Kensington and Chelsea Citizens' Panel – Supporting Children and Young People in the Borough

Consultation report and findings June 2022





Introduction

Background

The Citizens' Panel is a large, demographically representative group of residents from across the borough who will be regularly invited to give public preferences and opinions to inform Council decision-making. The Panel was launched in April 2021.

The first Panel survey of 2022/23 on supporting children and young people in the borough launched in May 2022 and focussed on Panel members having a say on what works well and what Children's Services could improve on to better support children and young people in the borough, as they develop their three-year Children and Young People's Plan.

Methodology and report

The survey was developed with colleagues from Children's Services, as well as the Lead Member. The Panel survey was launched on 4 May 2022. Three subsequent reminder emails and three reminder texts were sent to encourage Panel members to complete the survey. *Please note that throughout this report where the term Panel members is used, this refers to the 247 Panel members who responded to this survey.*

The survey closed on 7 June 2022 and 247 completed online surveys were received.

Appendix

The appendices report contains details of all themed comments made by respondents in relation to the consultation. All other responses and data are in the report. The appendices report is available upon request.

Equalities

Equalities data is presented in the 'About Respondents: Demographic Breakdown' section.

Acknowledgements

The Council would like to thank Panel members that took the time to take part in the exercise and gave their views.





Results at a glance – Panel survey findings

- Caring responsibilities of respondents Over a third (36 per cent) of respondents have parental responsibility, whilst 18 per cent had other care responsibilities and six per cent work with children. Forty per cent said they had none of these caring responsibilities for children or young people.
- Importance of the Children and Young People's Plan Three quarters (75 per cent) of Panel members felt it was very
 important with a further 21 per cent thinking it was fairly important. Three per cent had no feelings either way whilst one per
 cent felt that it was not important at all.
- Views of those with parental responsibility Just under three quarters (73 per cent) of Panel members agreed they are able to support their child/children's learning and development whilst 51 per cent agreed their child/children feel safe and supported in Kensington and Chelsea. There was less agreement (22 per cent) that Panel members feel listened to and taken seriously by the Council. Twenty one per cent agreed that the Council encourages parental involvement in the design and delivery of services.
- Places for children and young people to go in the borough Over half of Panel members felt there are enough playgrounds (55 per cent) whilst 42 per cent felt there were enough adventure playgrounds and sport facilities. Less respondents felt there were enough youth clubs (21 per cent) or play streets (14 per cent).
- Kensington and Chelsea as a place to grow up and live Sixty nine per cent of Panel members think Kensington and Chelsea is a good place for children and young people to grow up and live, whilst 13 per cent did not.
- **Positives in the borough for children and young people** Panel members viewed 'things to do' (77 per cent), 'a diverse population' (66 per cent) and 'quality of schools' as the top positives for children and young people growing up in the borough. The borough being 'friendly and welcoming' (54 per cent) and 'safety' (53 per cent) had the least support as positives.





Results at a glance – Panel survey findings continued

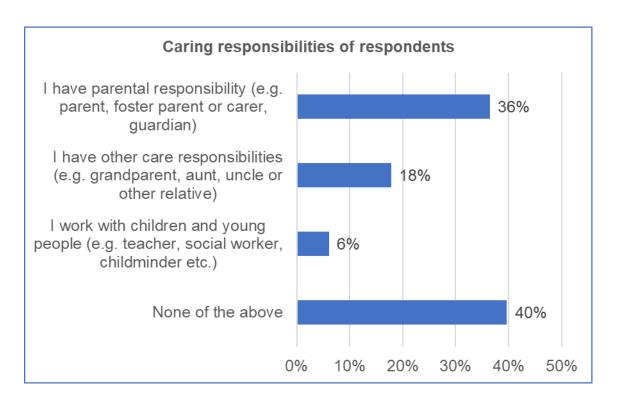
- Concerns about young people The top concerns for Panel members when thinking about the young people they know were poor mental health (63 per cent) and young people not getting opportunities to prepare them for work (61 per cent).
- Views on children and young people Thirty one per cent of Panel members agreed that 'children and young people are achieving at nursery/school/work', whilst 22 per cent each agreed that 'Children's Services meet the changing needs and priorities of children and young people by being responsive, flexible and adaptable'. Twenty two per cent agreed that 'children, young people and families are resilient and prepared for adult life'.
- **Promotion of understanding and conversation about gender identity** Thirty per cent of Panel members felt that the Council could do more to promote understating and conversation around gender identity, whilst 41 per cent disagreed.
- Supporting young women (teenagers) and girls Fifty nine per cent of Panel members felt that more could be done to
 enable young women and girls to live their lives and participate fully in the borough, whilst nine per cent disagreed. The top
 areas Panel members felt the Council could focus on were safety and perceptions of safety (66 per cent) and mental
 health (65 per cent).
- **Priorities for the Children and Young People's Plan** Panel members felt mental health (2.53), education (2.36) and physical health (1.8) were the top priorities for the Children and Young People's Plan, whilst sex and sex education (0.39) and democracy/activism (0.34) had the least support.
- Young people's voice in Council decision-making Only six per cent of Panel members felt that young people have a
 voice in decisions made by the Council that affect them. Forty seven per cent felt that young people don't have a voice,
 whilst 47 per cent 'didn't know'.
- Better engagement in the Council's delivery of Children's Services Seventy three per cent of Panel members felt better engagement in the Council's delivery of Children's services could be delivered through offering creative apprenticeships, whilst 65 per cent felt it could be done by young people's representation in the Council's decision-making forums.

