

Kensington and Chelsea Citizens' Panel – Care and wellbeing in the borough

Consultation report and findings January 2022



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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 third Panel survey on care and wellbeing in the borough launched in November 2021 and focussed on the care and wellbeing priorities for the Council as it supports the recovery from the pandemic.

Methodology and report

The survey was developed with colleagues from Adult Social Care and Public Health, as well as the Lead Member for Adult Social Care and Public Health. The Panel survey was launched on 11 November 2021. Four subsequent reminder emails and one reminder text were sent to encourage Panel members to complete the survey.

The survey closed on 29 December 2021 and 381 completed surveys were received (369 online and 12 paper).

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

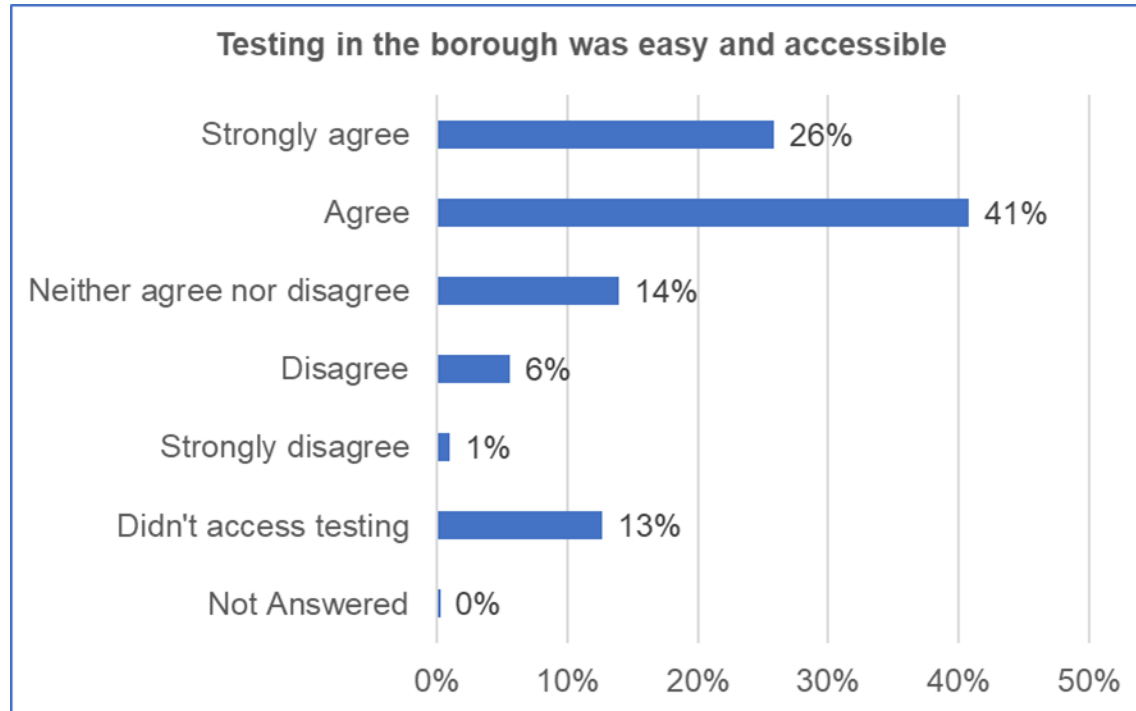
- **Testing in the borough** – The majority of Panel members had accessed testing in the borough with only 13 per cent stating they hadn't. Around two thirds (67 per cent) agreed that testing in the borough was easy and accessible.
- **Testing preferences** - The most popular choice was testing at a fixed site (41 per cent) followed by at home (30 per cent). There was less demand for mobile testing (five per cent) whilst around a quarter (24 per cent) of Panel members didn't mind.
- **Awareness of local support mechanisms in place during the pandemic** – There was generally low awareness amongst Panel members of the support mechanisms put in place by the Council and local voluntary and community organisations and an even lower percentage who had accessed them. Highest awareness was of food banks with 70 per cent aware and five per cent having used them. Lowest awareness was of the Council's hardship fund (28 per cent aware and two per cent used this support) and the Council's Covid-19 hub (26 per cent aware and five per cent used the hub).
- **Physical activity since the start of the pandemic** - For 41 per cent of Panel members their physical activity had decreased (significantly for 18 per cent) whilst for eight per cent physical activity had increased slightly and for seven per cent it had increased significantly. Around a third (34 per cent) of Panel members stated their physical activity was around the same. Only five per cent of Panel members had heard of the Council's Resident's Pay and Play card.
- **Being a carer** - Sixteen per cent of Panel members stated that they provide care for a friend or family member which is above national figures where seven per cent of the UK population identify themselves as unpaid carers.
- **Care homes in the borough** - There was a general lack of awareness of care homes in the borough with over half (53 per cent) of Panel members stating they didn't know if there are enough care homes available in the borough. Eight per cent agreed and 16 per cent disagreed that there are enough care homes.

Results at a glance – Panel survey findings continued

- **Homes for adults with learning disabilities** - There was support amongst Panel members (48 per cent support and 27 per cent strongly support) for the Council purchasing local properties to provide homes for adults with learning disabilities.
- **Accessibility of Kensington and Chelsea** – The majority felt that the borough is accessible (44 per cent agreed, eight per cent strongly agreed) whilst 15 per cent disagreed and one per cent strongly disagreed. Nineteen per cent of Panel members gave a neutral response and 12 per cent stated they ‘didn’t know’. When asked about improvements to accessibility, pedestrian crossings with lights were the most popular improvement (44 per cent) followed by lowered curbs (41 per cent).
- **Dementia** – Thirty-eight per cent of Panel members stated they knew of someone, or have a relative, friend or neighbour who has dementia. Despite this, there was low awareness of Kensington and Chelsea being a dementia friendly borough with nine per cent stating they were aware that it was.
- **Mental health and wellbeing since the start of the pandemic** - Thirty per cent felt there had been no change in their mental wellbeing. A further 30 per cent felt that their mental wellbeing was mixed – with good and bad days, 26 per cent were slightly more anxious or stressed and 11 per cent much more anxious or stressed. Four per cent felt they were happier since the pandemic.
- **Mental health and wellbeing since the easing of lockdowns** - The percentage of those feeling happier increased from four per cent to 18 per cent since the easing of lockdowns. Thirty-seven per cent of Panel members stated they knew where to go for mental health and wellbeing support.

Survey findings – Testing in the borough

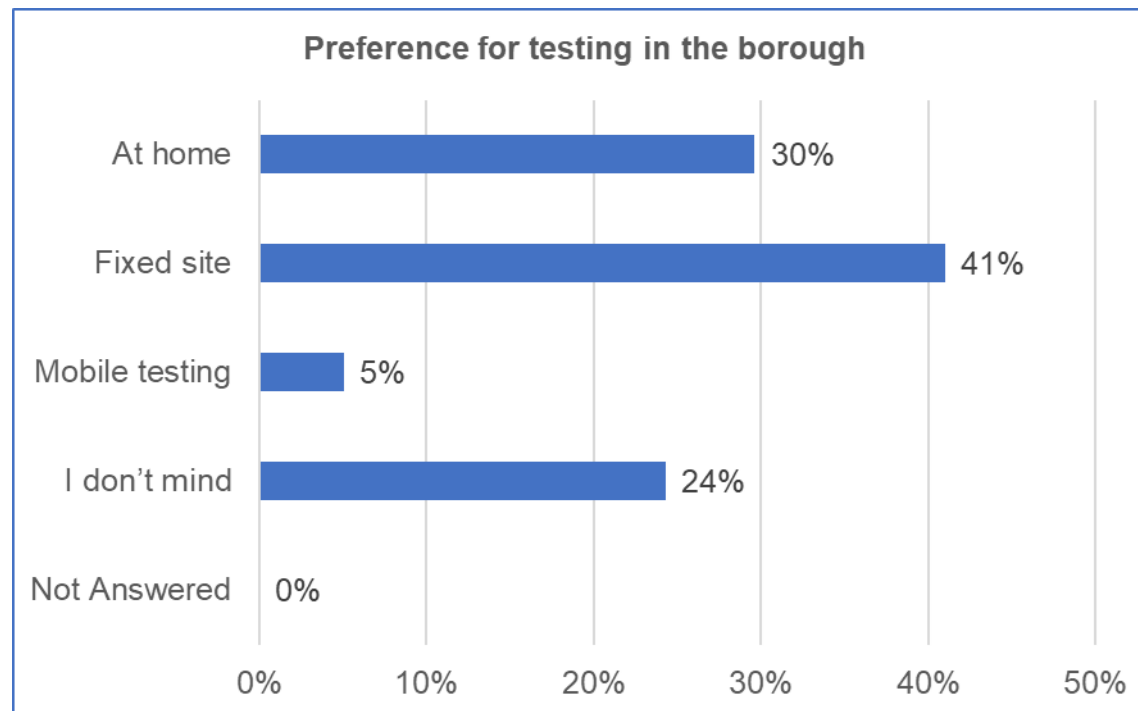
The majority of Panel members had accessed testing in the borough with only 13 per cent stating that they hadn't. Forty one per cent agreed and 26 per cent strongly agreed that testing in the borough was easy and accessible. Six per cent disagreed and just one per cent strongly disagreed.



