Youth Council -Your Voice Survey 2024

Analysis of stakeholder consultation

February 2025

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Introduction

Background

Launched in January 2020, the Youth Council was established following the Council's Youth Review, which highlighted the importance of giving young people a voice in shaping the services that affect them. Representing young people in the community, the Youth Council empowers them to share their views and recommendations with decision-makers, ensuring their voices are heard in the development of policies and services.

The consultation carried out in the latter part of 2024 aimed to provide a platform for young people to express their views on key issues impacting them, including Education, Digital Inclusion, Mental Health and Wellbeing, Environment and Air Pollution, and Community and Services for Young People.

Developed by the Kensington and Chelsea Youth Council, the survey sought to gather insights to inform the Youth Council's direction, plans, and projects ahead of elections in April 2025, as well as to influence policy-making and commissioning by the Council in the coming years.

The consultation was open to:

- Young people aged 11 to 19 who live or study in the borough.
- Young people up to 25 with a learning difficulty or disability, or those in care or who have left care.

Methodology

The online survey was promoted through multiple channels, including the Council's Consultation and Engagement Hub, social media posts, and e-newsletters. Additionally, paper surveys were distributed during the Young Leaders Awards event in December 2024 to increase participation and directly engage with young attendees.

In total, 146 responses were collected.

Introduction

Appendices

An appendices document is also available on request, containing data tables and all comments made by respondents to the survey.

Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to provide feedback on the Youth Your Voice Survey 2024.

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Key Findings

Key Findings

Overview

Young people in Kensington and Chelsea prioritise educational support, mental health awareness, employment opportunities, access to sports, and community involvement. There is a strong need for better promotion of services, more inclusive programs, and targeted efforts to reduce barriers in education, sports, and mental health support.

1. Education

- Young people found personal tutoring and revision sessions most beneficial for learning.
- Over half valued PSHE lessons, though a quarter did not.
- More than half felt prepared for revision and employment, but many were unsure.
- The most requested life skills included financial education, first aid, cooking and public speaking.
- Paid work placements, job shadowing and apprenticeships were the most sought-after career development opportunities.

2. Mental Health and Wellbeing

- The majority knew where to seek help, but a significant number did not.
- Friends and family were the main sources of support, followed by school counsellors.
- Young people wanted mental health services to be promoted in-person and through youth talks.
- Over half were interested in training to support others struggling with mental health.

3. Sports and Recreation

- More than half had access to sports facilities, but many faced barriers such as cost, distance and lack of time.
- Popular sports locations included Westway Sports Centre, youth clubs and Kensington Leisure Centre.

4. Environment and Air Pollution

- Air pollution, litter and water pollution were the top environmental concerns for young people.

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Key Findings continued

5. Community Engagement and Youth Services

- Just over half felt involved in their local community, mainly through youth clubs, Council, and after-school activities.
- Many wanted more youth spaces and better event updates.
- More than half accessed Council services, but many were unaware of what was available.

6. Digital Inclusion

- Over half felt prepared for school and work, but a large number struggled with finding online job opportunities and accessing specialist software.
- The majority had reliable internet, but some faced inconsistent access.

7. Promotion and Awareness of Youth Services

- The best ways to promote youth services were social media and school-based initiatives.
- Young people wanted more social events, homework clubs, and talent showcases in community spaces.

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Education

Positive Influences

We asked young people what they think would positively impact their learning.

- The highest percentage (49 per cent) said 'Personal Tutoring'.
- Second highest percentage (46 per cent) responded 'Morning/Lunch/After school revision sessions'
- 'Focus groups' was selected by 25 per cent of respondents.
- 'Personal, social, health and economic education (PSHE) was selected by 18 per cent.
- Two per cent opted for 'Other' and were asked to specify their answer. Responses were as follows: *"Longer break and lunch times" "Therapy" and "Revision session".*
- Four per cent of respondents did not answer the question.

Which of the options below do you think would positively impact your learning?

|	
Personal Tutoring	49%
Morning/ Lunch / After school revision sessions	46%
Focus groups	25%
Personal, social, health and economic education (PSHE)	18%
Other	2%
Not Answered	4%
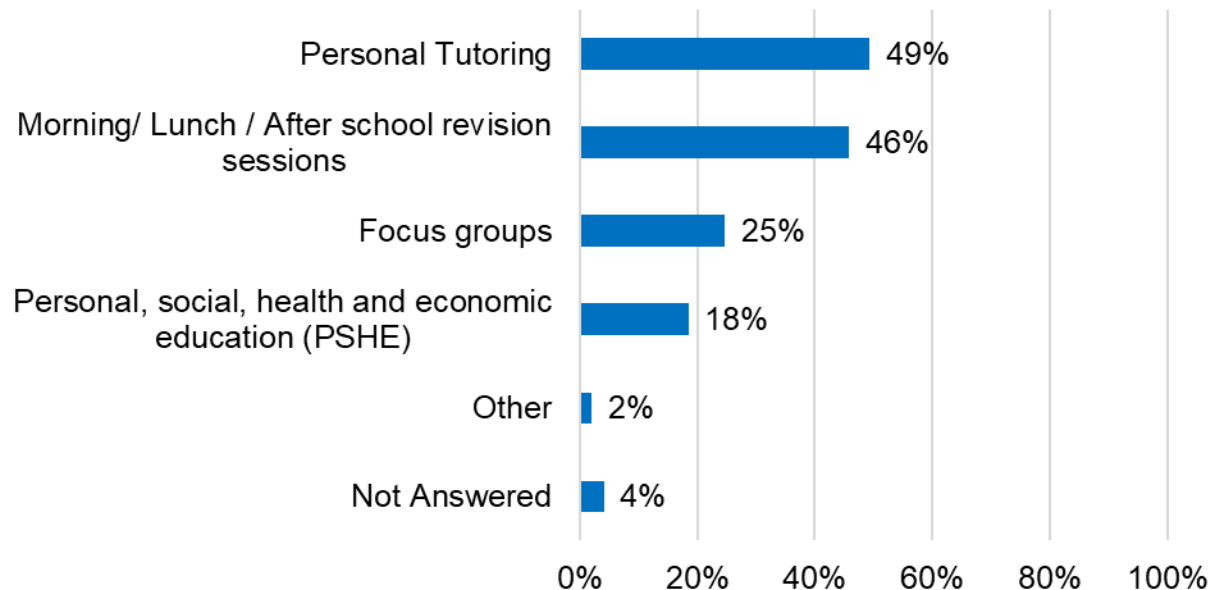
Base: All respondents (146)

The value of PSHE Lessons

We asked young people whether personal, social, health, and economic (PSHE) days or lessons feel valuable in real-life situations.
- Over half of respondents (51 per cent) indicated that they find the lessons valuable in real-life contexts
- Meanwhile, 25 per cent said "no," they do not feel the lessons are valuable,
- 22 per cent respondents selected "I don't know," and 2 per cent did not answer.

If you have personal, social, health and economic education (PSHE) days/lessons, do you feel like the lessons are valuable in real life situations?

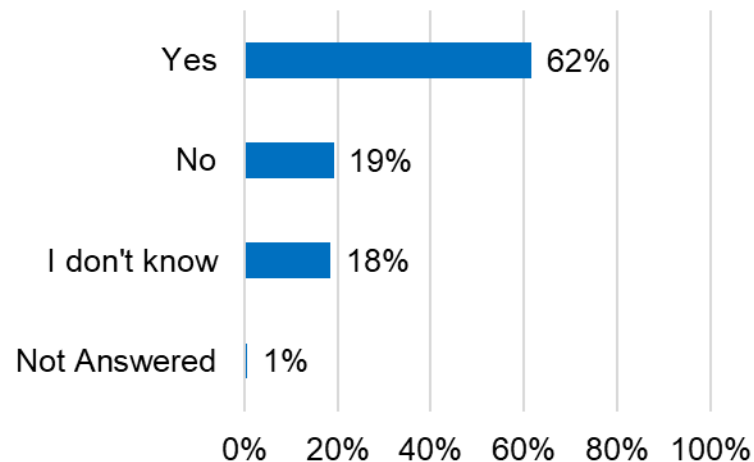|	
Yes	51%
No	25%
I don't know	22%
Not Answered	2%

0% 20% 40% 60% 80% 100%
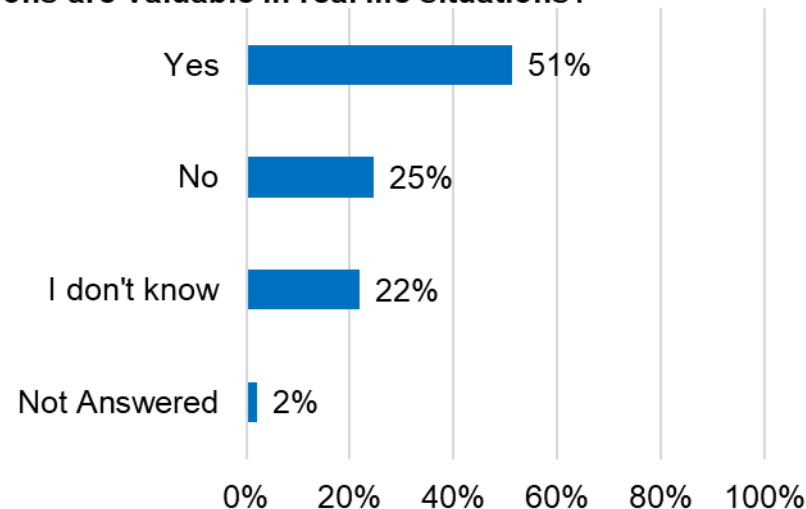
Base: All respondents (146)

Skills to revise effectively

Respondents were asked if their education equips them with the skills to revise effectively.

- Over half of the respondents (62 per cent) answered 'yes,' agreeing that their education provides these skills.
- Meanwhile, 19 per cent said 'no,' indicating they do not feel that their education gives them the skills to revise effectively.
- Additionally, 18 per cent selected 'I don't know,' and 1 per cent did not respond.

**Is your education giving you the skills to revise effectively?**

Response	Percentage
Yes	62%
No	19%
I don't know	18%
Not Answered	1%

Base: All respondents (146)

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Skills to secure a job

Respondents were asked if their education equips them with the skills to get the job they want.

- Over half of the respondents (53 per cent) answered 'yes,' agreeing that their education provides these skills to get the job they want.
- However, 18 per cent said 'no,' indicating they do not feel their education equips them with these skills.
- 28 per cent of respondents selected 'I don't know'.

Is your education giving you the skills to get the job you want?