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Survey findings – Caring responsibilities of respondents

Panel members were asked what, if any, caring responsibilities they had. Over a third (36 per cent) stated that the had parental responsibility (as a parent, foster parent or carer, or a guardian), 18 per cent had other care responsibilities (e.g., as a grandparent, aunt, uncle or other relative) and six per cent work with children (e.g., as a teacher, social worker, childminder etc.). Forty per cent of Panel members stated they had none of these caring responsibilities for children or young people.

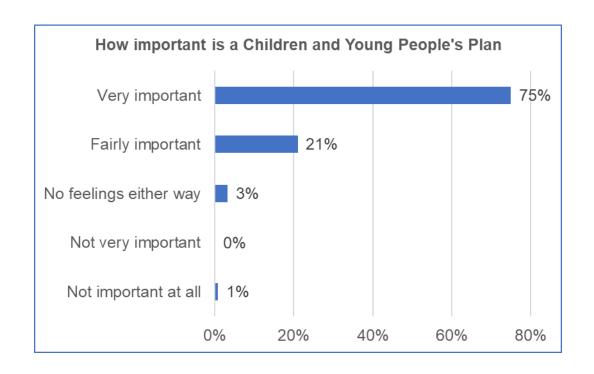






Survey findings – Importance of Children and Young People's Plan

When asked how important Panel members felt it was to have a Children and Young People's Plan, three quarters (75 per cent) felt that it was very important with a further 21 per cent thinking it was fairly important. Three per cent had no feelings either way whilst one per cent felt that it was not important at all.







Survey findings – Views of those with parental responsibility

Panel members with parental responsibilities (91 respondents) were asked how far they agreed or disagreed with a series of statements specific to them. A chart of these results can be found on the next page.

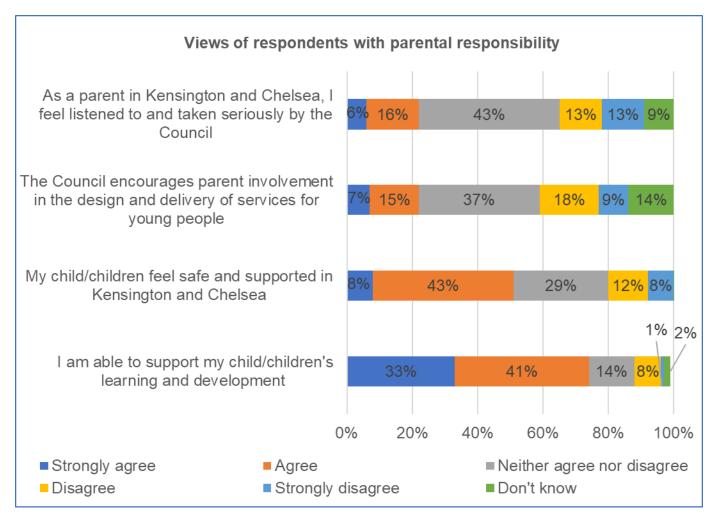
Six per cent of those with parental responsibility strongly agreed that they are listened to and taken seriously by the Council whilst 16 per cent agreed. Seven per cent strongly agreed and 14 per cent agreed that the Council encourages parental involvement in the design and delivery of services for young people whilst 14 per cent strongly disagreed and nine per cent disagreed (the biggest percentage of disagreement). Both statements attracted a high level of neutral response, neither agreeing nor disagreeing (43 per cent and 37 per cent respectively).

Eight per cent strongly agreed and 43 per cent agreed that their child/children feel safe and supported in Kensington and Chelsea. A third (per 33 cent) strongly agreed and 41 per cent agreed (the highest percentage of agreement) that they are able to support their child's/children's learning and development.





Survey findings – Views of those with parental responsibility chart





Base: 91 (all responses)



Survey findings – Support for child/children's learning and development

Panel members who felt that they were not able to support their child/children's learning and development were asked to explain why not. These comments have been themed and the themes summarised in the table below. Some examples of comments made can be found on the next page whilst the full list of comments are available separately.

Theme	Count
Lack of support from Council	6
Education	3
Concern about safety	1
Lack of extra curricular activities	1
Lack of parental involvement	1
Moved out of borough	1
Parental responsibility	1
Well supported by Council	1



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Survey findings – Support for child/children's learning and development

"As a single father I have not been offered support or carer allowance to help support my son."

Lack of Council support

"My both kids has Autism and RBKC closed the behaviour team which was essential for my kids, one of my kids doesn't have EHCP and no intervention at all due budget!"

Lack of Council support

"Poor education and sporting facilities and opportunities available."

Education



"The councils view is to lay out their plans then strategically limit the amount of input from the parents."

Lack of parental involvement

"There aren't any after school activities available. There's a space on the estate where we live but it's locked and used only for resident meetings. Children and young people especially have nowhere to meet their friends or participate in hobbies after school or during school breaks."





Survey findings – Places for children and young people to go in the borough

The remaining questions in the survey were asked of all respondents. Panel members were asked if there were enough places in the borough for children and young people to go to do the things they wanted to do.