Base: 381 (all responses)

Survey findings – Testing preferences

Panel members were asked what their preferences for testing in the borough were. The most popular choice was testing at a fixed site (41 per cent) followed by at home (30 per cent). There was less demand for mobile testing (five per cent) whilst around a quarter (24 per cent) of Panel members didn't mind. There was relatively more demand for at home testing in the north of the borough (34 per cent) compared to the south (23 per cent) and the centre (26 per cent), and relatively less for fixed site testing (35 per cent in the north compared to 45 per cent in the south and 44 per cent in the centre).



Base: 381 (all responses)

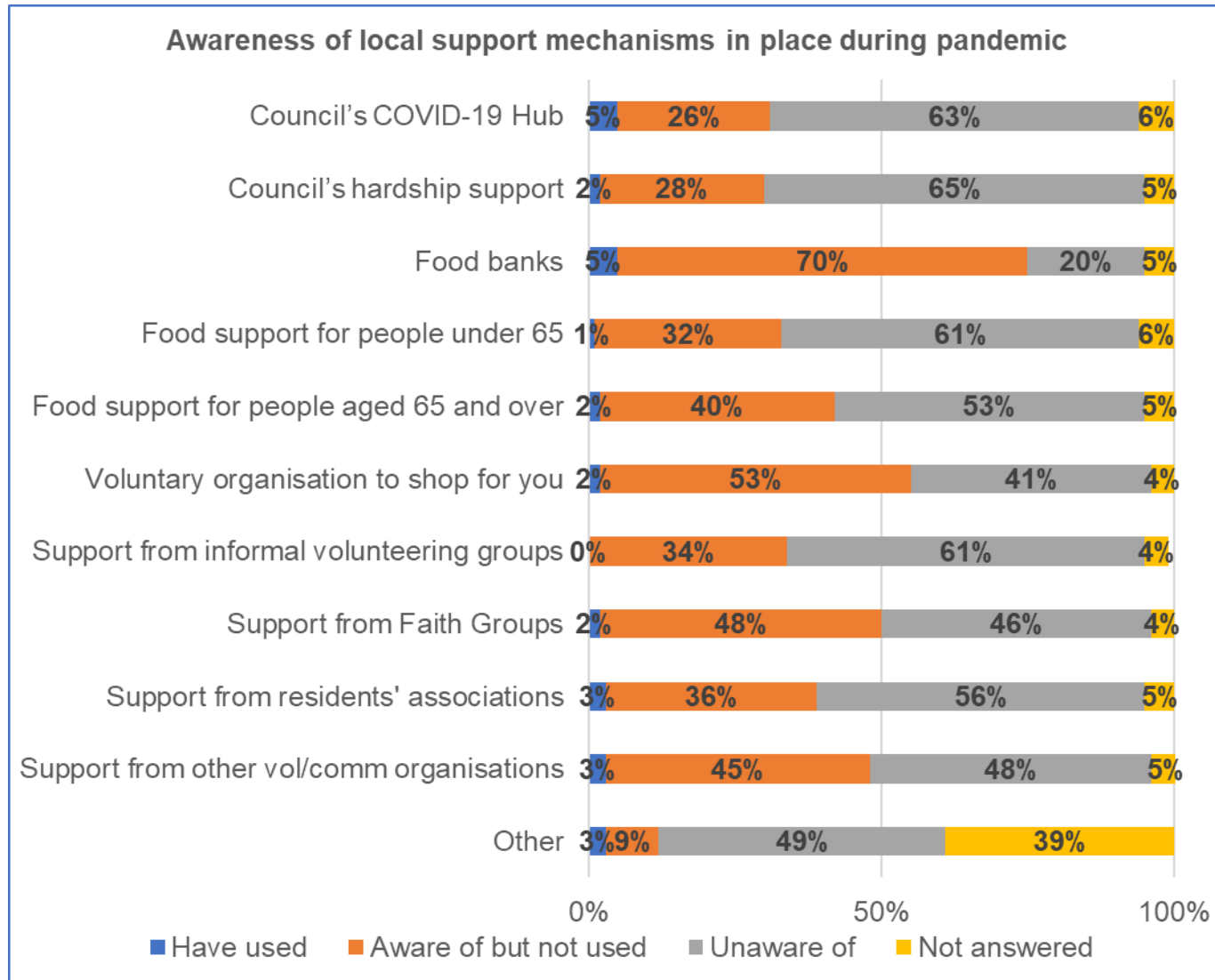
Survey findings – Awareness of local support mechanisms during the pandemic

The chart overleaf details the results for awareness and use of the range of support mechanisms put in place by the Council and many voluntary and community organisations to support local residents during the pandemic. There was generally a low level of awareness amongst Panel members of these support mechanisms and an even lower percentage of members who had taken advantage of them:

- The highest level of awareness was of food banks (70 per cent), with five per cent of Panel members having used them.
- Fifty three per cent of Panel members were aware of voluntary organisations shopping for local residents with two per cent having accessed this.
- Forty eight per cent were aware of support from faith groups, with two per cent accessing this support.
- Whilst forty five per cent were aware of support from other voluntary/community organisations and three per cent accessing this support.
- The support mechanisms attracting the lowest levels of awareness were the Council's hardship fund (28 per cent aware and two per cent used this support) and the Council's Covid-19 hub (26 per cent aware although five per cent had used the hub).



Survey findings – Awareness of support during the pandemic



Base: 381 (all responses)

Survey findings – Awareness of local support mechanisms during the pandemic

Panel members who selected 'Other' when asked about Covid support, were able to provide comments about any other services or support they had used or were aware of. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Community/voluntary organisations	7
N/A	6
Neighbours	3
Volunteering	3
Online support	2

Base: 26 (all comments)

Survey findings – Awareness of local support mechanisms during the pandemic: other comments

“I have received a Christmas hamper from an organisation.”

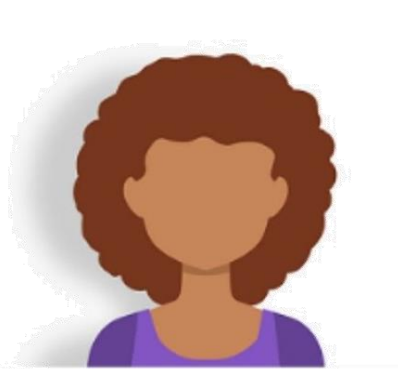
Voluntary/community organisations

“Neighbours have generously offered me assistance, which thankfully I do not need.”

Neighbours

“The voluntary centre of Kensington and Chelsea, LSM (London spiritual mission).”

Voluntary/community organisations



“Cause I myself was too busy helping others abs served 1.9 million people.”

Volunteering

“RBKC groups on eating well and Christmas cooking.”

Online support

Survey findings – Most important support service

Panel members who had used some of the support mechanisms listed were asked which they had found to be the most important. A number of Panel members commented that this was not applicable to them (35 comments). The remaining comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Food bank	14
Food shopping	10
Testing	10
Covid-19 hub	8
Faith organisations	6
Medication collection	5
Community/voluntary organisations	4
Residents' Associations	3
Lack of awareness	3

Base: 106 (all comments)

Survey findings – Most important support services

“Food bank as we ran out of enough money to buy a full weekly shop for our family and needed help from a food bank also support from the local church for our family.”

Food bank

“Food parcels were very helpful but could have lasted longer.”

Food shopping

“Shopping and prescription collection.”

Medication collection



“Both of them are important, I get a lot of help from the voluntary centre.”

Community/voluntary organisations

“I did value the Town Hall testing centre before the vaccine roll out got underway.”

Testing

“Phone line to RBKC covid hub was helpful.”