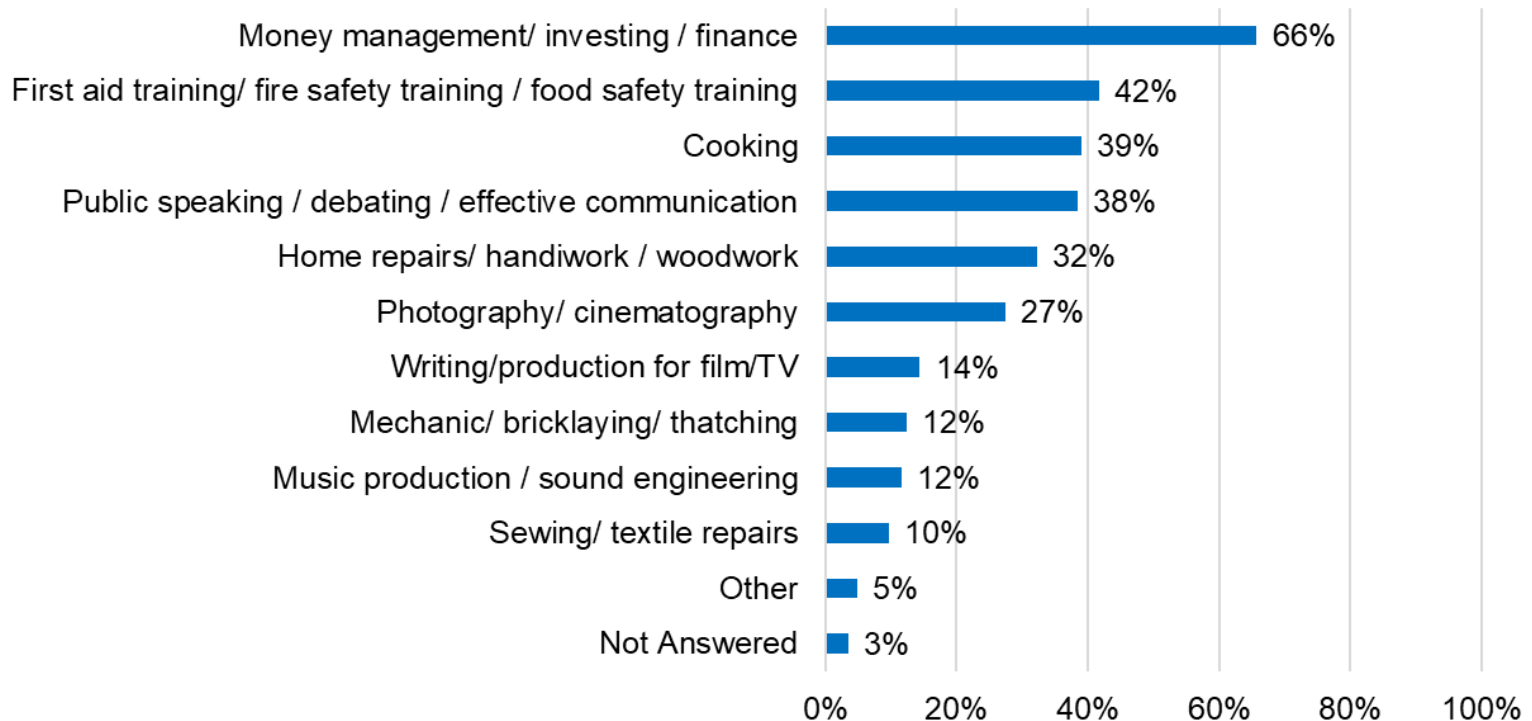| Response	Percentage
Yes	53%
No	18%
I don't know	28%
Not Answered	0%
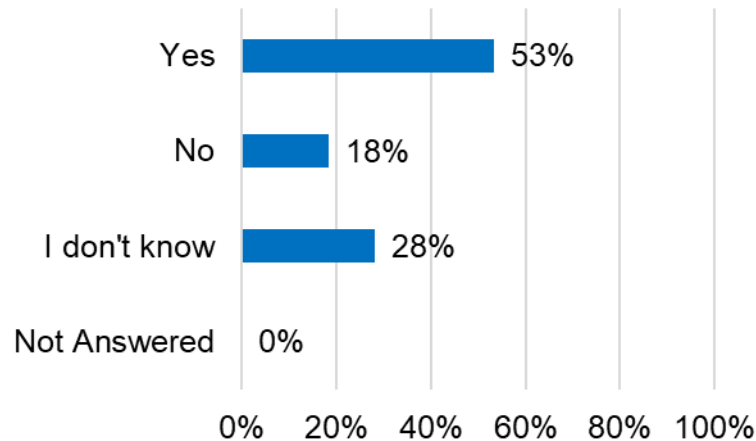
Base: All respondents (146)

Skills that are not available at school

Respondents were asked to select life skills they would like to learn that are not currently available at school.

- The most selected answer was money management/investing/finance, chosen by 66 per cent of respondents.
- First aid training, fire safety training, and food safety training came second, with 42 per cent of respondents expressing interest.
- Cooking was selected by 39 per cent of respondents.
- Public speaking, debating, and effective communication followed closely, with 38 per cent of respondents interested.
- Home repairs, handiwork, and woodwork were selected by 32 per cent.
- Photography/cinematography attracted a similar level of interest.
- Writing and production for film/TV was chosen by 14 per cent, while 12 per cent selected music production/sound engineering.
- Another 12 per cent expressed interest in mechanic skills, bricklaying, or thatching.
- Sewing and textile repairs were selected by 10 per cent.
- Five per cent of respondents selected 'other', and provided additional suggestions, such as:
    - Every possible extracurricular activity
    - Psychology
    - Managing money/paying bills
    - Opportunities and how to find them
    - Gaming
    - Computer science
- Three per cent of respondents did not provide an answer.

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Base: All respondents (146)

Skills that are not available at school

Which of the following life skills would you like to learn that are not available at school currently? (select as many as you want)
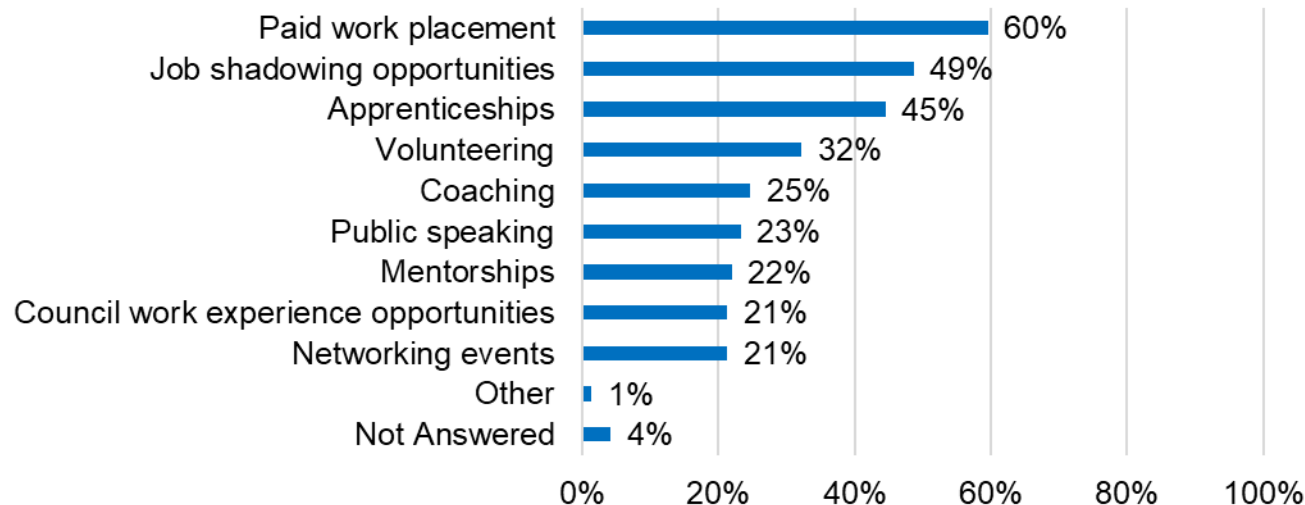
Skill	Percentage
Money management/ investing / finance	66%
First aid training/ fire safety training / food safety training	42%
Cooking	39%
Public speaking / debating / effective communication	38%
Home repairs/ handiwork / woodwork	32%
Photography/ cinematography	27%
Writing/production for film/TV	14%
Mechanic/ bricklaying/ thatching	12%
Music production / sound engineering	12%
Sewing/ textile repairs	10%
Other	5%
Not Answered	3%

Base: All respondents (146)

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Work experience and personal development

Respondents were asked what kinds of work experience and personal development opportunities they would like to see more of.

- The most selected answer was paid work placements, chosen by 60 per cent of respondents.
- The second most popular option was job shadowing opportunities, selected by 49 per cent.
- Apprenticeships followed closely, with 45 per cent of respondents expressing interest.
- Volunteering was chosen by 32 per cent, while 25 per cent selected coaching.
- Public speaking opportunities were preferred by 23 per cent, and mentorships were selected by 22 per cent. Networking events garnered interest from 21 per cent of respondents
- One per cent selected 'other' and were asked to specify their answer. Responses were as follows: *Computer science, Taking part in a film/ performance, and finance.*
- Four per cent did not provide an answer.

What kinds of work experience and personal development opportunities would you like to see more of?

|	
Paid work placement	60%
Job shadowing opportunities	49%
Apprenticeships	45%
Volunteering	32%
Coaching	25%
Public speaking	23%
Mentorships	22%
Council work experience opportunities	21%
Networking events	21%
Other	1%
Not Answered	4%

Base: All respondents (146)

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Access to mental health support

Respondents were asked if they know where to go or who to speak to for support with their mental health or wellbeing.
- The majority (80 per cent) of respondents indicated that they know where to go or who to speak to for support.
- However, 14 per cent said they do not know where to seek help if needed.
- Three per cent selected 'I don't know,' and another Three per cent did not answer the question

Do you know where to go or who to speak to if you need support with your mental health or wellbeing?

Response	Percentage
Yes	80%
No	14%
I don't know	3%
Not Answered	3%
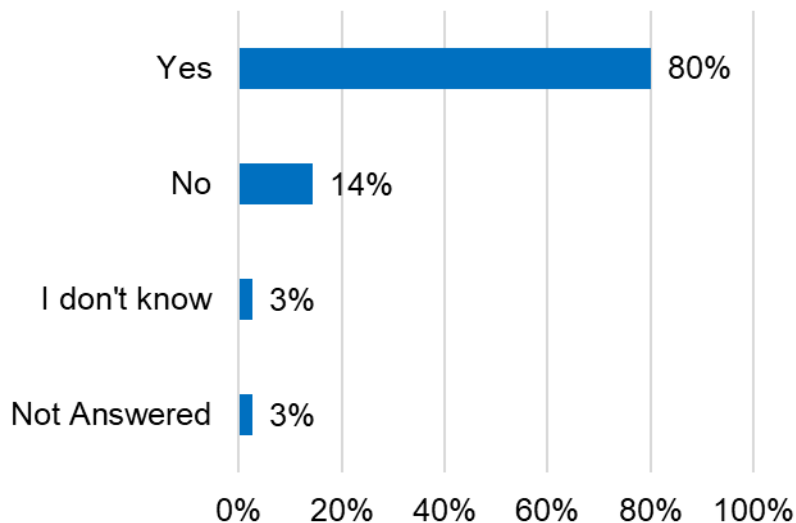
Base: All respondents (146)

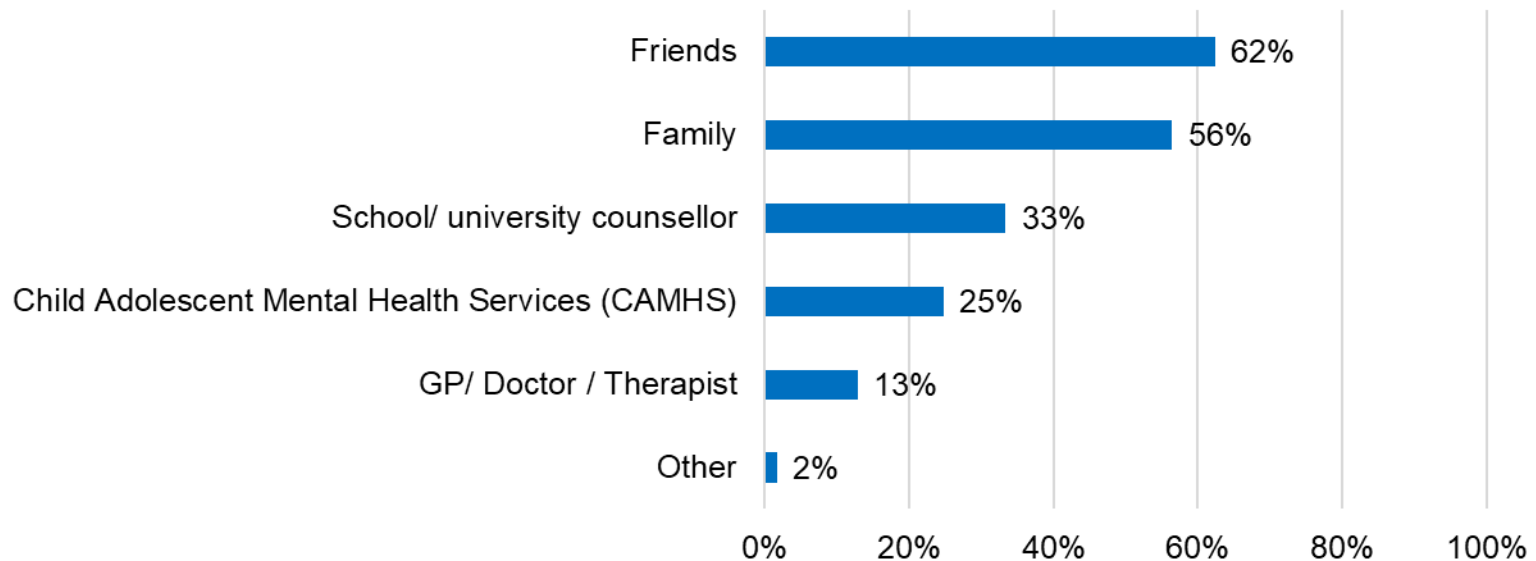THE ROYAL BOROUGH OF
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Ways to seek mental health support

Respondents who indicated that they know where to go or who to speak to for support were asked to share the ways in which they would seek support for their mental health.

- The most selected answer was Friends, chosen by 62 per cent of respondents.
- The second most selected option was Family, chosen by 56 per cent.
- School or university counsellors were selected by 33 per cent.
- Child Adolescent Mental Health Services (CAHMS) was selected by 25 per cent.
- 13 per cent said they would seek support from a GP, doctor, or therapist.
- Finally, three per cent selected 'other' and were asked to specify their responses. These included: *'CAMHS are not effective, Mentor, Mum, Trusted teachers*, and seven respondents mentioned *'youth club'*.