Over half (55 per cent) felt that there were enough playgrounds and 42 per cent felt that there were enough adventure playgrounds. Forty two per cent also felt that there were enough sports facilities.

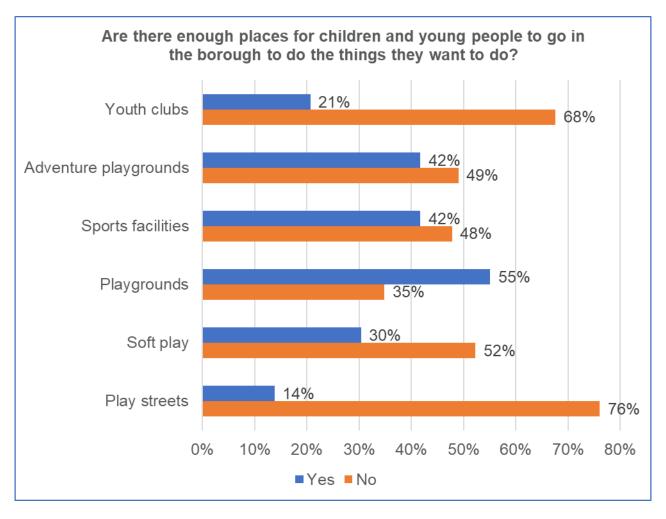
Less at 30 per cent, felt there were enough soft play and less again (21 per cent) that there are enough youth clubs in the borough.

Fourteen per cent felt there were enough play streets – these are roads which are dedicated to play at certain times of the year.





Survey findings – Places for children and young people to go in the borough chart



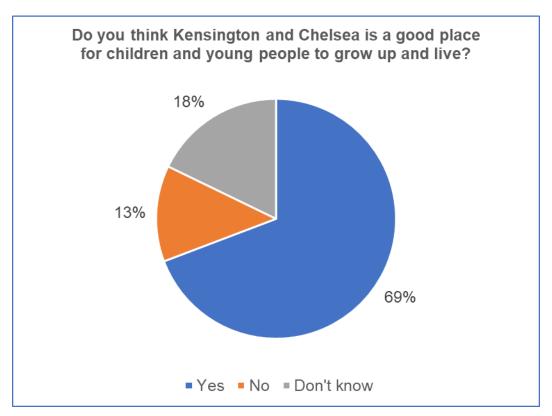




Survey findings – Kensington and Chelsea as a place to grow up and live

Most respondents (69 per cent) felt that Kensington and Chelsea is a good place for children and young people to grow up and live. Thirteen per cent felt that it wasn't with a further 18 per cent stating that they didn't know.

Those living in the north of the borough were the most likely to think the borough was a good place to grow up and live (73 per cent) followed by those in the centre (69 per cent). There was less agreement (60 per cent) from those living in the south.







Survey findings – Is Kensington and Chelsea a good place to grow up

Panel members were asked to explain their response to the question of whether or not Kensington is a good place for children and young people to grow up and live. The comments made have been themed and the themes with five or more comments have been summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments is available separately.

Theme	Count
Safe borough	37
Lots to do	24
Green space	24
Inconsistency across the borough	18
Need for more facilities	16
Good schools	13
Personal experience	11
Concerns about safety	9
Diversity	9





Survey findings – Kensington and Chelsea as a place to live for children and young people - comments

"First of all it safer than other boroughs and I feel that Kensington and Chelsea have lots of stuff for kids to do in the area."

Safe borough/lots to do

"I think the schools and academies here in RBKC are very good indeed, but London including RBKC is not ideal for children, as it's expensive for the parents and the suburbs provide more room for children to rush about."

Good schools/expensive



"Relatively safe and clean with two large parks but more playgrounds and playstreets would enhance the quality of life for children."

Safe borough/Green space

"It varies between areas in borough and dependent on other factors such as their parents and circumstances other than just borough they live."

Inconsistency across the borough

"Generally a good place, but the infrastructure is not made for children relative to other London boroughs. There are very few playgrounds and very few mother and child groups or youth groups that seem to be available in Chelsea or if there are, there is too little communication on those.

area."

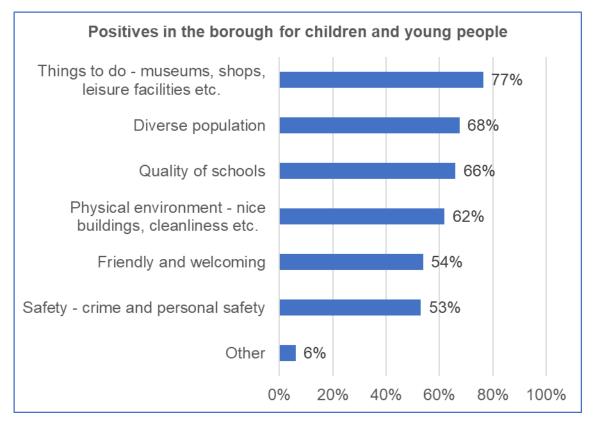




Survey findings – Positives in the borough for children and young people

When asked what they felt were the positives for children and young people growing up in the borough, over three quarters (77 per cent) stated it was 'things to do' followed by 'diverse population' (68 per cent) and 'quality of schools' (66 per cent).