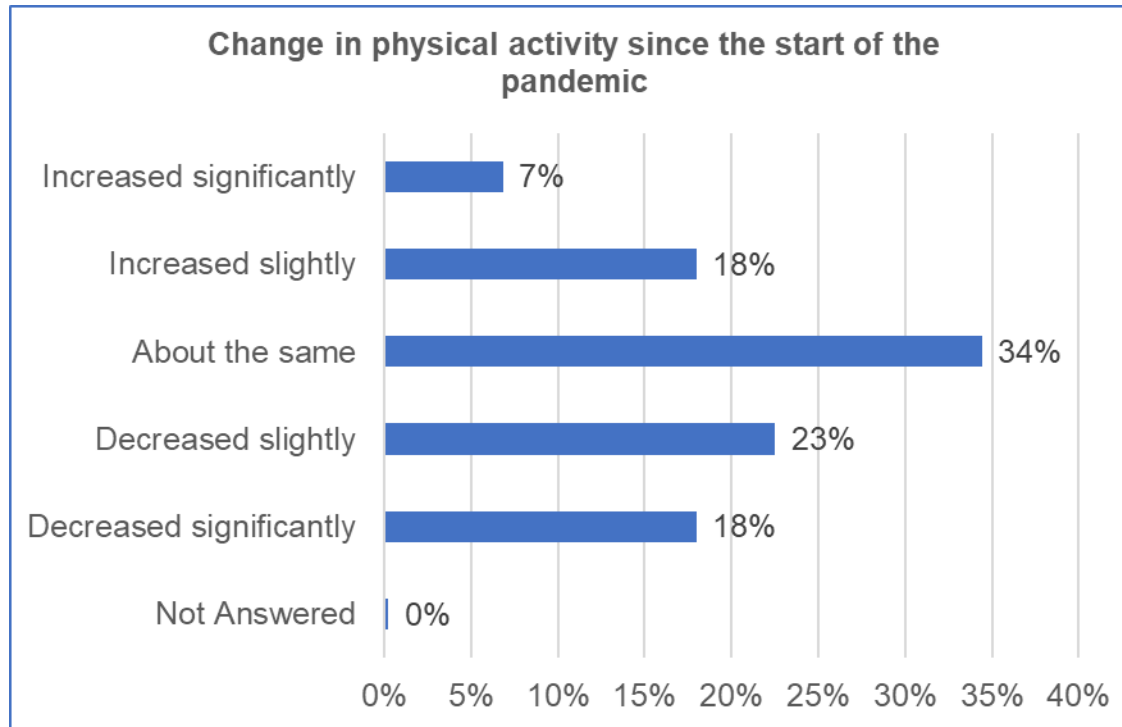
covid-19 hub

“My church is been very helpful.”

Faith organisations

Survey findings – Physical activity since start of pandemic

Panel members were asked whether or not their physical activity had changed since the start of the pandemic. For around a third (34 per cent) of Panel members their physical activity was around the same since the start of the pandemic. For 41 per cent of Panel members their physical activity had decreased (significantly for 18 per cent) whilst for 18 per cent physical activity had increased slightly and for seven per cent it had increased significantly.



Base: 381 (all responses)

Survey findings – What physical activity Panel members are doing more of

Panel members who had increased their physical activity since the pandemic were asked what they were doing more of. Comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Walking	65
Running	14
At home exercise	11
Cycling	10
Pilates	4
Local shops	3
Swimming	3
Gym	3

Base: 138 (all comments)

Survey findings – What physical activity Panel members are doing more of: other comments

“Walking in the parks - has been wonderful and at times a real life line!”

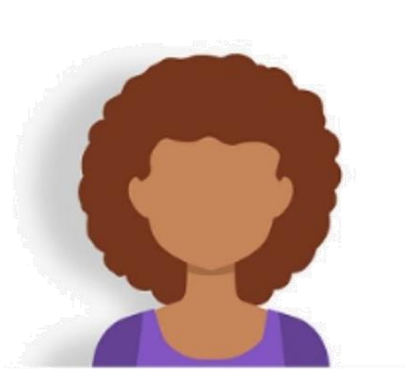
Walking

“Be more out in the fresh air for a walk. Walk my daughter to nursery again :)”

Walking

“More cycling, swimming, gym - using public transport less.”

Cycling



“Age UK and community champions exercises on zoom.”

At home exercise

“Just running a bit most days though not all that far, and walking in Hyde Park.”

Running

“Reformer Pilates, barre classes at Harbour Club.”

Pilates

Survey findings – Suggestions of physical activity which would encourage Panel members to be more active

Panel members whose physical activity had decreased, were asked what the Council could offer to encourage them to do more physical activity. Comments made have been themed and the themes with ten or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Walking	58
Yoga	35
Tai chi	21
Gym	19
N/A or none	18
Exercise classes	15
Pilates	15
Swimming	13
Running	10

Base: 232 (all comments)

Survey findings – Suggestions of physical activity to encourage Panel members to be more active: comments

“Walking and running clubs. There is a lack of gyms in the borough that would be accessible for those who are financially disadvantaged.”

Walking/running

“I got very active at the beginning of lockdown doing floor exercises at home but now I don't do them. Walking clubs and yoga classes would interest me.”

Yoga/walking

“Walking clubs learning about the borough. Some online pilates or yoga.”

Walking/yoga/pilates



“I love Tai Chi and the classes are always full up.”

Tai chi

“Group physical activities - keep fit.”

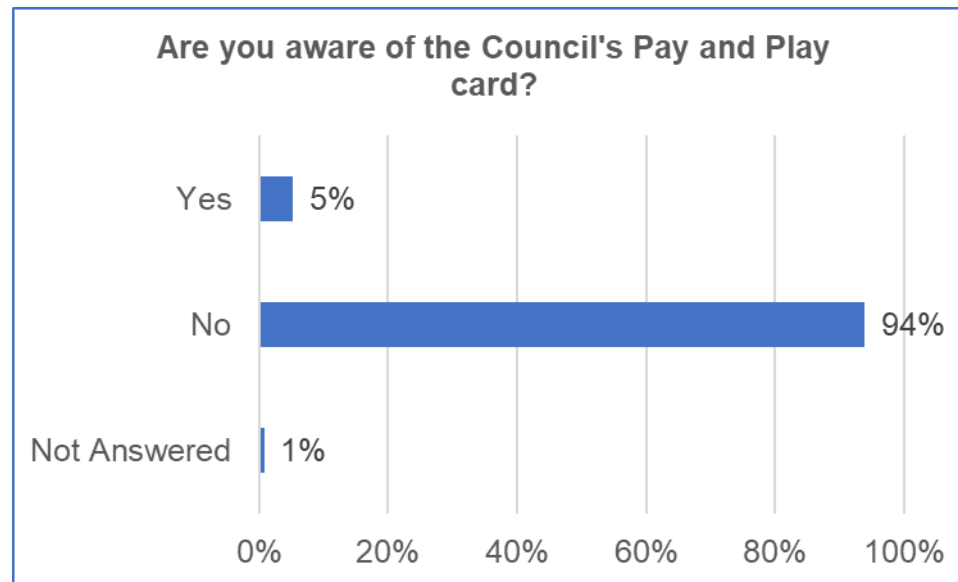
Exercise classes

“Cheap gym membership, group class, walking, running, group activities.”

Gym/Exercise classes/walking/running

Survey findings – Residents' Pay and Play card

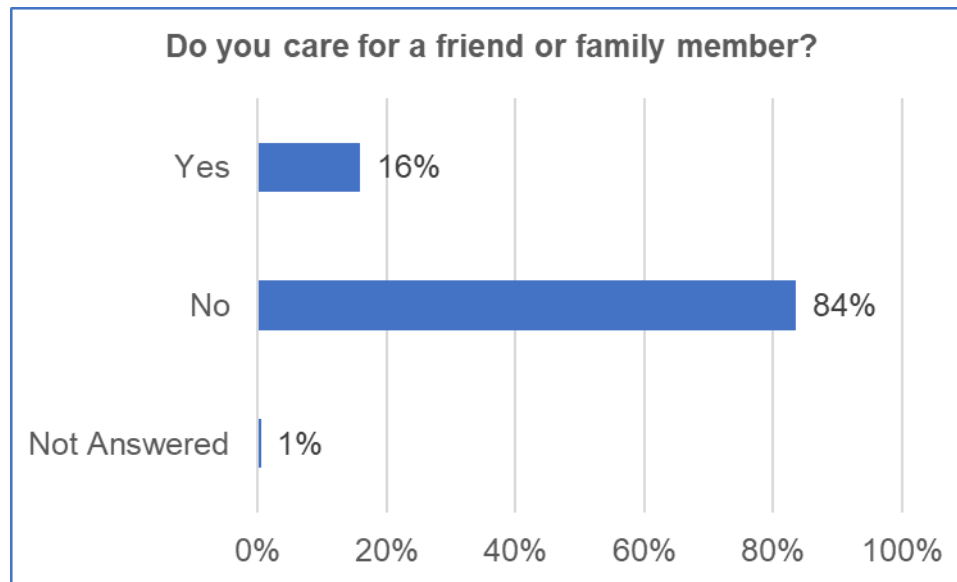
Panel members were asked if they were aware of the Council's Pay and Play card – this is a free annual membership which gives residents access to a range of discounted activities. There was very low awareness of the card amongst Panel members with only five per cent having heard of it and 94 per cent who stated they hadn't heard of the Pay and Play card.