If you selected 'yes', please tell us the ways in which you would seek support for your mental health:

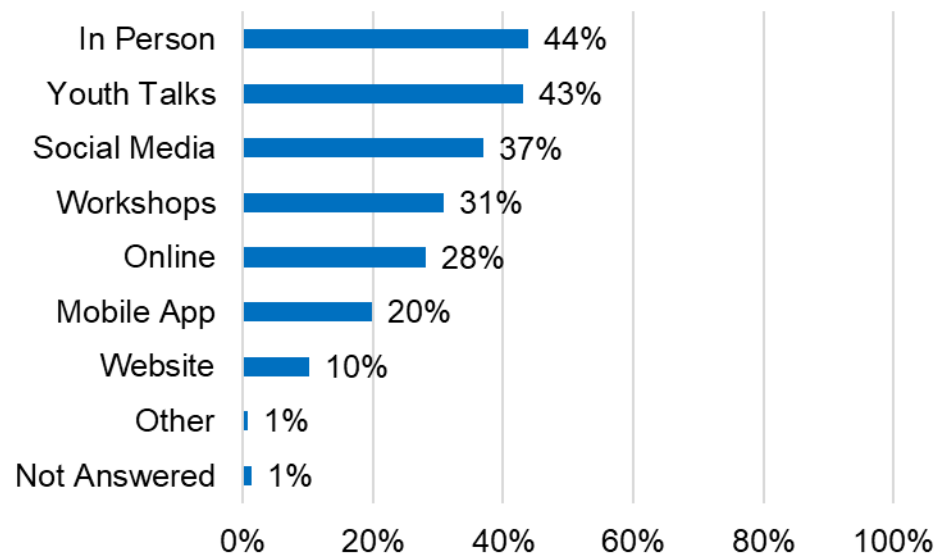| Category	Percentage
Friends	62%
Family	56%
School/ university counsellor	33%
Child Adolescent Mental Health Services (CAMHS)	25%
GP/ Doctor / Therapist	13%
Other	2%

Base: All respondents answering yes to the previous question (117)

Ways to better promote mental health services

We asked respondents to suggest how mental health services could be better promoted to children and young people.

- The most selected answer was 'in person,' chosen by 44 per cent of respondents.
- The second most popular option was 'youth talks,' selected by 43 per cent. Social media was chosen by 37 per cent, while 31 per cent opted for workshops.
- Additionally, 28 per cent selected 'online,' and 10 per cent said 'website.' One per cent of respondents did not provide an answer.
- Finally, one per cent selected 'other' and were asked to specify their responses, this includes the following comment: social media can be triggering, so having known resources but not being all in your face would be great.

How can we better promote mental health services to children and young people?

| Option	Percentage
In Person	44%
Youth Talks	43%
Social Media	37%
Workshops	31%
Online	28%
Mobile App	20%
Website	10%
Other	1%
Not Answered	1%

Base: All respondents (146)

Interest in training to better support others

We asked respondents to state if they would be interested in training to help them better support friends or family members struggling with their mental health.

- The most selected answer was 'yes' (55 per cent) they are interested in training to help them better support friends or family members.
- However, 27 per cent of respondents said that they are not interested in training.
- 11 per cent selected 'I don't know', and seven per cent of respondents did not provide an answer.

Would you be interested in training to help you better support friends or family members struggling with their mental health?

|	
Yes	55%
No	27%
I don't know	11%
Not Answered	7%
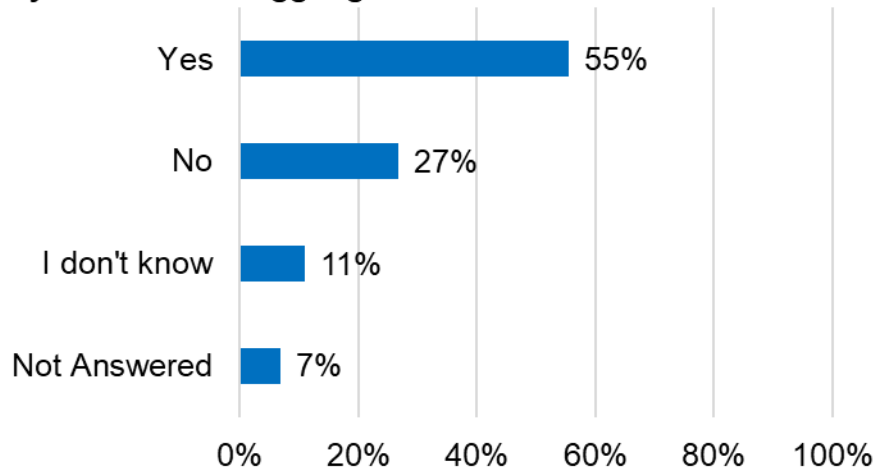
Base: All respondents (146)

Access to sports activities or facilities in the borough

We asked respondents if they currently access any sports activities or facilities in the borough.

- The most selected answer was 'yes' (58 per cent) they do have access to support activities or facilities in the borough.
- However, 37 per cent of respondents said that they do not have access to any support activities or facilities in the borough.
- Five per cent of respondents did not provide an answer.

Do you currenty access any support activities or facilities in the borough

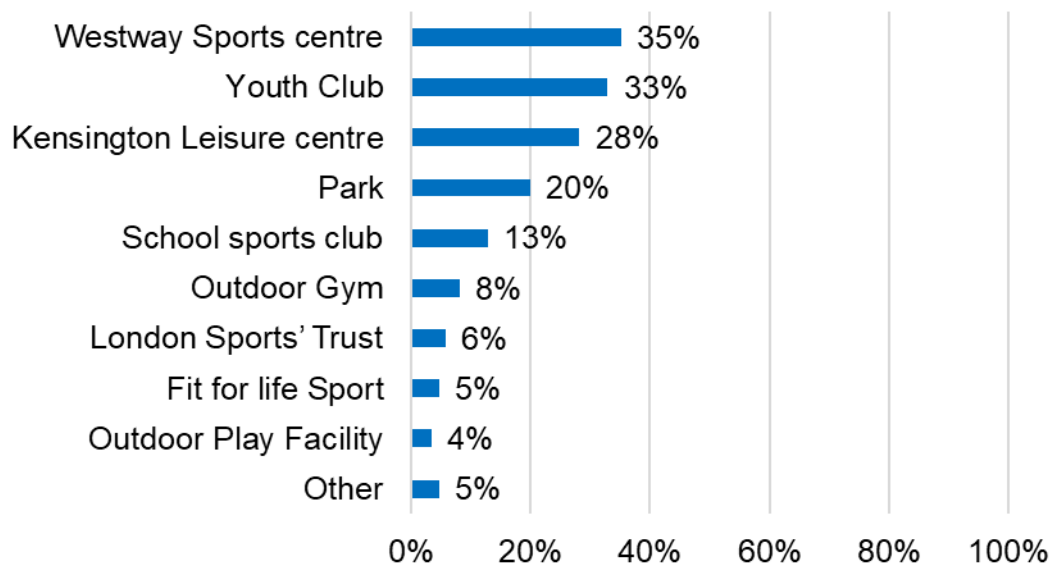|	
Yes	58%
No	37%
Not Answered	5%

0%   20%   40%   60%   80%   100%
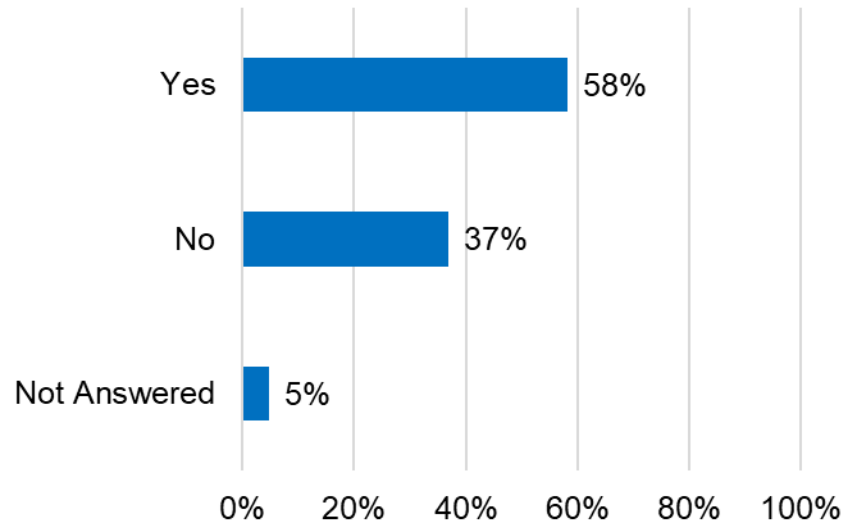
Base: All respondents (146)

Type of sports activities or facilities

Respondents who indicated that they are currently accessing sports activities or facilities were asked to specify which ones they are using.

- The most selected answer was Westway Sports Centre, chosen by 35 per cent of respondents.
- The second most popular option was youth clubs, selected by 33 per cent. Kensington Leisure Centre followed, chosen by 28 per cent, while 20 per cent said they use the park.
- 13 per cent reported participating in school sports clubs, and eight per cent said they use outdoor gyms.
- Six per cent indicated London Sports Trust.
- Fit for Life Sport and outdoor play facilities were each chosen by five per cent of respondents.
- Five per cent selected 'other' and specifying their responses. These included: Chelsea FC, Clapham Leisure Centre, Caius House, Brixton Rec, Bay Sixty Six Skatepark, three mentions of YAA, and Girls Fitness.

If you selected 'yes', can you please tell us which sports activities or facilities you are using?

Facility	Percentage
Westway Sports centre	35%
Youth Club	33%
Kensington Leisure centre	28%
Park	20%
School sports club	13%
Outdoor Gym	8%
London Sports' Trust	6%
Fit for life Sport	5%
Outdoor Play Facility	4%
Other	5%

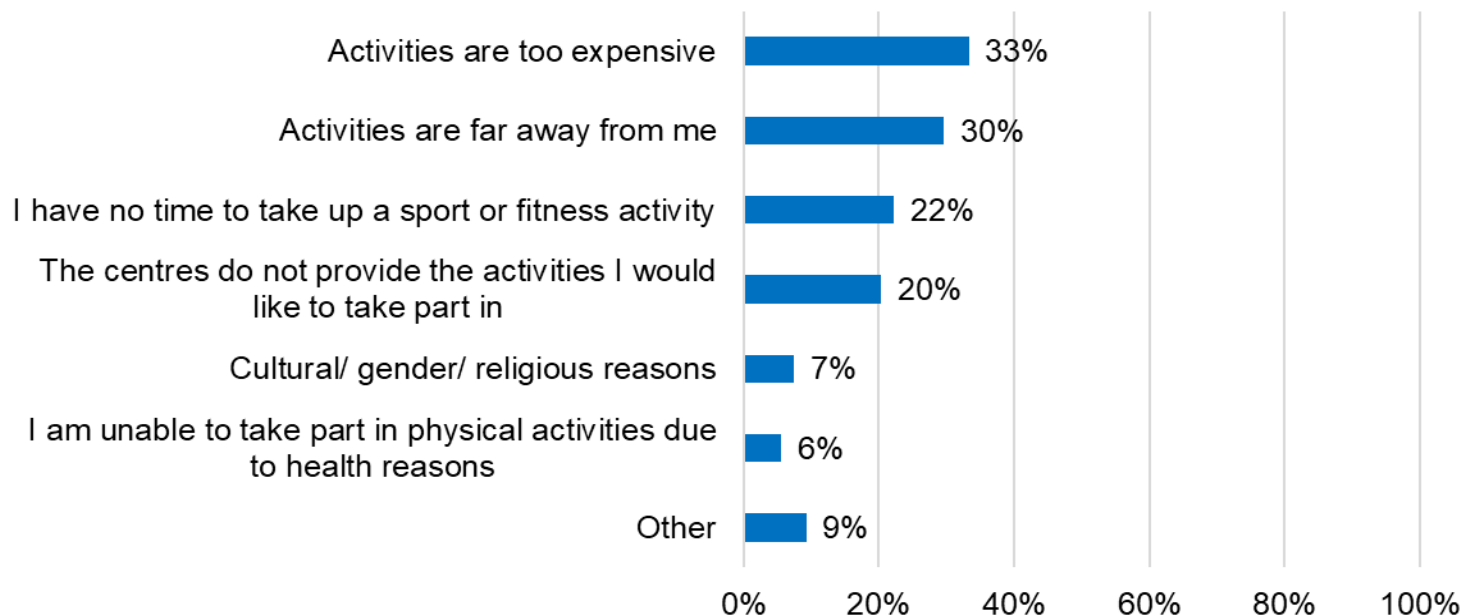*Base: All respondents answering yes to the previous question (85)*

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Barriers to Accessing Sports Activities

Respondents who indicated that they do not access sports activities or facilities were asked to explain why they have not used any of the sports activities or facilities in the borough.