The physical environment was seen as a positive by 62 per cent of Panel members, whilst 54 per cent felt that borough was friendly and welcoming and 53 per cent saw safety as a positive. Six per cent selected 'other'.







Survey findings – Positives in the borough for children and young people – 'other' comments

Panel members who selected 'other' when asked about the positives of growing up in Kensington and Chelsea were asked to give further detail. The comments made have been themed and the themes with two or more comments summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments is available separately.

Theme	Count
Community safety	6
Diversity	4
Green space	3
Sports facilities	3
Youth clubs	2
Personal development	2
Learning and employment	2
Lots to do	2
Need for more facilities	2





Base: 36 (all comments)

Survey findings –Positives of living in Kensington and Chelsea – 'other' comments

"Police presence on streets - Or I would introduce a blend of parking warden and security patrollers."

Community safety

"We already have a diverse society so no improvement needed. Safety quite well-covered."

Diversity/Community safety

"Lots of green space. public transport is good. It feels safe but my son, some years back was mugged many times and threatened with knives."

Green space/Community safety



"Youth clubs - esp. for kids that don't have a traditional family unit, family/ home support. Somewhere safe and welcoming to be in, do things in and feel part of a community."

Youth clubs

"Opportunities to participate in competitive sports - local borough-wide competitions - it would encourage the development of positive values such as training, pushing oneself, working towards an objective and team spirit. I think you have this in swimming but you could do tennis, table tennis, netball and football."





Survey findings – Concerns about young people in the borough

Panel members were asked if they worry about the young people they know and, if so, which of a list of options best described their concern.

Sixty three per cent worry that some young people may struggle with poor mental health. Sixty one per cent worry some young people may not get the opportunities to prepare them for work and 58 per cent worry that some people may struggle to get a job.

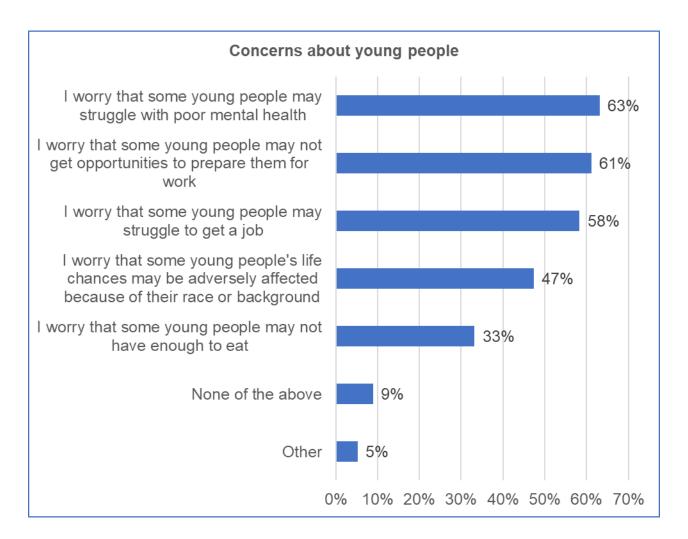
Just under half (47 per cent) of Panel members worry that some young people's life chance(s) may be adversely affected because of their race or background and a third (33 per cent) worry that some young people may not have enough to eat.

Nine per cent selected none of the above and six per cent 'other'. A chart of the results can be found on the next page.





Survey findings – Concerns about young people in the borough chart





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Survey findings – Concerns about young people in the borough – 'other' comments

Panel members who selected 'other' when asked about any concerns about the young people they know were asked for further detail. The comments made have been themed and those with two or more comments summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments is available separately.

Theme	Count
Mental health wellbeing	6
Equality	4
Drugs	3
Gangs	3
Education	2
Parental responsibility	2
Supportive of Council	2



Base: 35 (all comments)



Survey findings – Concerns about young people – 'other' comments

"I work in mental health and there are still not enough support and education about MH and the impact on families."

Mental health wellbeing

"I worry that some young children may be subject to neglect and abuse I worry that some young people are exposed to drugs at a young age - there has been an increase in people smoking cannabis on the streets and I am concerned young people may see this as the norm."



"I worry about the inequalities and I wish RBKC would tax huge houses hard, and unoccupied ones even harder to pay for care and help for youth in the Borough. The present situation, if it gets worse will make for social instability."

Equality

"I worry that more and more young people are being led down adverse and harmful paths as the incentives offered by gangs and criminals are more powerful than what RBKC offer them as an alternative future."

Gangs

Drugs

"I am worried about the poor education system and the lack of mathematics teachers in the schools and well prepared teachers who would not only be able to help children educationally, but take care of their psychological and well-being. As well as work side by side with the parents without any kind of discrimination."





Survey findings – Change(s) by the Council to change the lives of children and young people

Panel members were asked what one thing they would like to see the Council implement to change the lives of children and young people in the borough. The comments made have been themed and the themes with nine or more comments are summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments made are available separately.

Theme	Count
Education	28
Youth clubs	26
Extra curricular activities	23
Community safety	15
Learning and employment	14
Mental health wellbeing	11
Personal development	9
Affordable/free activities	9
Support for families	9



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Base: 201 (all comments)

Survey findings – One change the Council could implement - comments

"Ensure that they get a good education.
This may mean council-provided extra
help for failing students. Also ensure
that the children get proper meals at
school, and no junk food. This will cost
some extra money but is more
important than spending the money on
cycle lanes."