Base: 381 (all responses)

Survey findings – Being a carer

Sixteen per cent of Panel members stated that they provide care for a friend or family member (the definition of care here was looking after someone regularly because they are ill or disabled or rely on the Panel member's support), This is above national figures where seven per cent of the UK population identify themselves as unpaid carers.



Base: 381 (all responses)

Survey findings – Suggestions on how the Council could offer Panel members support in providing care

Panel members were asked for their suggestions on how the Council could better support carers. There were 17 comments which indicated this question was not applicable to them. The other comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Financial support	5
Positive feedback	4
Additional support	4
Care for someone in another borough	3
Regular contact	3
Don't know	3
Support for elderly	3
Details of carer's role	3

Survey findings – Suggestions on how the Council could offer support in providing care: comments

“Offer financial support. I care for a non-relative at my cost.”

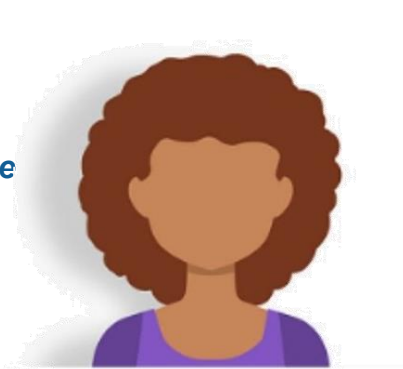
Financial support

“No. I think the Council has been very proactive in providing information and support during the Pandemic.”

Positive feedback

“Keeping in contact and seeing if we need any help.”

Regular contact



“Set up community support groups to link people up.”

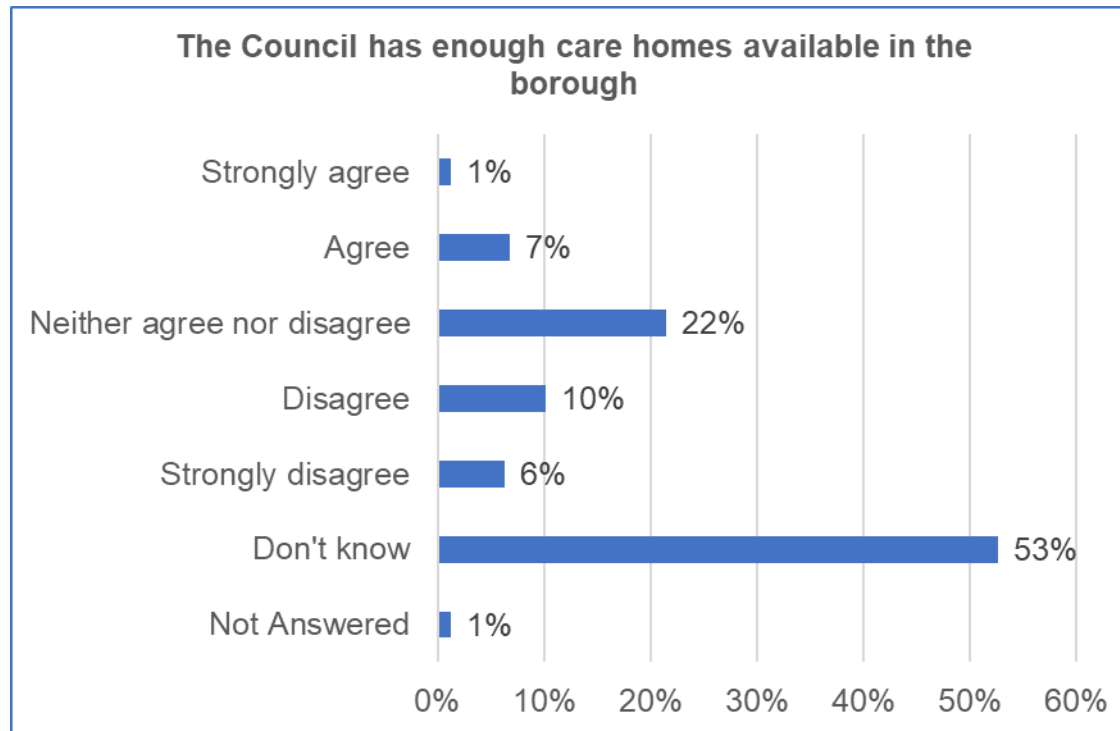
Additional support

“Helping elderly residents become more computer literate so that they can feel more in control themselves.”

Support for elderly

Survey findings – Care homes in the borough

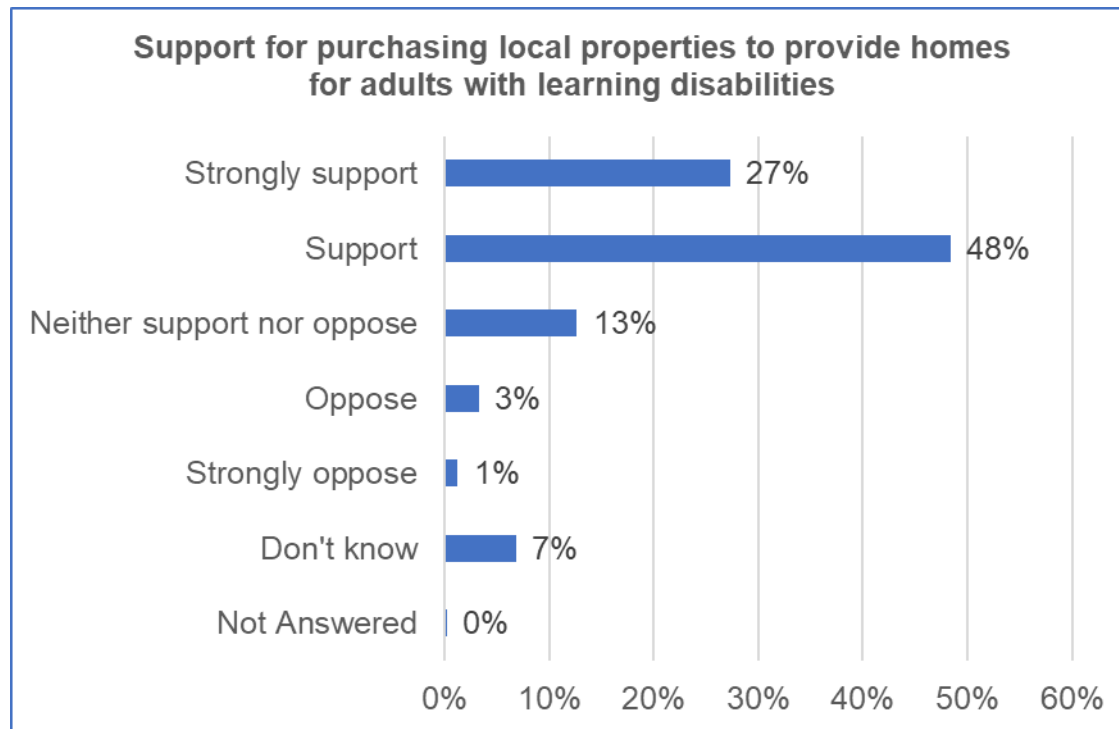
The borough has two main types of care homes: residential homes which offer a place to live with care and support to suit the resident's needs and nursing homes which offer 24-hour medical care from a qualified nurse as well as other appropriate care and support to meet the resident's needs. There was a general lack of awareness of care homes in the borough with over half (53 per cent) of Panel members stating they didn't know if there are enough care homes available in the borough. Twenty two per cent of Panel members responded neutrally to this question (neither agreeing nor disagreeing) whilst seven per cent agreed and one per cent strongly agreed that there are enough care homes. Ten per cent disagreed and six per cent strongly disagreed.



