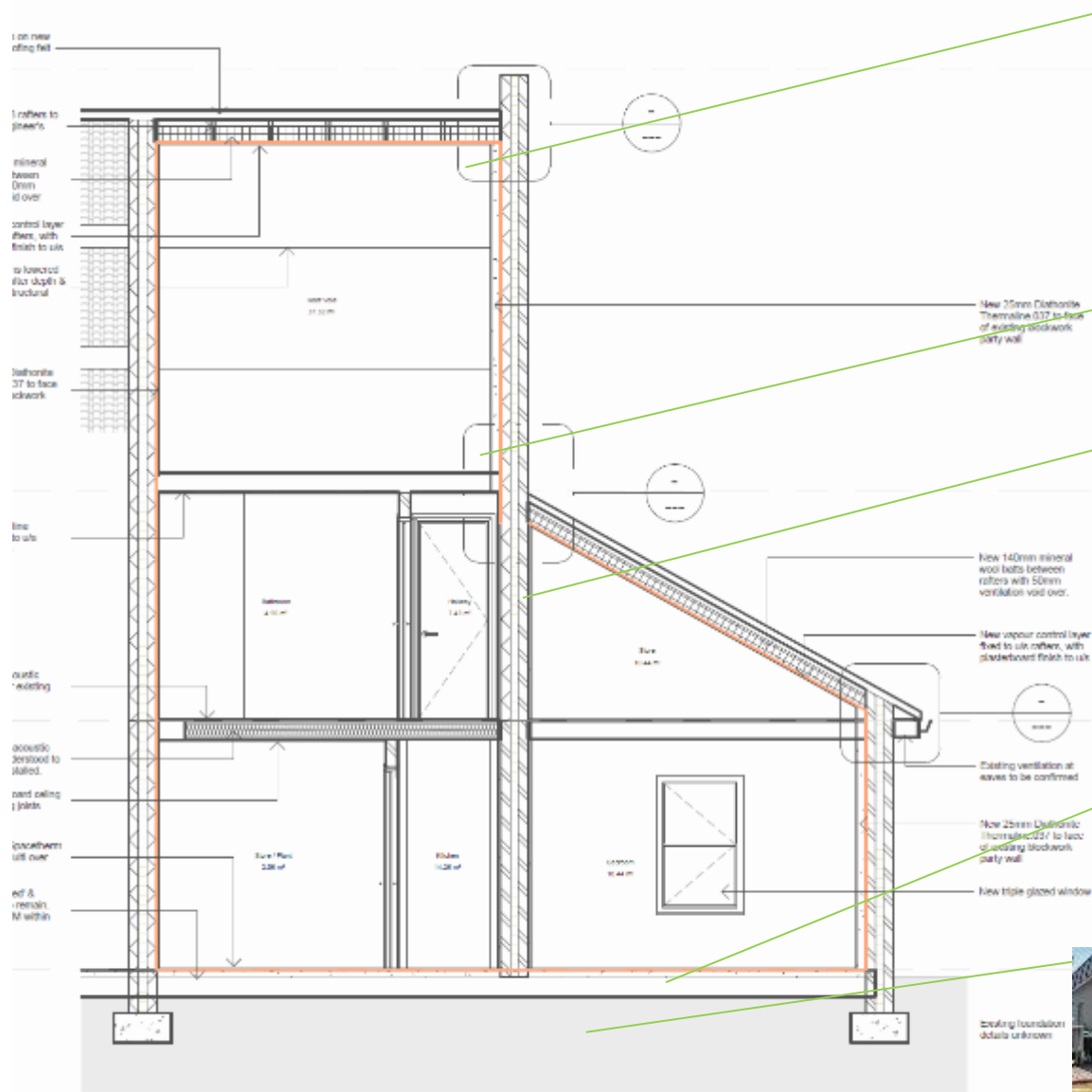


Price Promise 3

A fair Standing Charge based on property size (no change to council tenant rent – charge included)

9. Outline the **benefits to residents** (and the landlord)





Loft and roof insulation
Savings: £451 per year



Internal Wall insulation
£230 per year



Mechanical Ventilation Heat Recovery
£221 per year



Ground floor insulation
£50 per year



Air Source Heat Pump



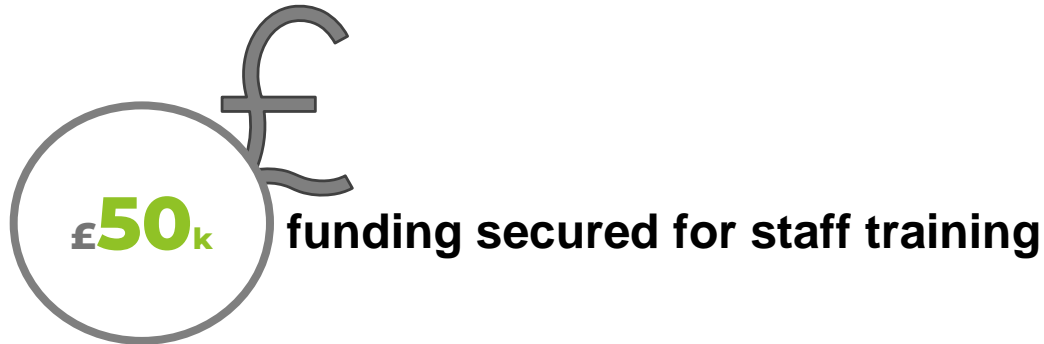
10. Invest in Green Skills



Green Skills Academy was set up to help meet 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.

Instagram: [@lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)



11. Piloting every opportunity to deliver change



765 m² grey space
turned green



640m² amenity
grassland
biodiversified



Any questions?

www.wearew11.org

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