Education

"I would ask the Council to make more and more effort to build the links between local businesses needing workers and young people needing work."

Learning and employment



"Local youth clubs even if it's for a couple of hours, social development sharing interests etc we had one growing up it gave us friends for life, great competitive attitudes in sport like pool, table tennis; activities you don't always get to try."

Youth clubs

"More extra curricular activities to keep them preoccupied and not hanging around in the streets where they might be influenced by the wrong types of people. Incentivise local employers and set minimum targets for them to employ locally."

Extra curricular activities

"Make sure that the Police are familiar to the children and have a good relationship with each other. Let them know that the Police and the overall community are here to help."





Survey findings – Views on children and young people in the borough

Panel members were asked how far they agreed or disagreed with a series of statements about children and young people in the borough.

Seven per cent strongly agreed and 15 per cent agreed that Children's Services meet the changing needs and priorities for children and young people by being responsive, flexible and adaptable, whilst 15 per cent disagreed and six per cent strongly disagreed.

Five per cent strongly agreed and 26 per cent agreed that children and young people are achieving in nursery/school/at work, whilst 12 per cent disagreed and two per cent strongly disagreed.

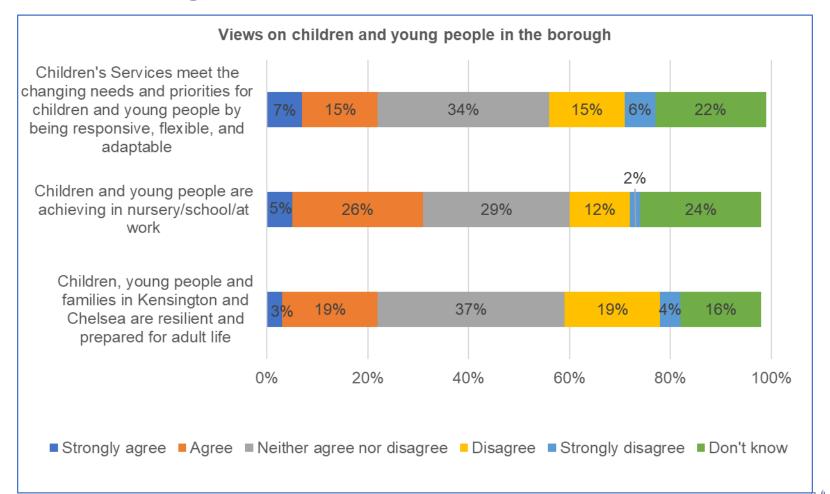
Three per cent strongly agrees and 19 per cent agreed that children, young people and families in Kensington and Chelsea are resilient and prepared for adult life, whilst 19 per cent disagreed and four per cent strongly disagreed.

Each statement attracted a noticeable percentage of both neutral and don't know answers, perhaps reflecting the lack of awareness of these issues or the percentage of respondents who do not have caring responsibilities. A chart of the results can be found on the next page.





Survey findings – Views on children and young people in the borough chart

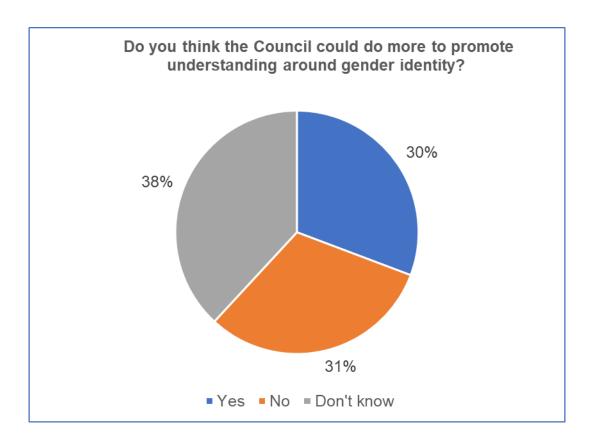






Survey findings – Promotion of understanding and conversation around gender identity

Panel members were asked if they felt that the Council could do more to promote understating and conversation around gender identity. An almost equal percentage of Panel members felt that the Council could do more (30 per cent) as felt that the Council couldn't (31 per cent). Thirty eight per cent selected 'don't know'.







Survey findings – Promotion of understanding and conversation around gender identity

Panel members who answered 'no' when asked if the Council could do more to promote understanding and the conversation around gender were asked why not, whilst those who responded 'yes' were asked what more the Council could do.

These comments have been themed and the themes with five or more comments or more summarised in the table below. Examples of the comments made can be found on the next page, with the full list of comments available separately.

Theme	Count
More important issues to focus on	17
Already enough on this	16
Not a Council responsibility	14
Not appropriate for young children	11
Controversial topic	10
Provide support to schools	8



Base: 98 (all comments)



Survey findings – Promotion of understanding and conversation around gender identity - comments

"No one should be talking to underage children about these matters."

Not appropriate for young children

"I think this is something the children will learn from peers and from the levels in which parents wish to discuss. This may be a controversial topic for some religions and backgrounds that may not be welcomed by some families."

Controversial topic

"It's not the councils job to get involved in this issue and it's definitely not a priority issue. There are many more worthy courses that the council should use it taxes on."