- The most selected reason was that the activities are 'too expensive,' chosen by 33 per cent of respondents.
- The second most common reason was that the 'activities are far away from me,' selected by 30 per cent.
- 22 per cent stated, 'I have no time to take up a sport or fitness activity,' while 20 per cent said that 'the centres do not provide the activities I would like to take part in'.
- Seven per cent cited 'cultural/gender/religious reasons' as a barrier.
- Six per cent indicated that they are unable to participate in physical activities due to health reasons, and another nine per cent selected 'other', and were asked to specify their responses, this includes the following comments: Didn't like the swimming, I don't want to ,I go other places for sporting activities, My netball team broke up.

If you selected 'no', could you please explain why you haven't used any of the sports activities or facilities in the borough?

Barrier	Percentage
Activities are too expensive	33%
Activities are far away from me	30%
I have no time to take up a sport or fitness activity	22%
The centres do not provide the activities I would like to take part in	20%
Cultural/ gender/ religious reasons	7%
I am unable to take part in physical activities due to health reasons	6%
Other	9%

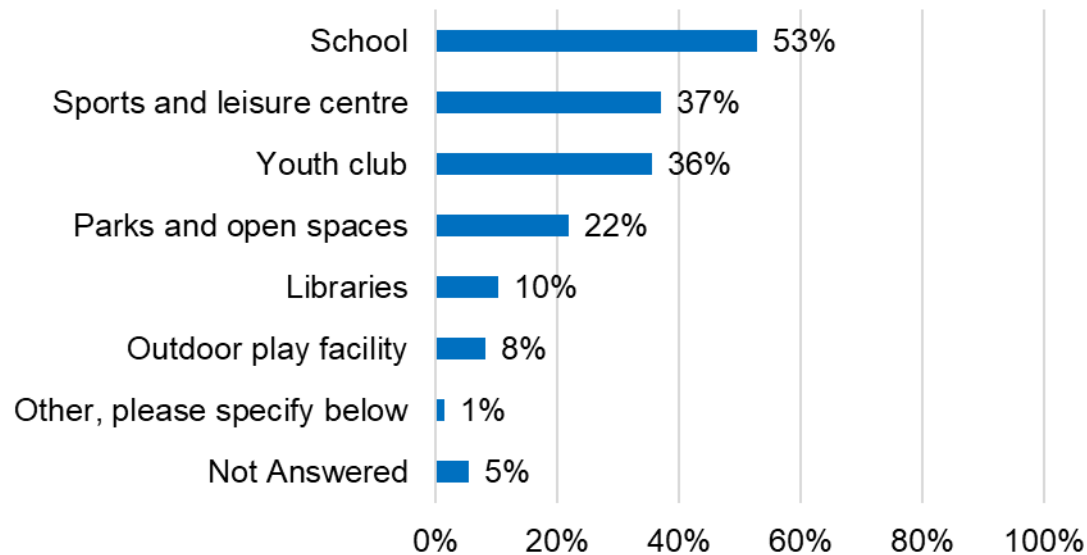ROYAL BOROUGH OF
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Base: All respondents answering no to the previous question (85)

Places for activities

Respondents were asked about their preferred locations for participating in activities.

- The most selected option was school, chosen by 53 per cent of respondents.
- Sports and leisure centres were the second most preferred, with 37 per cent selecting this option. Youth clubs were chosen by 36 per cent of respondents.
- Parks and open spaces were selected by 22 per cent, followed by libraries at 10 per cent.
- Outdoor play facilities were preferred by eight per cent of respondents.
- One per selected 'other,' and five per cent did not provide an answer.

Where do you prefer to participate in activities from?

Location	Percentage
School	53%
Sports and leisure centre	37%
Youth club	36%
Parks and open spaces	22%
Libraries	10%
Outdoor play facility	8%
Other, please specify below	1%
Not Answered	5%

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Base: All respondents (146)
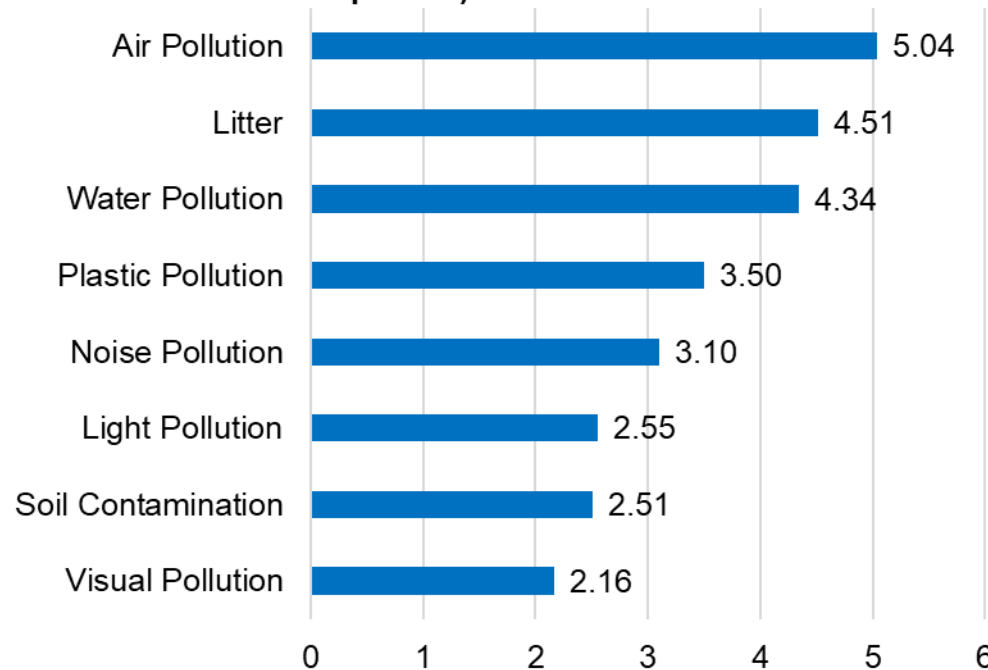
Environment and Air Pollution

Types of pollution

Respondents were asked to rank the types of pollution the Youth Council should prioritise tackling, from 1 (most important) to 8 (least important).
- Air pollution was the top priority, with an average ranking of 5.04.
- Litter and water pollution were closely ranked, at 4.51 and 4.34, respectively.
- Plastic pollution and noise pollution followed, with rankings of 3.50 and 3.10.
- Light pollution ranked at 2.55, and soil contamination at 2.51.
- Visual pollution was the lowest priority, ranked at 2.16.

Which types of pollution, in your opinion, should the Youth Council prioritise tackling? (rank your answers from 1 for most important to 8 as least important)

Type	Ranking
Air Pollution	5.04
Litter	4.51
Water Pollution	4.34
Plastic Pollution	3.50
Noise Pollution	3.10
Light Pollution	2.55
Soil Contamination	2.51
Visual Pollution	2.16

Base: All respondents (146)

Areas that need improvement

Respondents were asked which areas in the borough they felt needed improvement and why, with suggestions covering streets, estates, parks, and other public spaces.

The feedback has been categorised into key themes, with those receiving four or more comments summarised in the table below. Additional examples of comments can be found on the next page, and a full breakdown is available in the appendices.

Theme	Count
Estates/estates streets	26
Streets in general	24
Local parks	20
Better maintenance, improved safety, and enhanced hygiene	14
Earl's court area	9
Ladbroke Grove area	6
Schools	3
Other	3

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Areas that need improvement

Theme	Count
North Kensington	2
Gyms	2
Libraries	1
City of Westminster Borough	1
Cycle lanes	1

Comments – Areas that need improvement

"Estates streets."

Estates/estates streets

"Streets."

Streets in general

"Streets as they're dirty."

Streets in general

"Estates and streets to make them safer."

Estates/estates streets

"The parks because, people do not often put their rubbish in the bin."

Local Parks

"Earl's Court - no outdoor activities."

Earl's Court area

"Ladbroke Grove because there are barely any bins."

Ladbroke Grove area

"Schools."

Schools

"Residential roads and estates have lack of streetlights working, therefore creating unease when walking in the neighbourhood. Also, litter build up around bins and lastly, CCTV cameras being purposefully covered. For example, in my building nearly everyday the cameras are spray painted leaving us feeling nervous when coming in and out of the block."

Better maintenance, improved safety, and enhanced hygiene

"Estates."

Estates/estates streets

Community and services for young people

Involvement in the local community

Respondents were asked if they feel involved in their local community:

- The majority of respondents said that they do feel involved in their community, 51 per cent.
- However, 29 per cent said that they do not feel involved in their community.
- 17 per cent said 'I don't know' and three per cent did not provide an answer.

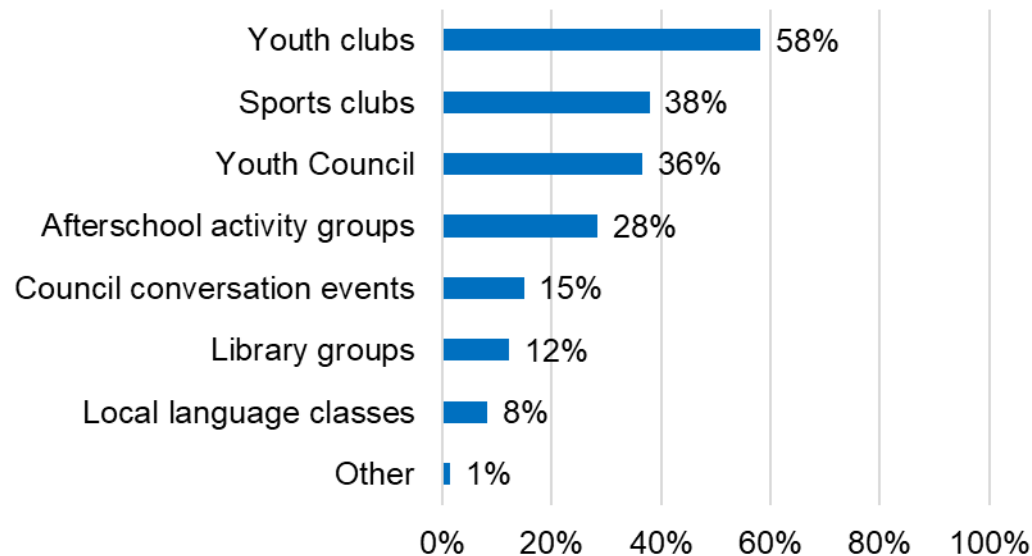**Do you feel involved in your local community?**

Response	Percentage
Yes	51%
No	29%
I don't know	17%
Not Answered	3%

Base: All respondents (146)
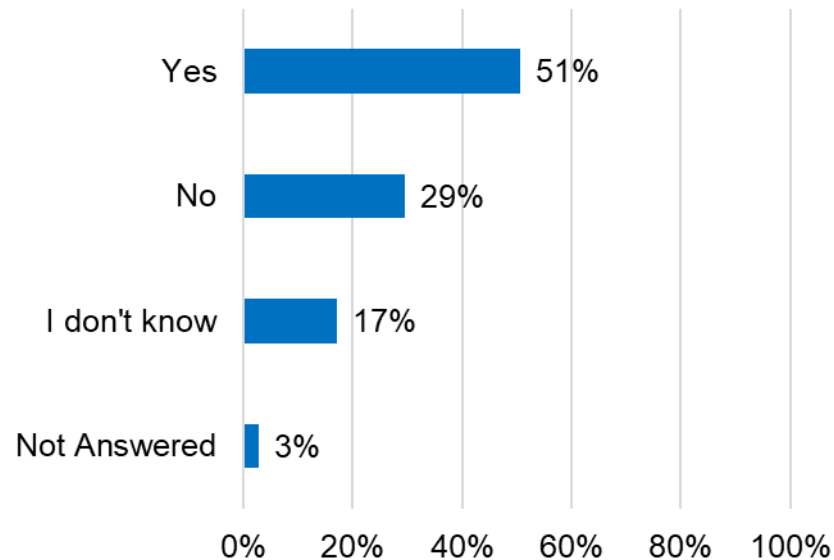
Ways of involvement in the local community

Respondents who said they feel involved in their local community were asked to explain how they participate.

- The most selected option was youth clubs, chosen by 58 per cent of respondents.
- Sports clubs were each selected by 38 per cent of respondents and was followed by Youth Council 36 per cent.
- Afterschool activity groups were chosen by 28 per cent. Council conversation events were selected by 15 per cent.
- Library groups was selected by 12 per cent and local language classes were selected by eight per cent.
- One per cent of respondents selected 'Other' were asked to specify their responses, this included one comment and specified their involvement as volunteering.