Base: 381 (all responses)

Survey findings – Homes for adults with learning disabilities

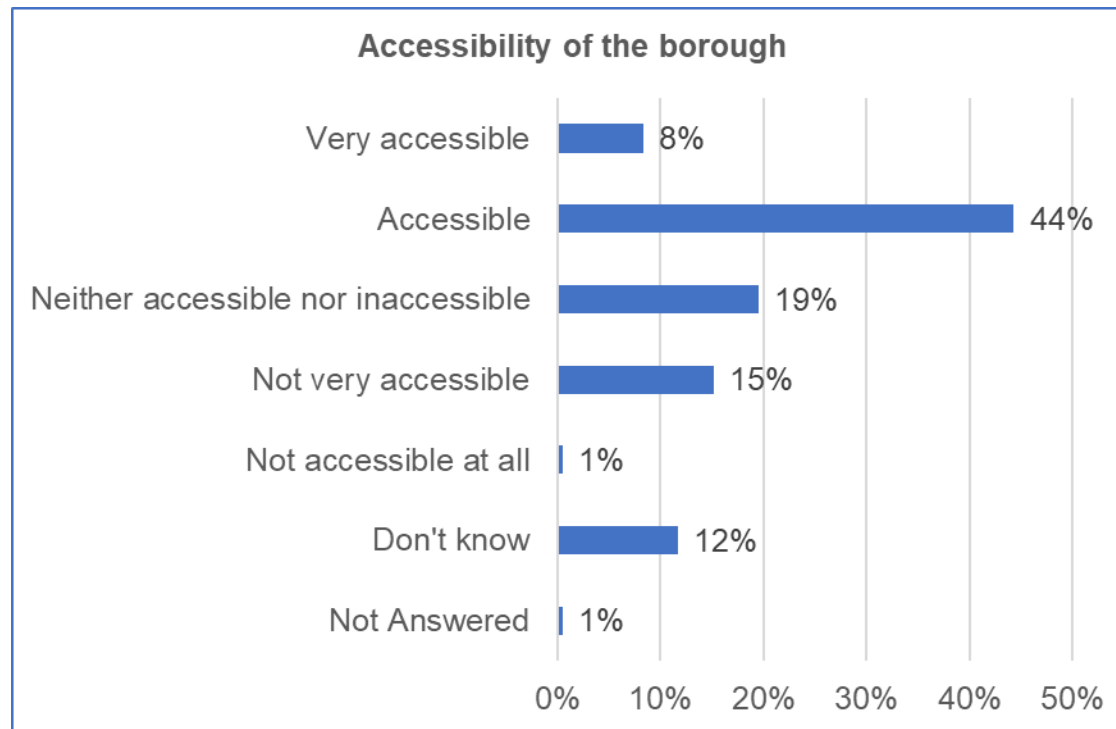
There was support amongst Panel members (48 per cent support and 27 per cent strongly support) for the Council purchasing local properties to provide homes for adults with learning disabilities. Thirteen per cent of Panel members gave a neutral response whilst three per cent opposed the idea and one per cent strongly opposed. Seven per cent of Panel members gave a 'don't know' response.



Base: 381 (all responses)

Survey findings – Accessibility of Kensington and Chelsea

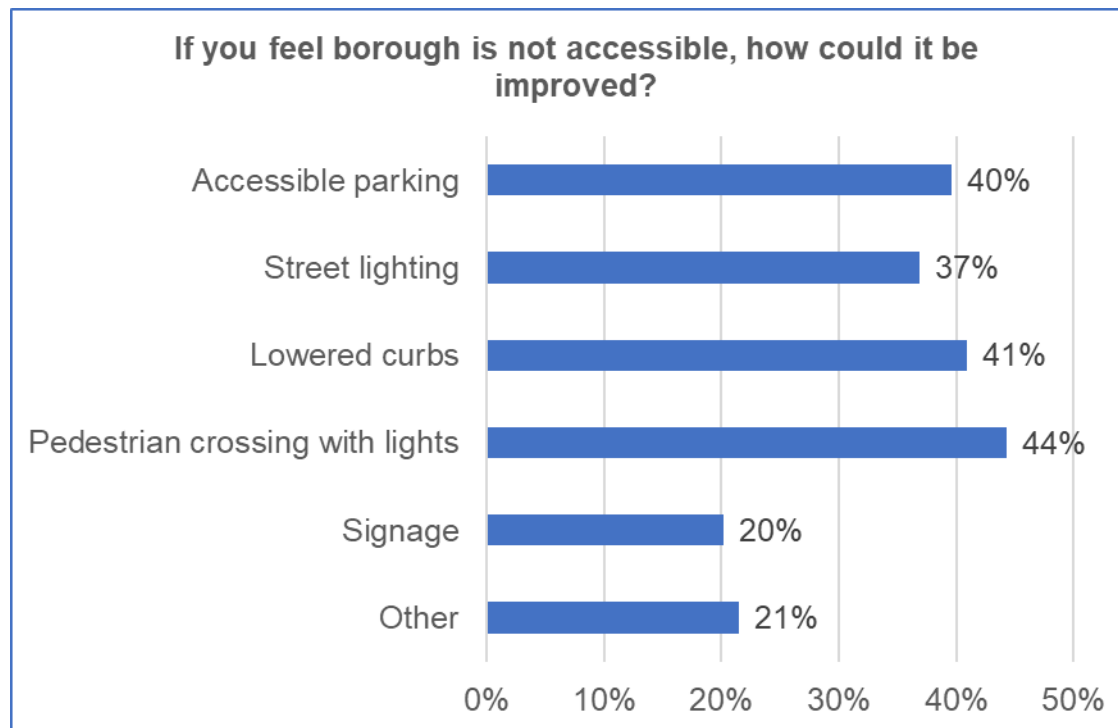
Panel members were asked how accessible, or not, they felt Kensington and Chelsea is (accessibility is defined as: easy for people to move around the borough, regardless of their additional physical, mental or learning needs). The majority felt that the borough is accessible (44 per cent agreed, eight per cent strongly agreed) whilst 15 per cent disagreed and one per cent strongly disagreed. Nineteen per cent of Panel members gave a neutral response and 12 per cent stated they 'didn't know'. Those living in the centre of the borough were most likely to find it accessible (58 per cent) compared to those in the south (50 per cent) and in the north (47 per cent).



Base: 381 (all responses)

Survey findings – Improvements to borough's accessibility

Those that stated they didn't find the borough accessible were asked how they felt it could be improved – 149 Panel members responded to this question. Pedestrian crossings with lights were the most popular improvement (44 per cent), followed by lowered curbs (41 per cent), accessible parking (40 per cent) and street lighting (37 per cent). There was much less support for signage (20 per cent) and 21 per cent of Panel members selected 'other'.



Base: 149 (all responses)

Survey findings – How the Council could improve accessibility of the borough

Panel members who selected 'other' when asked about improving accessibility, were asked to comment further. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Tube station accessibility	12
Pavements	12
Accessible transport	6
N/A or none	6
Seating	4
Road crossings	3
Trees	2

Survey findings – How the Council could improve accessibility of the borough: other comments

“Ladbroke Grove station needs modernising with lifts to make it accessible to the disabled and parents with children in buggies. The stairs are very steep for anyone with mobility issues and inaccessible for those who can’t use staircases.”

Tube station accessibility

“Step free access to Sloane Square and South Kensington stations.”

Tube station accessibility

“Considered routes to be made accessible and strategic in serving the needs of disabled. It all is a bit random at the moment in terms of layout through the borough.”

Accessible transport



“Better maintenance of pavements to prevent falls, particularly amongst elderly residents in borough.”

Pavements

“There has to be a give and take solution to the very crowded pavements with not only pedestrians walking on them but cyclist and scooter riders too.”

Pavements

“I understand that pedestrian crossing with lights extremely expensive but that road markings only (without lights) are now being successfully used and are reducing traffic speed.”

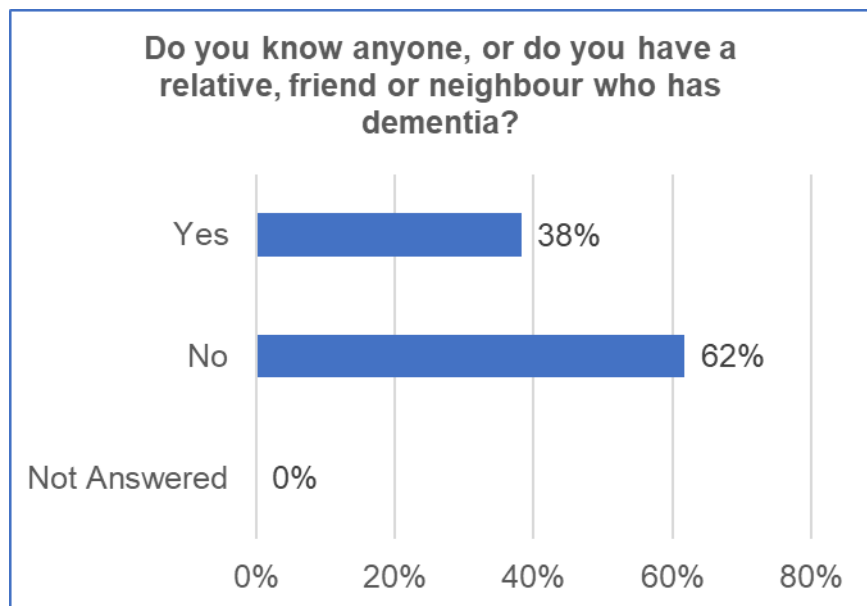
Road crossings

“More benches to rest for people with mobility issues.”