Not a Council responsibility

"There is enough conversation about gender identity already."

Already enough on this

"The council risks spreading itself too thinly if it does not prioritise. Issues around poverty and racism affect far more people in our borough and should be prioritised. Of course the top priority should be children in the council's care."

More important issues to focus on

"This would be done most effectively through the schools or community centres, which may require additional training."

Provide support for schools

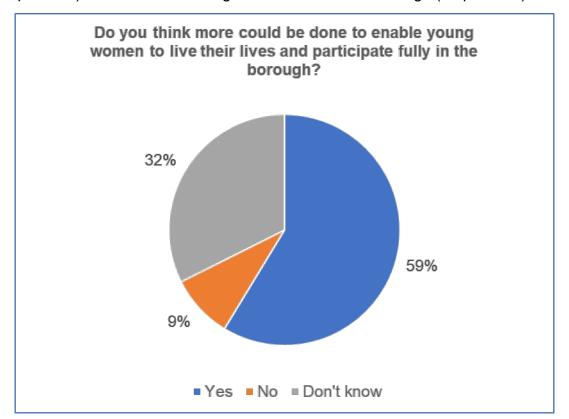




Survey findings – Support for young women (teenagers) and girls

Panel members were asked if they thought more could be done to enable young women (teenagers) or girls in Kensington and Chelsea to live their lives and participate fully. Fifty nine per cent responded yes more could be done whilst nine per cent stated no. Thirty two per cent felt that they didn't know.

There was more support for this amongst female respondents (64 per cent) compared to males (49 per cent). There were also differences by area with support highest amongst those living in the north (66 per cent) followed by those living in the south (57 per cent) and then those living in the centre of the borough (51 per cent).

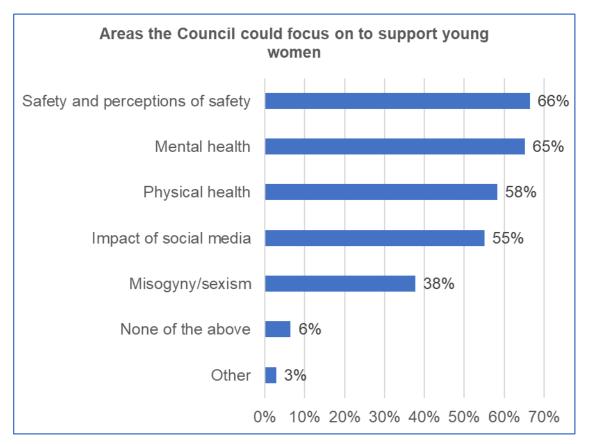






Survey findings – Areas to focus on to support young women and girls

Panel members were further asked if they felt the Council had a positive role in this and, if so, what would be helpful for the Council to focus on. Around two thirds supported safety and perceptions of safety (66 per cent) and mental health (65 per cent). Fifty eight per cent selected physical health and 55 per cent selected impact of social media. There was less support for misogyny/sexism (38 per cent), six per cent selected 'none of the above' and three per cent selected 'other'.







Survey findings – Areas to focus on to support young women and girls

Panel members who selected 'other' were asked to give more detail when asked about areas to focus on to support young women and girls. The comments made have been themed and the themes summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments made are available separately.

Theme	Count
Education	3
Personal development	3
Safe spaces	3
Community safety	2
Equalities	2
Learning and employment	2
Not a Council responsibility	2
Parental responsibility	2



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Base: 32 (all comments)

Survey findings – Areas to focus on to support young women (teenagers) and girls – 'other' comments

"Social support and building friendship groups. Support for those who are bullied."

Personal development

"Well lit streets and police on foot make a huge difference to being comfortable to walk alone as a young woman along with evident street CCTV."

Community safety

"Safe spaces to talk, learn and explore being a woman."

Safe spaces

"Why would you take a role in such things !!!!"

Not a Council responsibility



"Careers advice - there's a lot of talk about gender roles but in practice girls are encouraged to be artists, hairdressers other so called women's roles based on exploiting their youth.

Teach skills responsibility Encouraging girls to be engineers plumbers electricians and then they will have money when their looks have gone!!!!!"





Survey findings – Priorities for the Children and Young People's Plan

Panel members were asked to rank their top five options in priority order from one to five with one being their top priority. A score of five was awarded to their number one priority, four to their number two priority, three to their number three priority, two to their number four priority and one to their number five priority. A mean score was then calculated for each option to provide the prioritised list which can be seen in the chart on the next page.

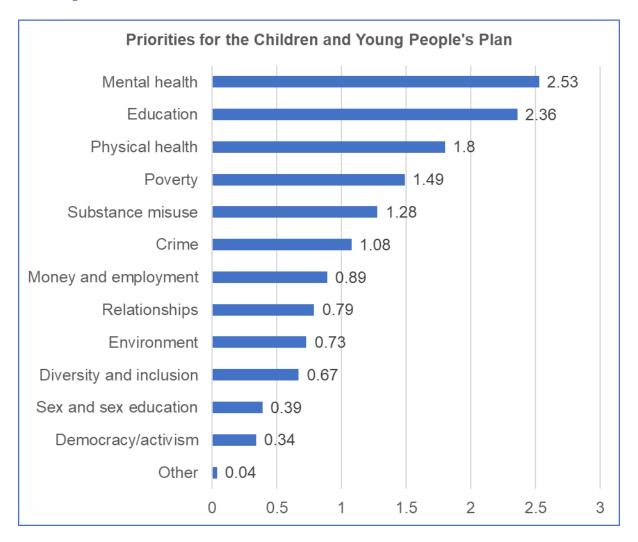
The top two priorities for Panel members were mental health (2.53) and education (2.36). This was followed by physical health (1.6) and then poverty (1.49).