If you selected 'yes', please tick the ways in which you are involved in your local community

Category	Percentage
Youth clubs	58%
Sports clubs	38%
Youth Council	36%
Afterschool activity groups	28%
Council conversation events	15%
Library groups	12%
Local language classes	8%
Other	1%

Base: All respondents answering yes to the previous question (54)

Other activities or events

Respondents who said they do not feel involved in their local community were asked what types of events they would like to see in the borough to help bring young people together.

- The most selected option was opportunities to join youth spaces, chosen by 47 per cent of respondents.
- Councillors visiting local spaces/schools and community conversation panels in local areas were each selected by 23 per cent.
- Hold community conversation panels in your local area was selected by 21 per cent.
- Opportunities to speak at council events were chosen by 21 per cent.
- Religious youth groups and events selected by 14 per cent and nine per cent stated that they wish to have social media updating young people about events.
- Five per cent of respondents selected 'Other' and provided the following suggestions: *Events celebrating young people, More accessible meeting times, as parents are at work and students are in school, Community meetings in local halls, Open to allGirls' groupOptional LGBT+ talks or clubs.*
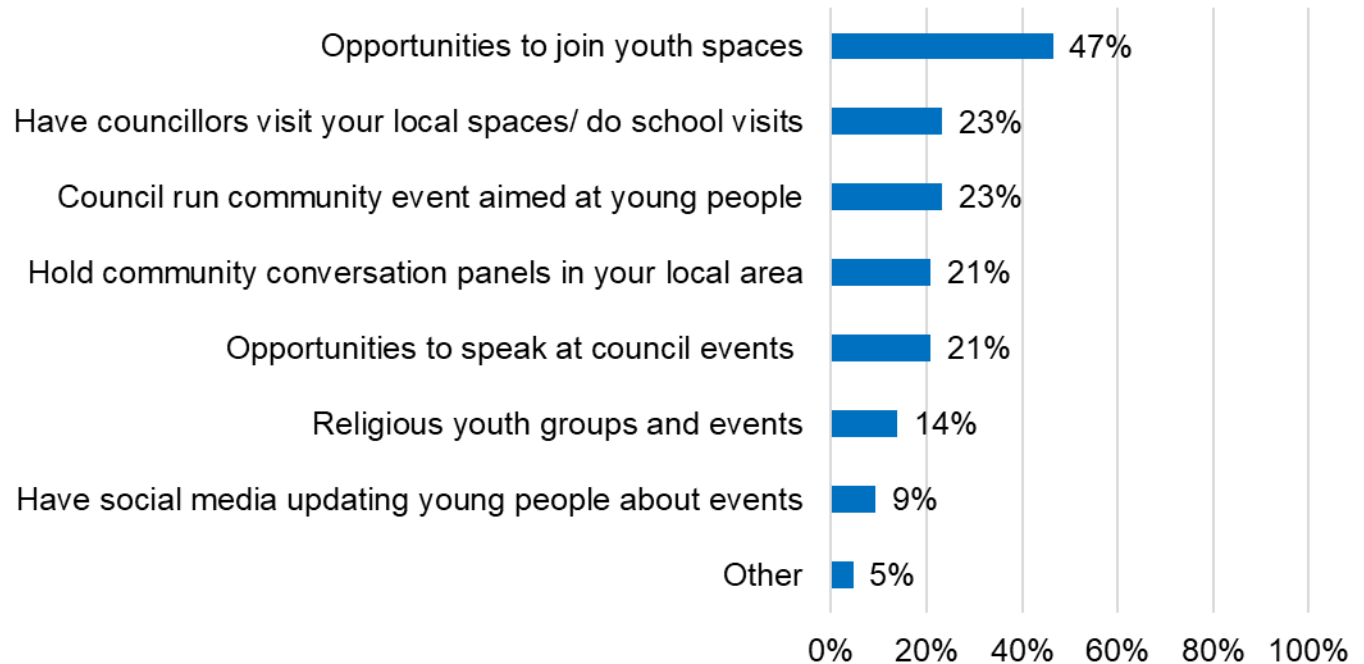- Additionally, 34 per cent of respondents did not provide an answer.

Base: All respondents answering no to the previous question (43)

Other activities or events

If you selected no, what kinds of activities or events would you like to see in the borough to bring young people together?

| Activity	Percentage
Opportunities to join youth spaces	47%
Have councillors visit your local spaces/ do school visits	23%
Council run community event aimed at young people	23%
Hold community conversation panels in your local area	21%
Opportunities to speak at council events	21%
Religious youth groups and events	14%
Have social media updating young people about events	9%
Other	5%

Base: All respondents answering no to the previous question (43)

Council Services

Respondents were asked whether they access any Council services in the borough.

- More than half of respondents, 54 per cent, said they do access Council services.
- However, 29 per cent stated that they do not.
- Additionally, eight per cent selected "I don't know," while another eight per cent did not provide an answer.

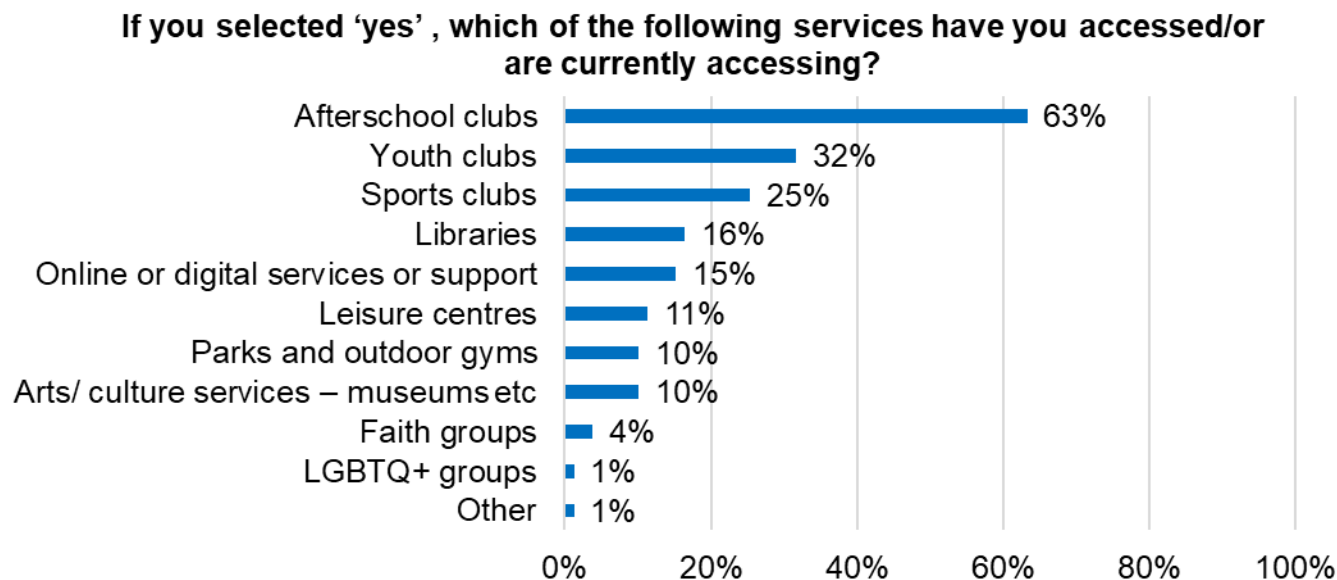**Do you access any council services in the borough?**

Response	Percentage
Yes	54%
No	29%
I don't know	8%
Not Answered	8%

Base: All respondents (146)
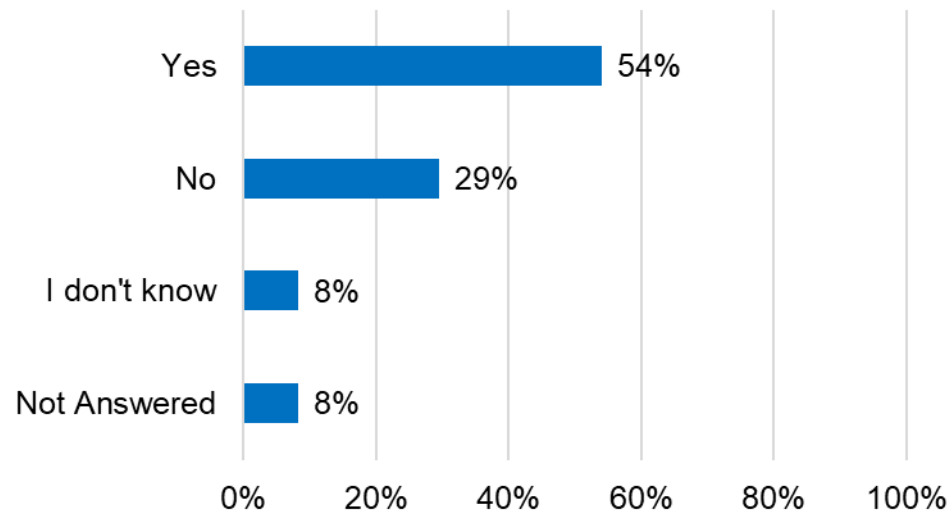
Type of Council Services

Respondents who said they access council services were asked a follow-up question about the types of services they have used or are currently using.

- The most selected service was afterschool clubs, chosen by 63 per cent of respondents. This was followed by youth clubs at 32 per cent and sports clubs at 25 per cent.
- Libraries selected by 16 per cent and online or digital services selected by 15 per cent of respondents, while leisure centres were chosen by 11 per cent.
- Both parks and outdoor gyms and arts and culture services (such as museums) were selected by ten per cent of respondents.
- Faith groups were chosen by four per cent, and LGBTQ+ groups by one per cent.
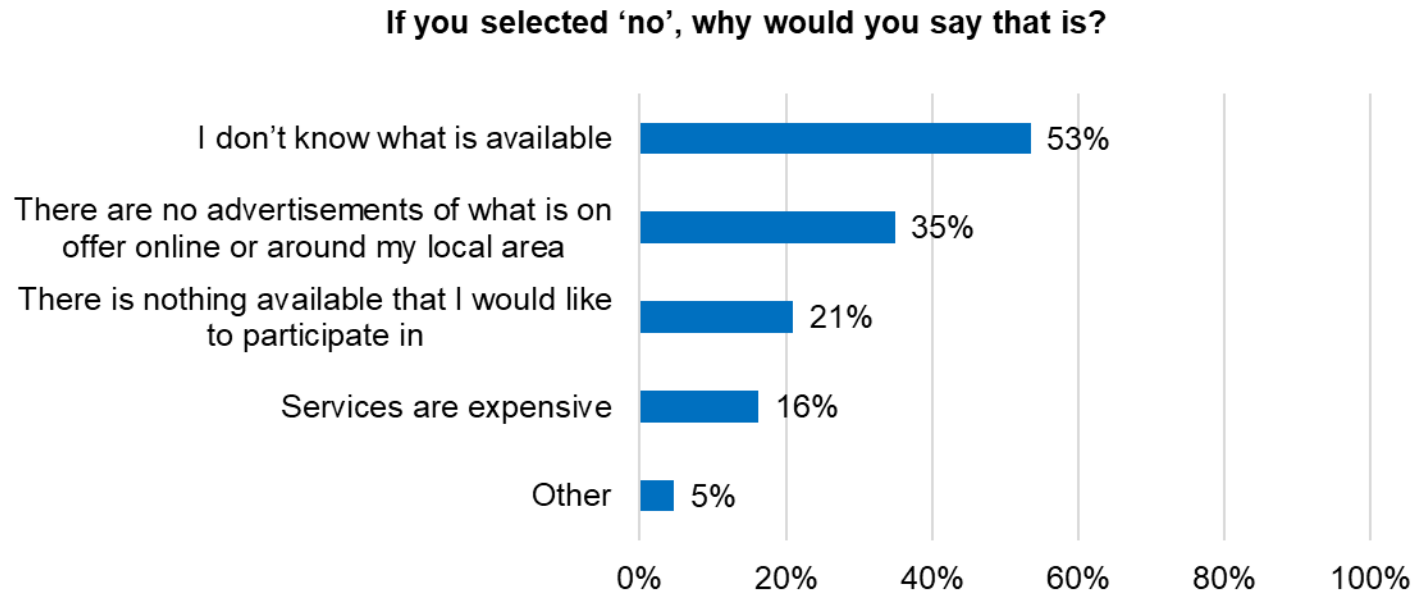- Finally, one per cent selected "other".

If you selected 'yes', which of the following services have you accessed/or are currently accessing?