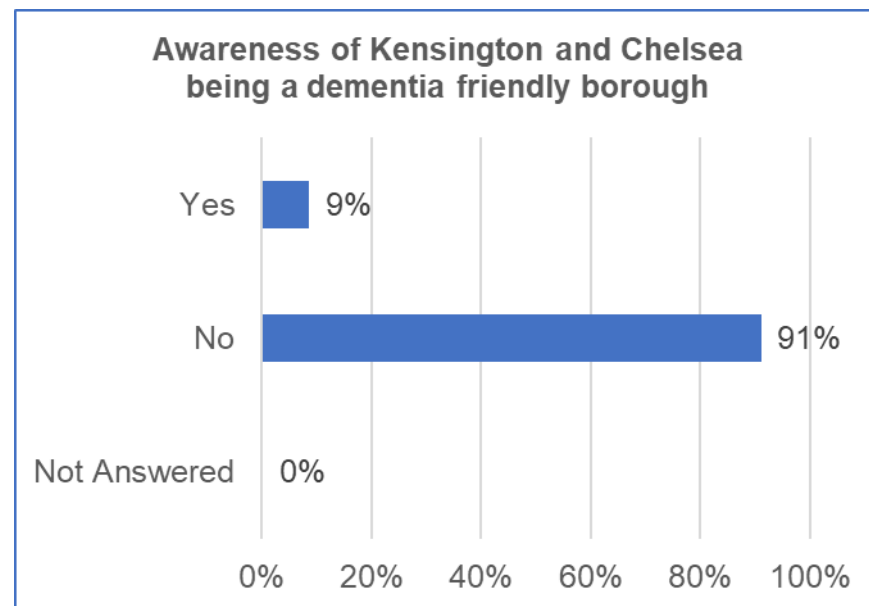
Seating

Survey findings – Dementia in the borough

Thirty eight per cent of Panel members stated they knew of someone, or have a relative, friend or neighbour who has dementia. Despite this, there was low awareness of Kensington and Chelsea being a dementia friendly borough with nine per cent being aware that it is and 91 per cent not aware. A dementia friendly borough is inclusive and compassionate where those affected by dementia are empowered and supported to live well. You can find out more on the [Alzheimer's Society's website](#). Twenty two per cent stated that they were interested in becoming a Dementia Friends' Champion and were happy for the Council to contact them further about this.



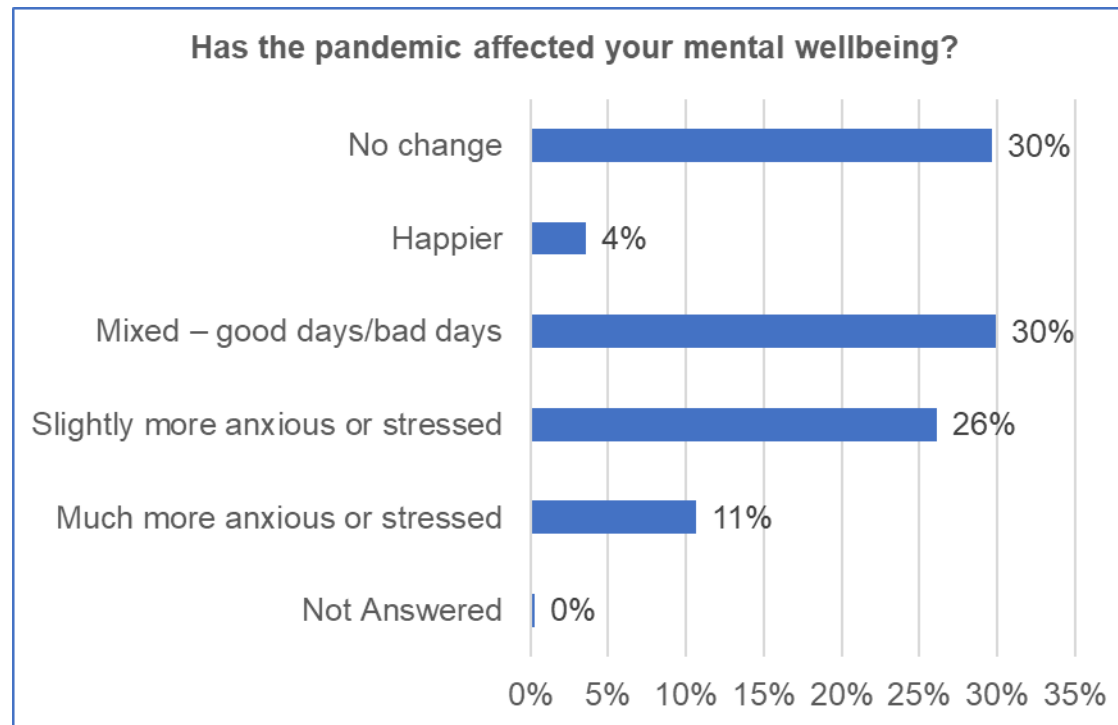
Base: 381 (all responses)



Base: 381 (all responses)

Survey findings – Mental wellbeing since pandemic

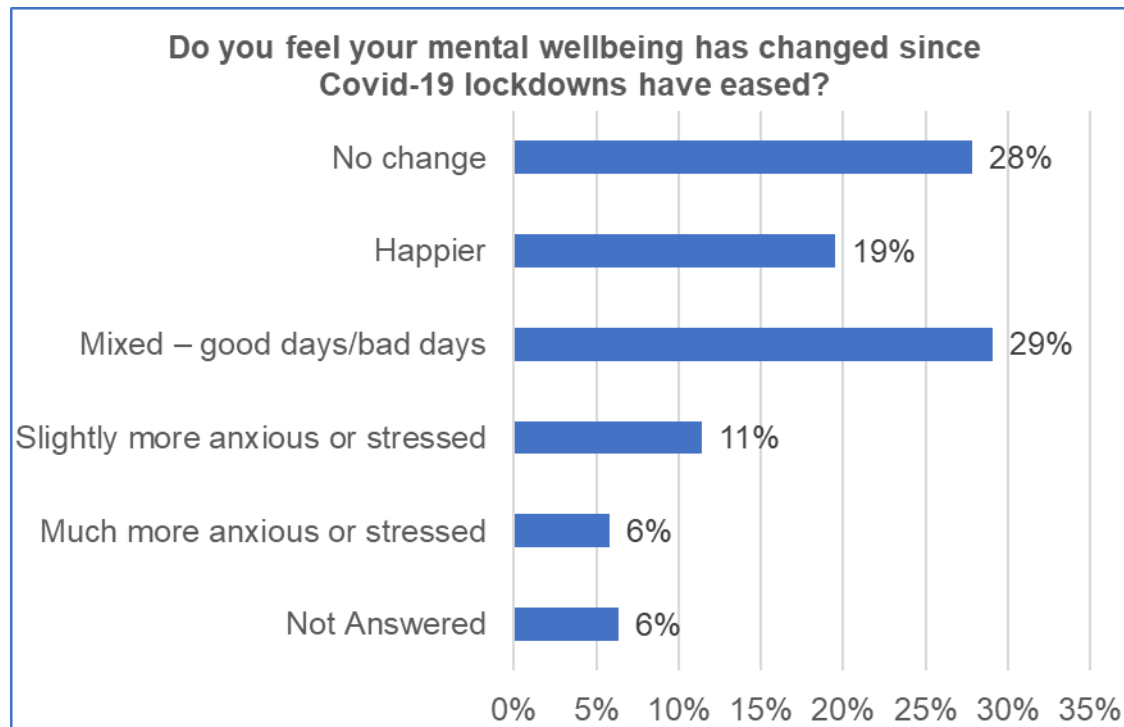
Panel members were asked whether or not their mental wellbeing had been affected by the pandemic. Thirty per cent felt there had been no change in their mental wellbeing. A further 30 per cent felt that their mental wellbeing was mixed – with good and bad days, 26 per cent were slightly more anxious or stressed and 11 per cent much more anxious or stressed. Four per cent felt they were happier since the pandemic. Male respondents were more likely to state there had been no change in their mental wellbeing compared to female respondents (37 per cent compared to 25 per cent). White respondents were also more likely to have seen no change in their mental wellbeing compared to BAME respondents (32 per cent compared to 19 per cent). A higher percentage of respondents in the north of the borough reported feeling slightly more anxious or stressed (34 per cent) compared to those in the centre and south (22 and 21 per cent respectively).