The least supported priorities from the list were sex and sex education (0.39) and democracy/activism (0.34)





Survey findings – Priorities for the Children and Young People's Plan chart







Survey findings – Priorities – 'other' comments

Panel members who selected 'other' when asked about priorities for the Children and Young People's Plan were asked to give further detail. These comments have been themed and the themes with two or more comments summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments are available separately.

Theme	Count
Focus on the basics	4
Comment on options	2
Hard to prioritise	2

Base: 20 (all comments)





Survey findings – Priorities: 'Other' comments

"Make sure that they have good housing, food and heating - without those, most of the above is useless virtue signalling."

Focus on the basics



"Please see above...difficult to list them in order of importance... they are ALL Inter-related except for physical health."

Hard to prioritise

"I believe education and money and employment should come under one umbrella and should be rated high make sure that they have good housing, food and heating - without those, most of the above is useless virtue signalling."

Focus on the basics

"Some of the issues mentioned above do not apply to children."

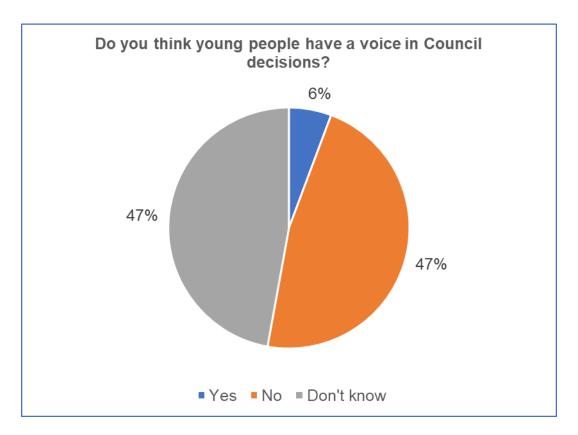
Comment on the options





Survey findings – Young People's voice in Council decisions

When asked if respondents felt that young people have a voice in Council decisions which affect them, six per cent of Panel members felt that they did whilst 47 per cent felt that they did not. A further 47 per cent of people stated that they 'didn't know'.







Survey findings – Young People's voice in Council decisions – reasons for answer

Panel members were asked to explain the answer they gave to whether or not they think young people have a voice in Council decisions. The comments made have been themed and themes with three or more comments have been summarised in the table below. Examples of the comments made can be found on the next page, whilst the full list of comments is available separately.

Theme	Count
Not aware of opportunities for young people to be involved	36
Council don't listen	11
Need more involvement of young people	9
Aware of involvement of some young people	7
Parent involvement	7
Not all young people involved	4
Youth Council	3
Hard to be heard beyond schools	3



Base: 120 (all comments)



Survey findings – Young People's voice in Council decisions – comments

"As far as I'm aware and is my experience, there's no public arena where the council takes the time out to engage with young people to hear their concerns one should be talking to underage children about these matters."

Not aware of opportunities for young people to be involved

"Council is deaf. "

Council doesn't listen

"I know that there have been particular efforts post Grenfell to ensure children and young people's voices are heard, and their views sought."

Aware of some involvement of young people

"Children mostly are not in the best position to advocate for themselves, this is mainly done by parents/carers, which is probably a better option."

Parent involvement

"They need to be more involved and have a bigger voice be on forums and listened to."

Need more involvement of young people





Survey findings – Engagement in the Council's delivery of Children's Services

Panel members were asked how the Council could develop better engagement in its delivery of Children's services. A chart of the results can be found on the next page.

The most popular options for Panel members (73 per cent) was 'offering creative apprenticeships (e.g. design and journalism)' followed by 'young people's representation in the Council's decision-making forums' (65 per cent).

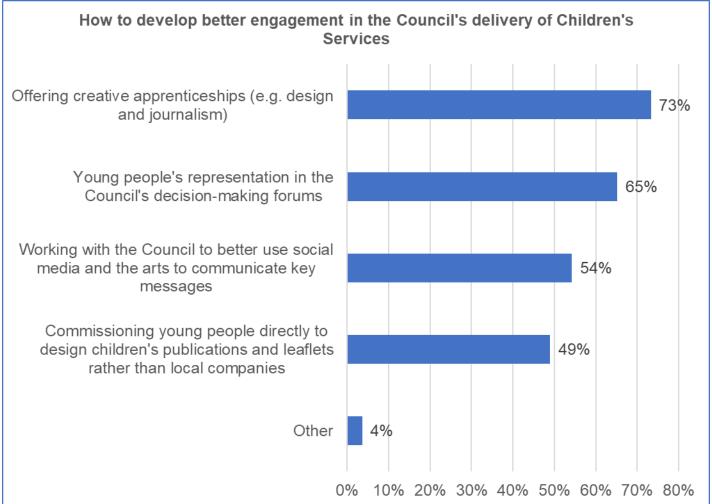
There was less support (54 per cent) for 'working with the Council to better use social media and the arts to communicate messages' and the lowest level of support (49 per cent) was for 'commissioning young people directly to design children's publications and leaflets rather than local companies'.