Service	Percentage
Afterschool clubs	63%
Youth clubs	32%
Sports clubs	25%
Libraries	16%
Online or digital services or support	15%
Leisure centres	11%
Parks and outdoor gyms	10%
Arts/ culture services – museums etc	10%
Faith groups	4%
LGBTQ+ groups	1%
Other	1%

THE ROYAL BOROUGH OF
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Base: All respondents answering yes to the previous question (79)

Reasons for not accessing the Council services

Respondents who stated that they do not access council services were asked to explain their reasons.

- The most selected reason was a lack of awareness about available services, chosen by 53 per cent of respondents.
- Additionally, 35 per cent cited insufficient advertising, both online and in their local area, as a barrier to access.
- While 21 per cent stated that there were no services of interest to them, Cost was a concern for 16 per cent of respondents,
- A further five per cent selected "other," and were asked to specify their responses, this included following comment: *I am not interested, I live far, I'm in a different borough too far away.*

If you selected 'no', why would you say that is?

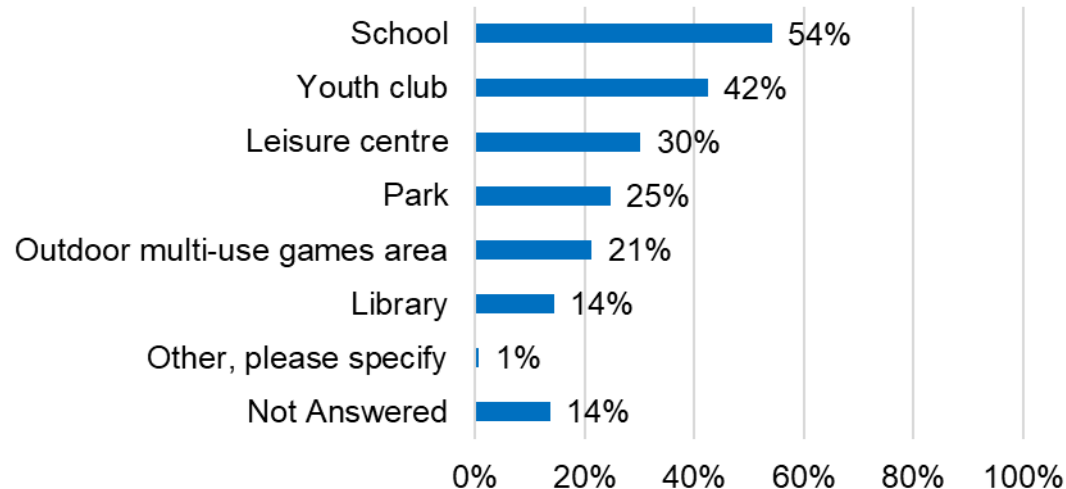| Reason	Percentage
I don't know what is available	53%
There are no advertisements of what is on offer online or around my local area	35%
There is nothing available that I would like to participate in	21%
Services are expensive	16%
Other	5%

Base: All respondents answering no to the previous question (43)

Locations for the activities

Respondents were asked where they would prefer these structured activities to take place.

- The most preferred location is in school, chosen by 54 per cent of respondents.
- This was followed by youth clubs, with 42 per cent selecting them as their preferred location.
- Leisure centres were chosen by 30 per cent of respondents.
- Parks were the preferred location for 25 per cent of respondents.
- An outdoor multi-use game area was selected by 21 per cent.
- One per cent chose "other" and 14 per cent did not provide an answer.

Where would you prefer these structured activities take place?

Location	Percentage
School	54%
Youth club	42%
Leisure centre	30%
Park	25%
Outdoor multi-use games area	21%
Library	14%
Other, please specify	1%
Not Answered	14%

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Base: All respondents (146)

Digital Inclusion
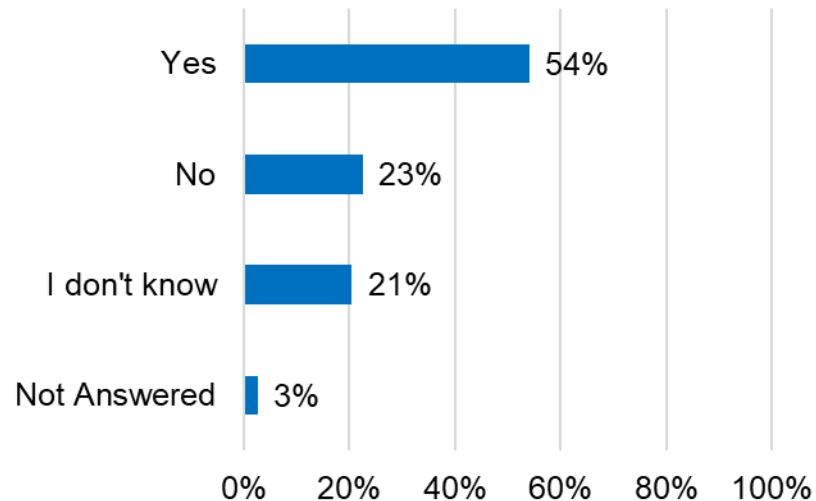
Digital Skills

Respondents were asked whether they feel they have the digital skills necessary for school and future employment.

- More than half of the respondents stated that they do, 54 per cent.
- However, 23 per cent reported that they do not feel adequately skilled.
- 21 per cent selected 'I don't know,' while three per cent did not provide a response.

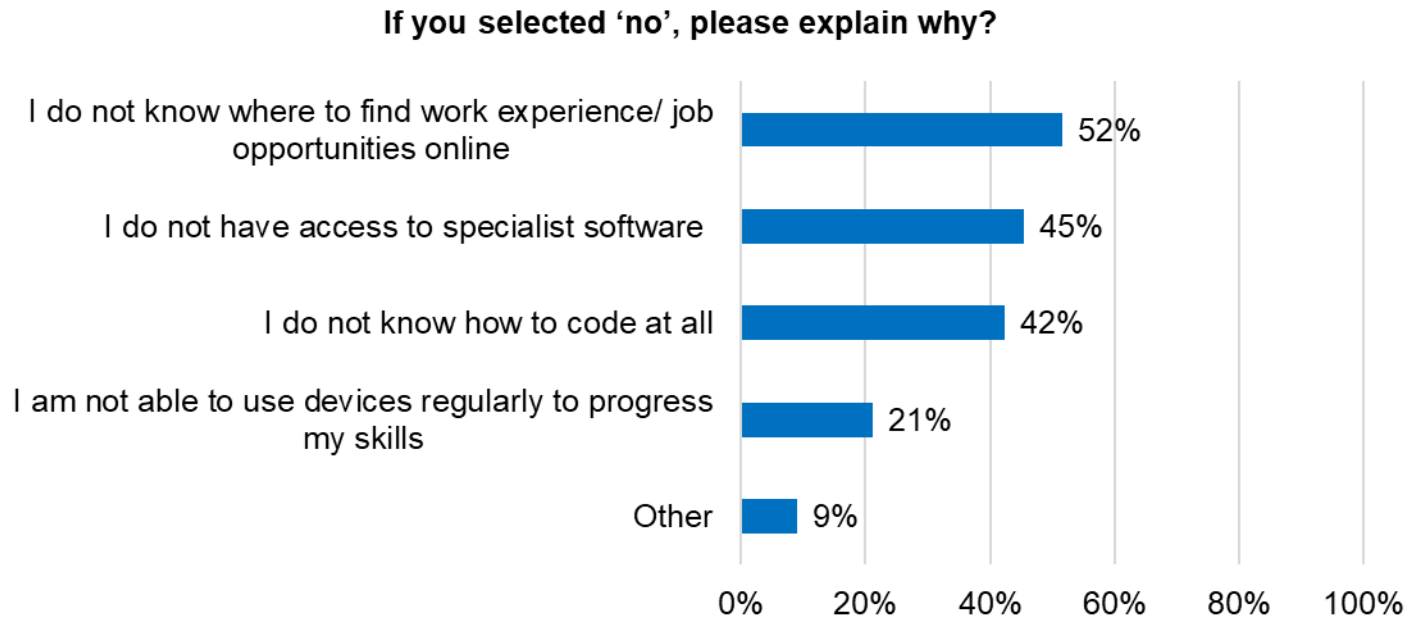### Do you feel you have the digital skills you need for school and for future employment?

Response	Percentage
Yes	54%
No	23%
I don't know	21%
Not Answered	3%

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Base: All respondents (146)

Reasons for lack of digital skills

Respondents who stated that they do not feel they have the required digital skills for school and future employment were asked to explain why.

- The most common reason was not knowing where to find work experience or job opportunities online (52 per cent).
- A lack of access to specialist software was the second most selected reason (45 per cent).
- Many respondents reported that they do not know how to code at all (42 per cent).
- Some indicated that they are unable to use devices regularly to develop their skills (21 per cent).
- A small percentage chose 'Other' (nine per cent) and provided the following explanations: "*I only have a basic understanding of technology, Want people contact, not AI.*"

If you selected 'no', please explain why?

Reason	Percentage
I do not know where to find work experience/ job opportunities online	52%
I do not have access to specialist software	45%
I do not know how to code at all	42%
I am not able to use devices regularly to progress my skills	21%
Other	9%

Base: All respondents answering no to the previous question (33)
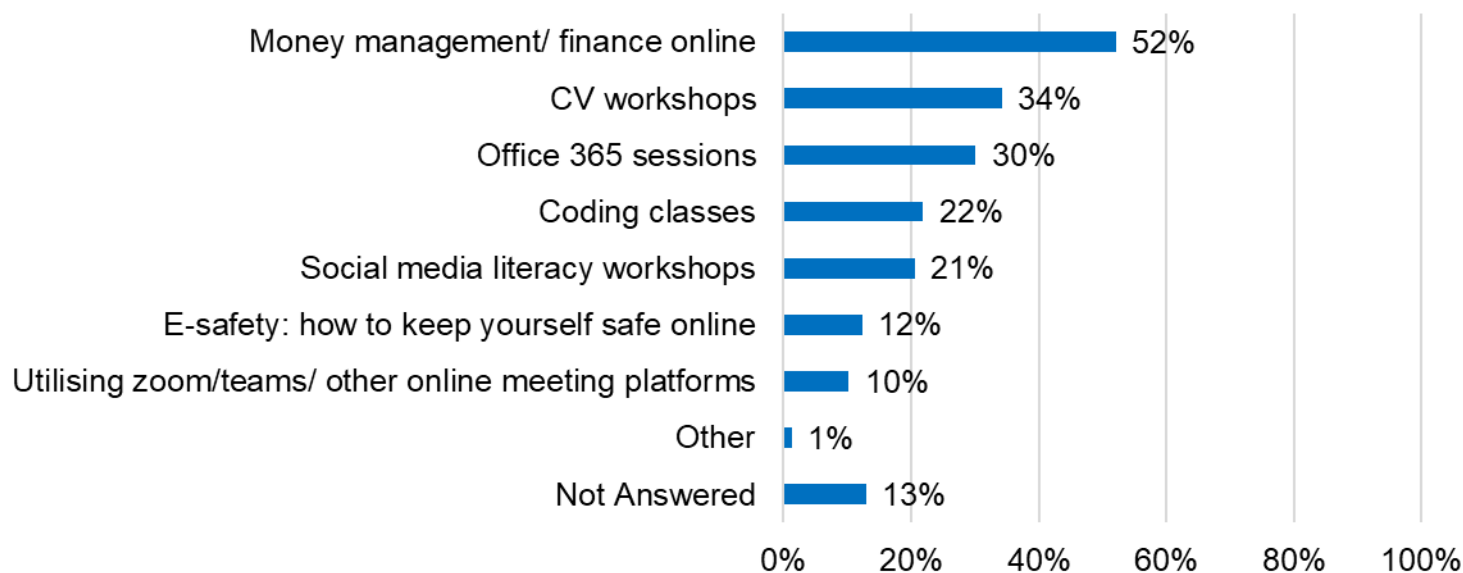
Support sessions

Respondents were asked which sessions they would attend if these topics were organised in the borough. The responses were as follows:

- Money management/finance online was the most selected option (52 per cent).
- CV workshops were the second most popular choice (34 per cent).
- Office 365 sessions were chosen by 30 per cent of respondents.
- Coding classes were selected by 22 per cent. Social media literacy workshops followed closely (21 per cent).
- E-safety sessions were chosen by 12 per cent. Sessions on using Zoom, Teams, and other online meeting platforms were selected by 10 per cent.
- Other topics were suggested by one per cent of respondents, including: *Human-to-human contact for learning, not AI, Digital footprint, Spotting fake news.*
- 13 per cent did not provide an answer.