Base: 381 (all responses)

Survey findings - Mental wellbeing since lockdown easing

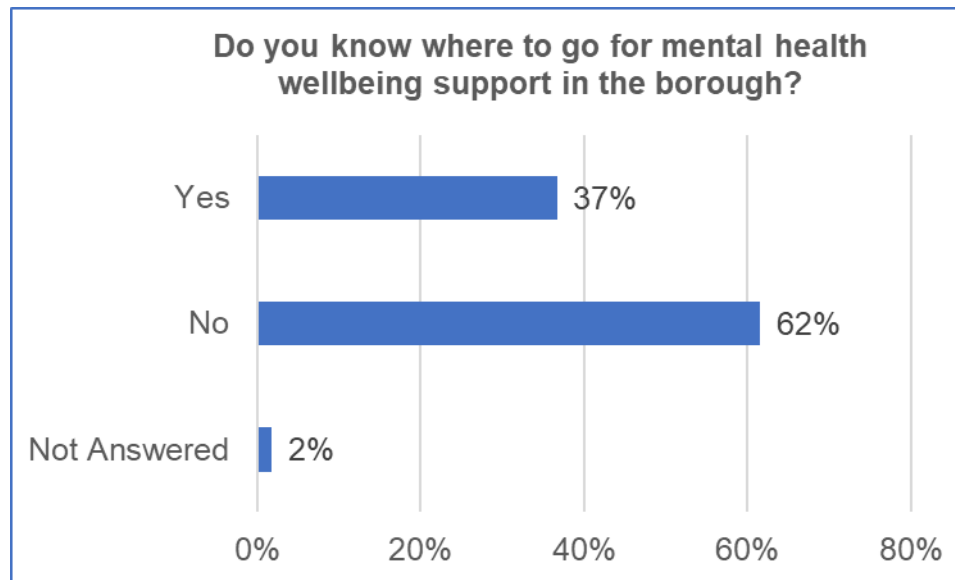
Panel members were also asked if they felt that their mental wellbeing had changed since Covid-19 lockdowns have eased. There were similar percentages to the previous question who felt that there had been no change or it was mixed – with good and bad days. The percentage who felt that they were happier, however, increased to 19 per cent with decreases in the percentage feeling slightly or much more anxious or stressed (11 per cent and six per cent respectively).



Base: 381 (all responses)

Survey findings – Mental health wellbeing support

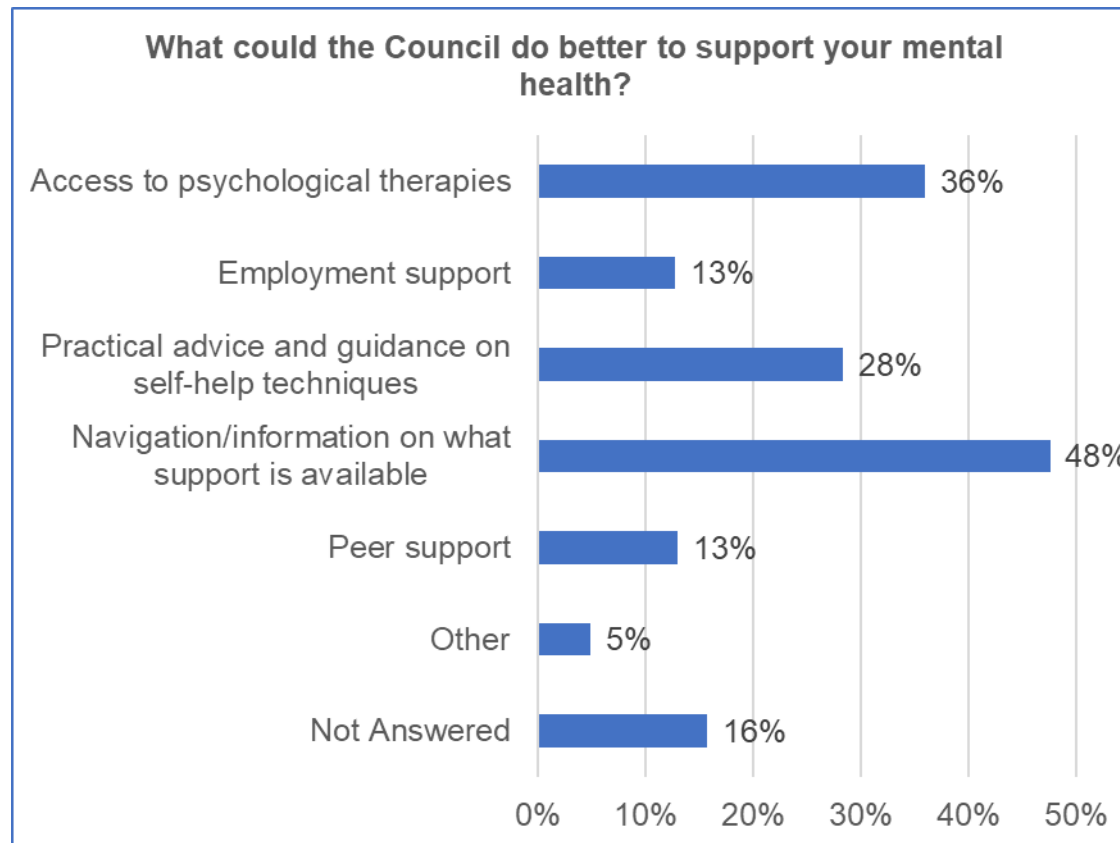
Panel members were also asked if they knew where to go for support for their mental health wellbeing in the borough. Thirty seven per cent of Panel members stated that they knew where to go for support with 62 per cent stating they didn't know where to go for support.



Base: 381 (all responses)

Survey findings – Council support for mental health

Panel members were asked what the Council could do to better support their mental health. Almost half (48 per cent) would like to see navigation/information on what support is available. Other popular choices were access to psychological therapies (36 per cent) and practical advice and guidance on self-help techniques (28 per cent). There was less support for employment or peer support (13 per cent each). There was less support for employment or peer support (13 per cent each).



Base: 381 (all responses)

Survey findings – how the Council could better support mental health: other comments

Panel members who selected 'Other' when asked about mental health support, were able to provide comments about any other suggestions they had. Comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme	Count
Don't need help	9
Activities/groups	7
NHS/GP	4
Exercise	3
Someone to talk to	3
Waiting lists	3

Base: 41 (all comments)

Survey findings – how the Council could better support mental health: other comments

“Activities are always a non threatening way to bring people together. At these activities a leaflet of other service available could be made available. Perhaps this has already been done . Perhaps all the above are already in place.”

Activities/groups

“Fortunately my mental health has been good thus far!”

Don't need help



“Activities for physical health outside working hours - very little opportunity for over 55s at reduced rates.”

Activities/Groups

“Not your job- we have NHS for that.”

NHS/GP

“Just enjoy having somebody nice to chat to.”