Four per cent selected 'other'.





Survey findings – Engagement in the Council's delivery of Children's Services chart







Survey findings – Better engagement in delivery of Children's Services – 'other' comments

Panel members who selected 'other' when asked about to develop better engagement in the Council's delivery of Children's Services were asked to give more detail. The comments made have been themed and the themes with two or more comments have been summarised in the table below. Examples of the comments made can be found on the next page, the full list of comments are available separately.

Theme	Count
Involve parents	4
Empower young people	3
Through schools	3
Level at which children should be involved	3
Engagement events	2

Base: 19 (all comments)





Survey findings – Better engagement in delivery of Children's Services – comments

"Parents involvement with the children, as the parents may boost confidence, support, sharing opinions and ideas, coming from their experiences of the youth needs."

Involve parents

"Specific events engaging young people to make decisions or create ideas to implement. I disagree with using children to create artwork or physical items to use."

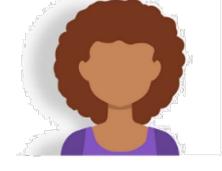
Engagement events

"Engage with children through schools."

Through schools

"If you absolutely must, represent young people on decision-making forums as information-givers to the adults. Children do not have the capacity to take major life-altering decisions, but could benefit from experiencing the processes."

Level at which children should be involved



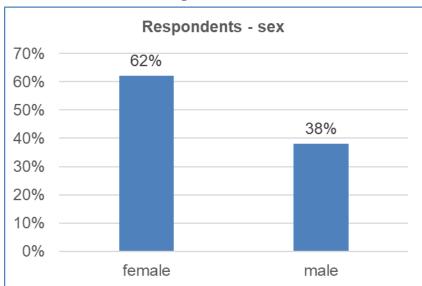
"Our children need opportunities and inclusion to feel empowered."

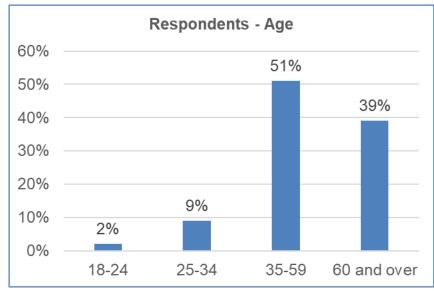
Empower young people

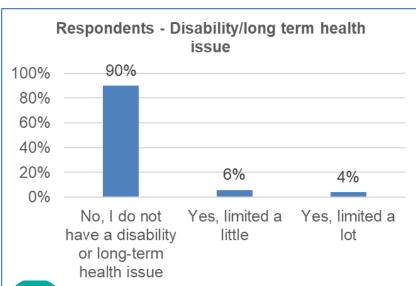


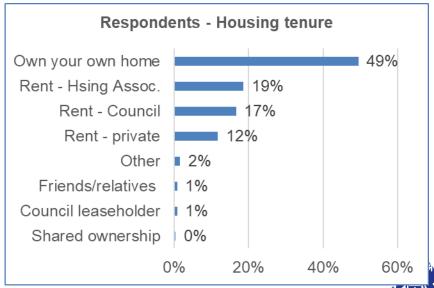


About respondents: Demographics Breakdown







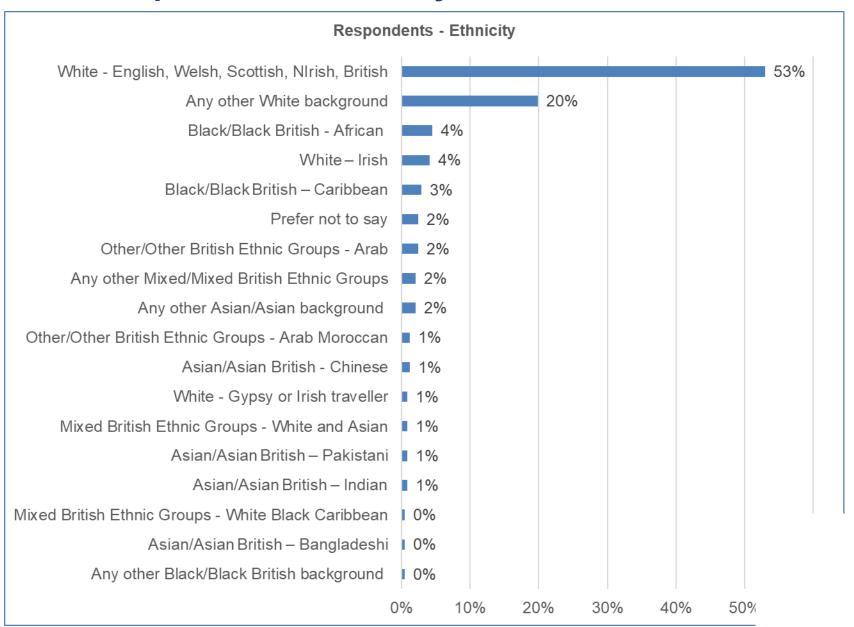


KENSINGTON

AND CHELSEA



About respondents: Ethnicity breakdown



About respondents: Ward Breakdown