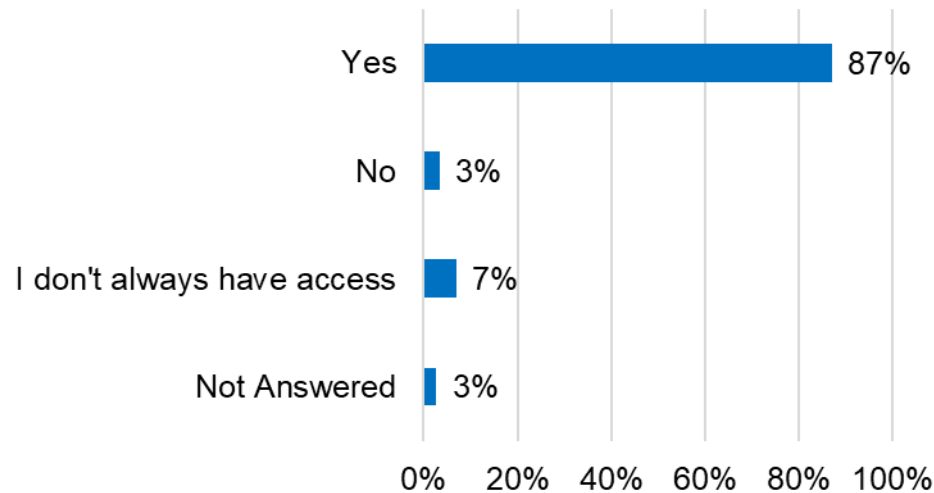**If there were sessions about these topics organised in the borough, which ones would you attend?**

Topic	Percentage
Money management/ finance online	52%
CV workshops	34%
Office 365 sessions	30%
Coding classes	22%
Social media literacy workshops	21%
E-safety: how to keep yourself safe online	12%
Utilising zoom/teams/ other online meeting platforms	10%
Other	1%
Not Answered	13%

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Base: All respondents (146)

Access to the internet

Respondents were asked whether they have sufficient internet access to complete their homework and work-related tasks.

- The majority stated that they do (87 per cent).
- Some reported inconsistent access (seven per cent).
- A smaller group said they do not have sufficient access at all (three per cent).
- An additional three per cent did not provide a response.

Do you have sufficient access to the internet connection to do your homework and/or job?
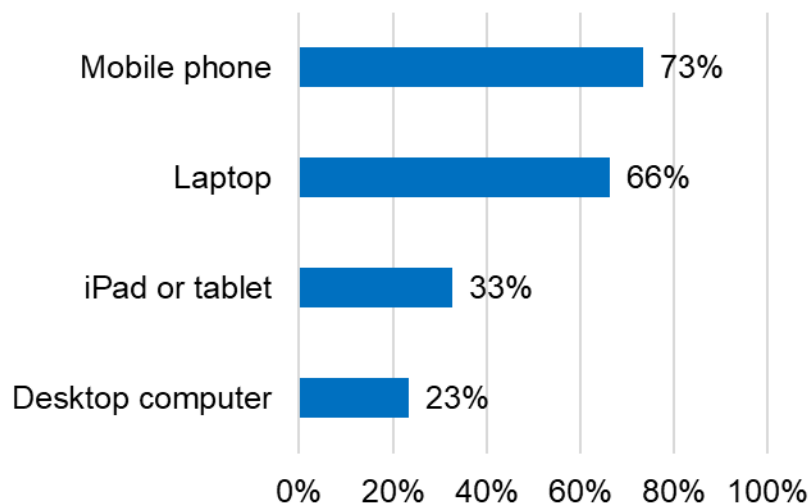
Response	Percentage
Yes	87%
No	3%
I don't always have access	7%
Not Answered	3%

Base: All respondents (146)

Type of device

Respondents who stated that they have sufficient internet access were asked which device they use.

- The most commonly used device was a mobile phone (73 per cent).
- Laptops were also widely used (66 per cent).
- iPads or tablets were selected by 33 per cent.
- Desktop computers were used by 23 per cent.

**If you answered 'yes', which device(s) do you use?**

Device	Percentage
Mobile phone	73%
Laptop	66%
iPad or tablet	33%
Desktop computer	23%

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Base: All respondents answering yes to the previous question (128)

Access to laptops/tablets in lessons

Respondents were asked whether their school provides them with laptops or tablets in lessons to complete tasks.

- The majority stated that they are provided with devices (71 per cent).
- However, 22 per cent said they are not given access to laptops or tablets.
- An additional eight per cent did not provide a response.
.

Does your school provide you with laptops/ tablets in lessons to complete tasks?

Response	Percentage
Yes	71%
No	22%
Not Answered	8%

Base: All respondents (146)
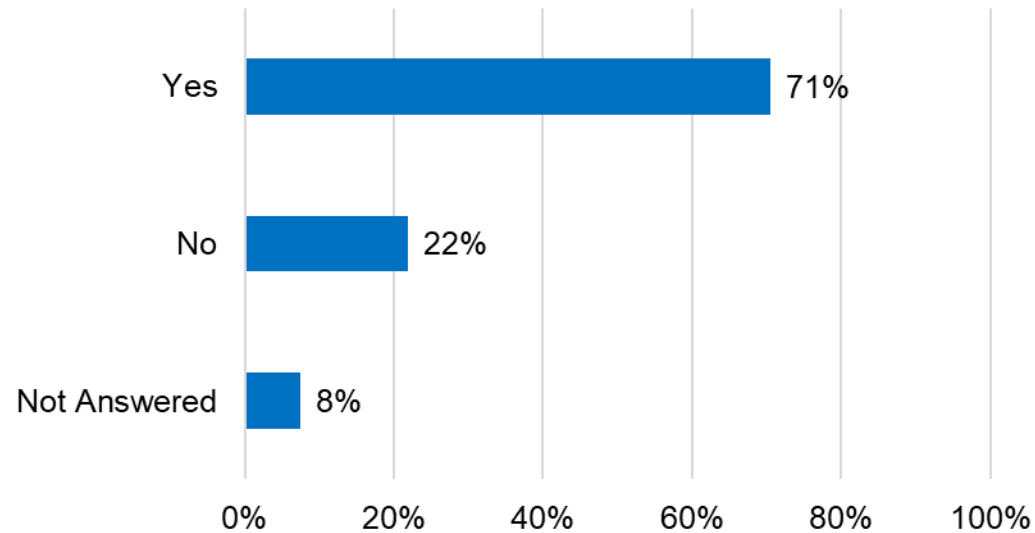
Internet connectivity to the devices

Respondents who indicated that their school provides them with internet were asked whether the device has good internet connectivity to complete tasks within the given time frame.

- The majority of the respondents said that their device has good internet connectivity, 71 per cent.
- 24 per cent stated they do not have sufficient connectivity to complete tasks within the given time frame.
- Five per cent did not provide an answer.

If you selected 'yes', does the device have good internet connectivity to complete tasks within the given time frame?
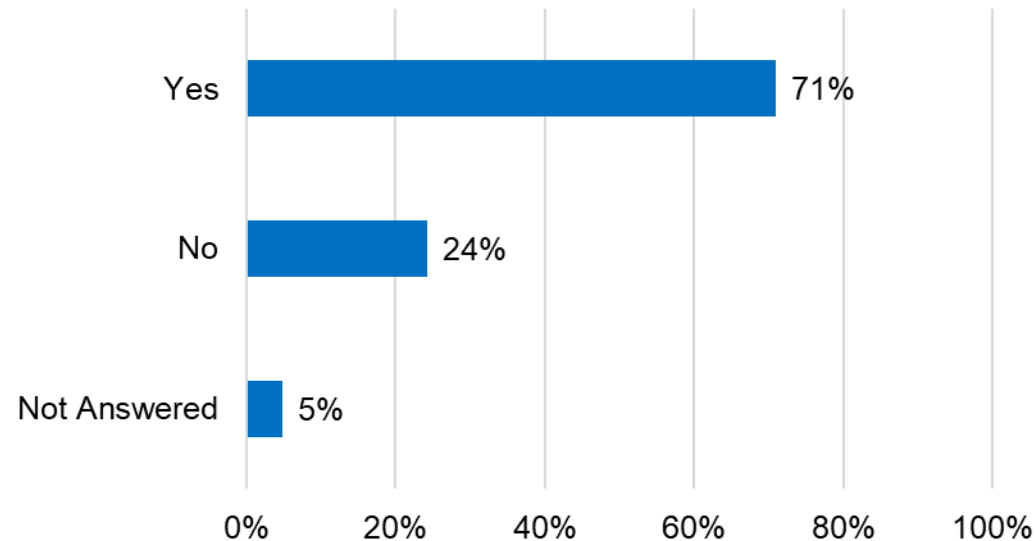
| Category	Percentage
Yes	71%
No	24%
Not Answered	5%

Base: All respondents answering yes to the previous question (103)

Helping someone else to do things online

Respondents were asked if they help someone in their life to do things online, such as a parent, carer, or grandparent.

- The vast majority of respondents said that they do help someone in their life to do things online (73 per cent).
- However, 23 per cent stated that they do not help anyone.
- Four per cent did not provide an answer.

Do you help someone in your life to do things online, for example a parent, carer, grandparent?

| Response	Percentage
Yes	73%
No	23%
Not Answered	4%

Base: All respondents (146)
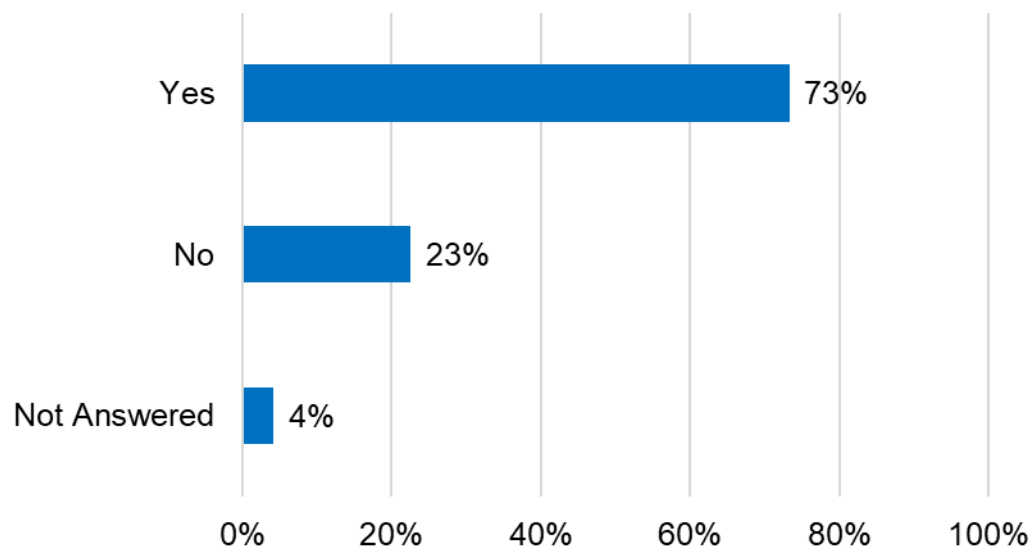
THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

How often do you help others

Respondents who stated that they help someone in their lives were asked how often they assist them.

- The most common response was "sometimes," selected by 35 per cent of respondents.
- 29 per cent of respondents indicated they help regularly.
- 25 per cent said they assist someone on a daily basis.
- Eight per cent said they help on a few occasions.
- Three per cent did not answer.

If you selected 'yes', how often do you have to help them out?
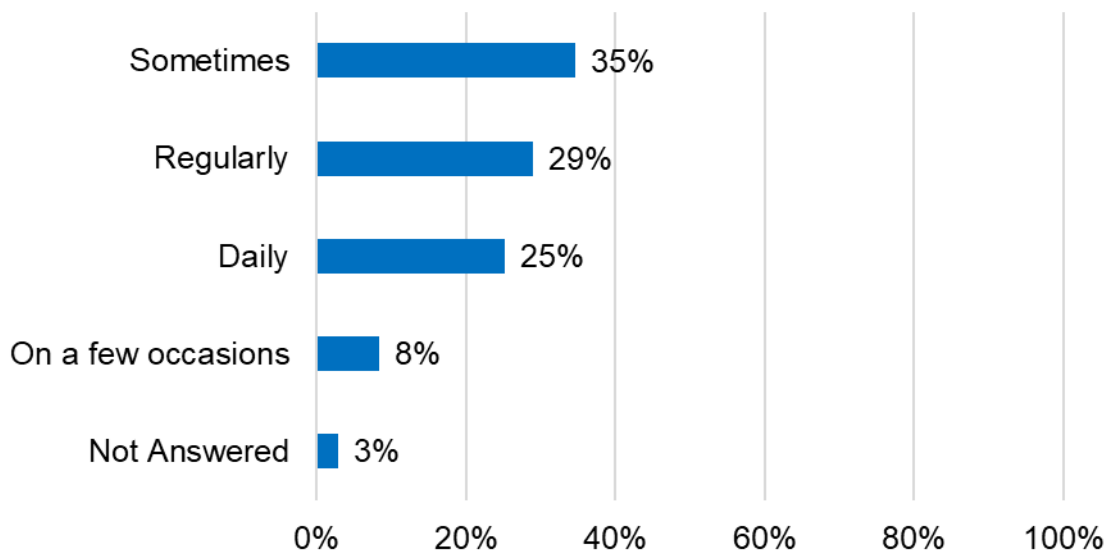
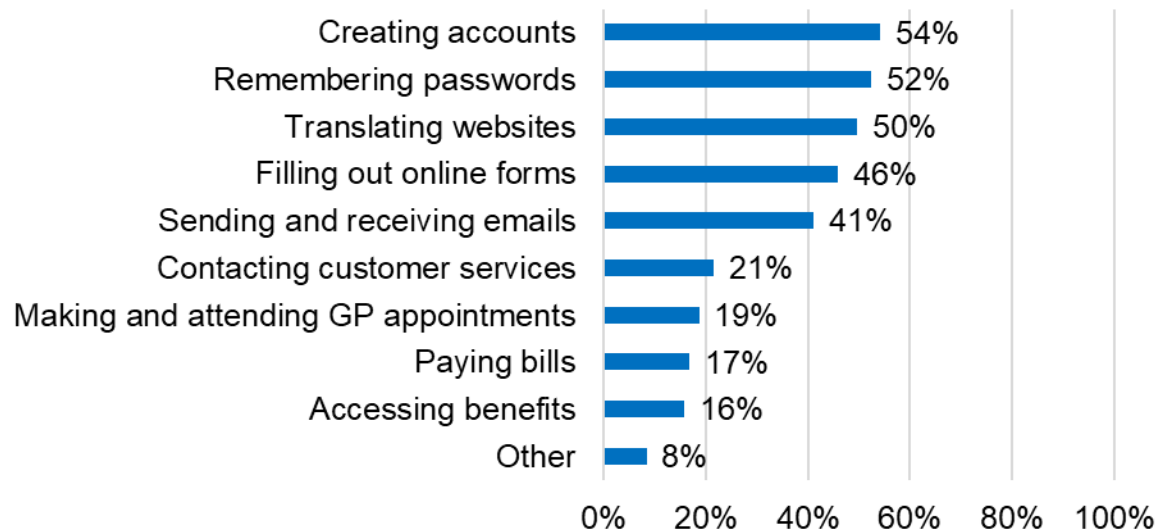| Response	Percentage
Sometimes	35%
Regularly	29%
Daily	25%
On a few occasions	8%
Not Answered	3%

Base: All respondents answering yes to the previous question (107)

Sort of help you provide

Respondents who said they help someone were asked what sort of things they assist with.

- The most common task is creating accounts, chosen by 54 per cent of respondents.
- 52 per cent help with remembering passwords.
- 50 per cent assist with translating websites.
- 46 per cent help with filling out online forms.
- Sending and receiving emails is another common task, selected by 41 per cent of respondents.
- Contacting customer services is something 21 per cent of respondents help with.
- 19 per cent help making and attending GP appointments.
- 17 per cent help with making payments for bills, this was followed with 16 per cent said they assist with accessing benefits.
- Eight per cent selected "other" and provided the following comments: *Just finding things or sorting things out, Helping them with what they want to do, General help navigating across devices, Writing texts and making videos, Small tasks like navigating new apps, Help with phones*.

If you do help someone, what sort of things do you help with?

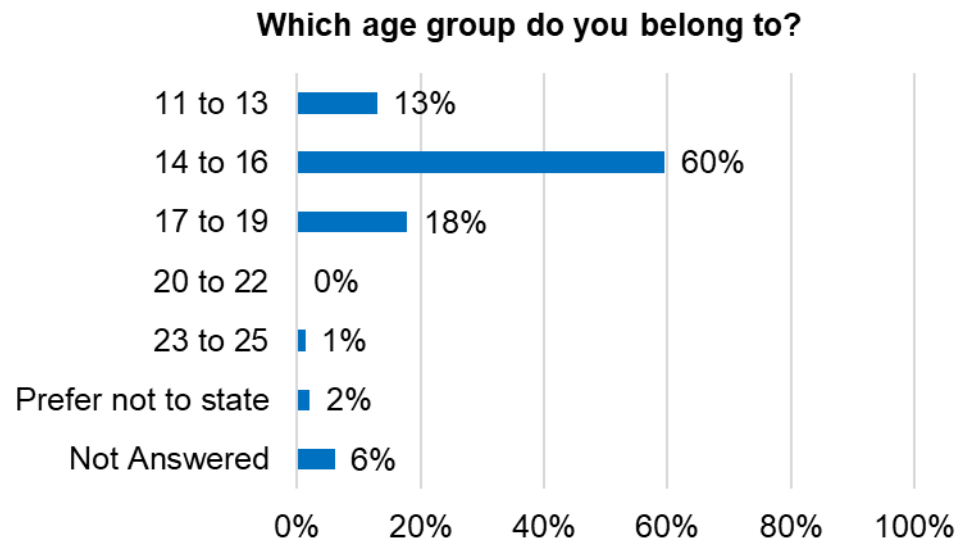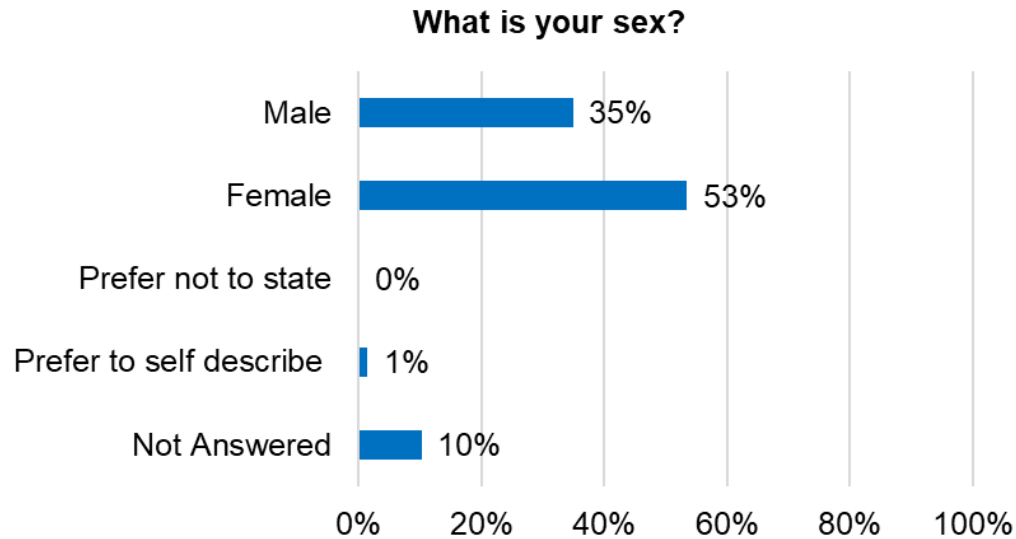|	
Creating accounts	54%
Remembering passwords	52%
Translating websites	50%
Filling out online forms	46%
Sending and receiving emails	41%
Contacting customer services	21%
Making and attending GP appointments	19%
Paying bills	17%
Accessing benefits	16%
Other	8%

THE ROYAL BOROUGH OF
KENSINGTON
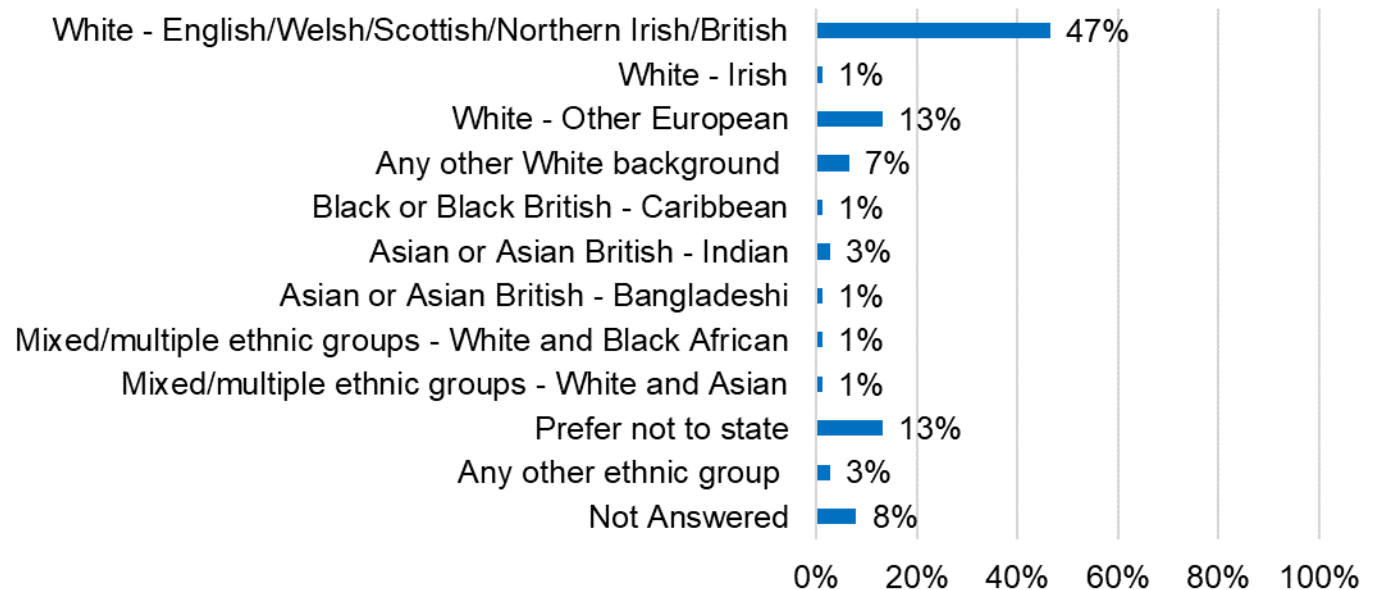AND CHELSEA

Base: All respondents answering yes to the previous question (107)

Profile of respondents

We asked a series of questions to understand the demographics of the respondents.

What is your sex?

Male	35%
Female	53%
Prefer not to state	0%
Prefer to self describe	1%
Not Answered	10%

Which age group do you belong to?

11 to 13	13%
14 to 16	60%
17 to 19	18%
20 to 22	0%
23 to 25	1%
Prefer not to state	2%
Not Answered	6%

Base: All respondents (146)

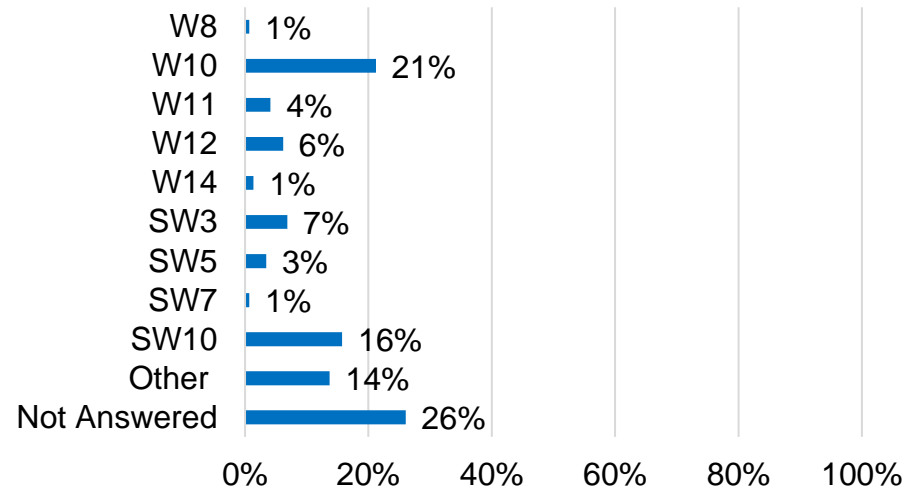# Profile of respondents

How do you describe your ethnic origin?

The graph shows the ethnic origins that were selected by respondents

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Base: All respondents (146)

Profile of respondents

Where do you live in Kensington and Chelsea?

Location	Percentage
W8	1%
W10	21%
W11	4%
W12	6%
W14	1%
SW3	7%
SW5	3%
SW7	1%
SW10	16%
Other	14%
Not Answered	26%

Do you have a long-term illness, health problem or disability which limits your daily activities?

Response	Percentage
Yes	10%
No	49%
Prefer not to state	5%
Not Answered	36%

Base: All respondents (146)