Someone to talk to

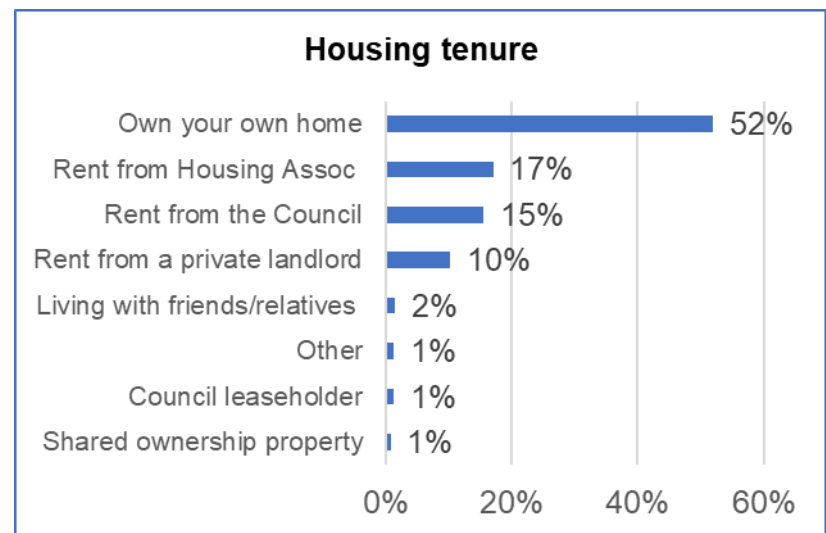
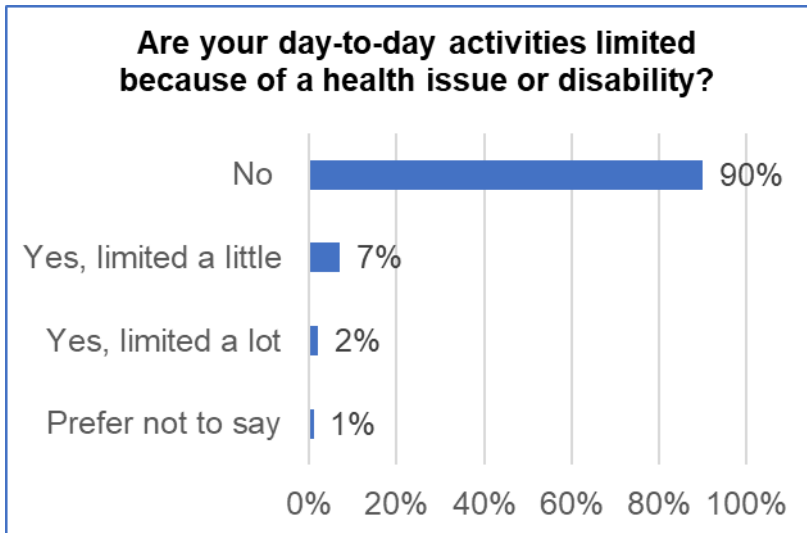
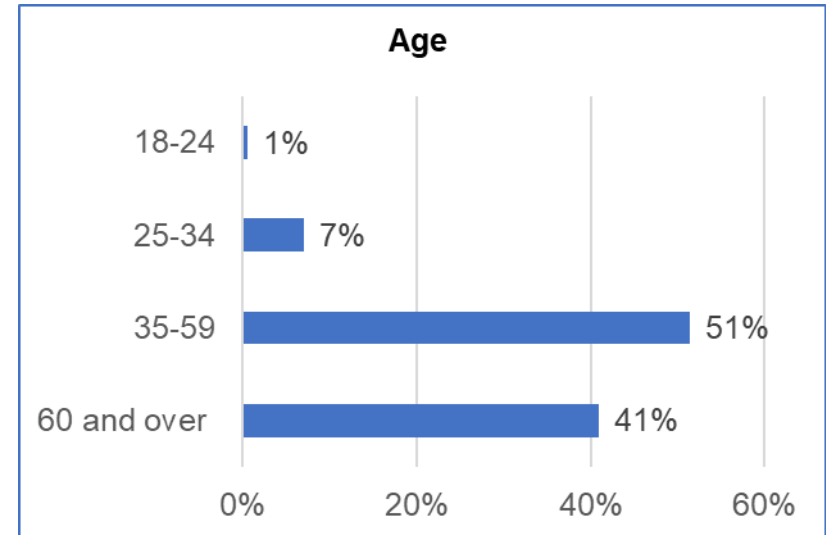
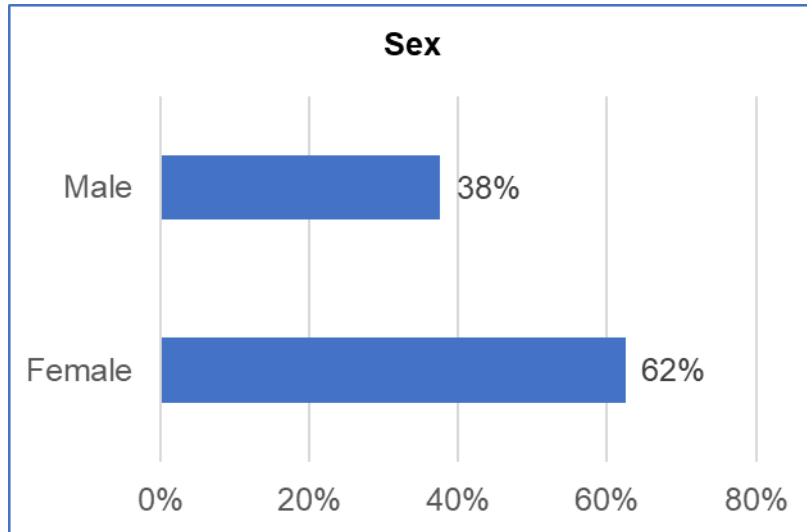
“More speedy access to mental health support for young people, waiting list is very long.”

Waiting lists

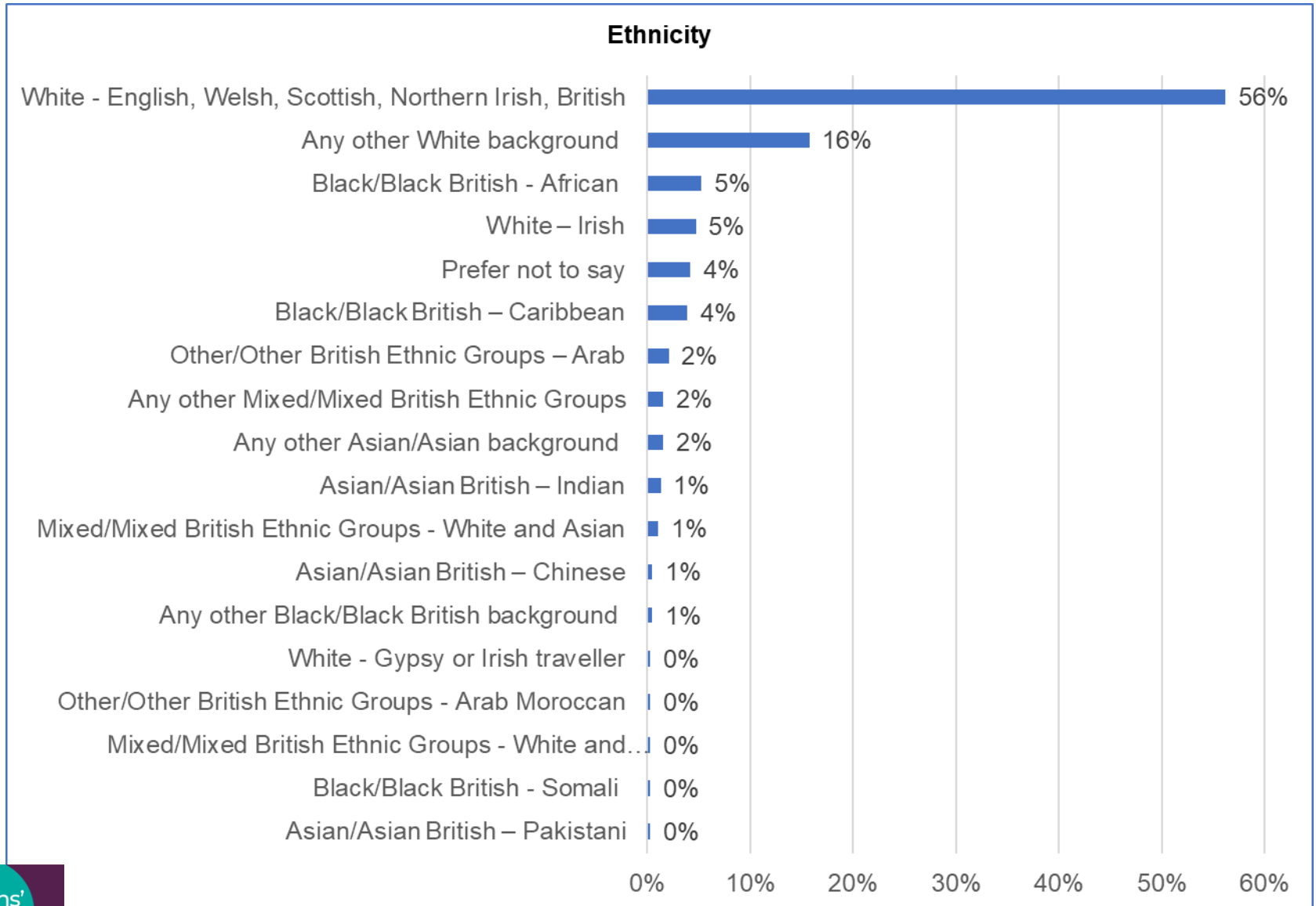
“Access to daily free yoga or tai chi.”

Exercise

About respondents: Demographic Breakdown

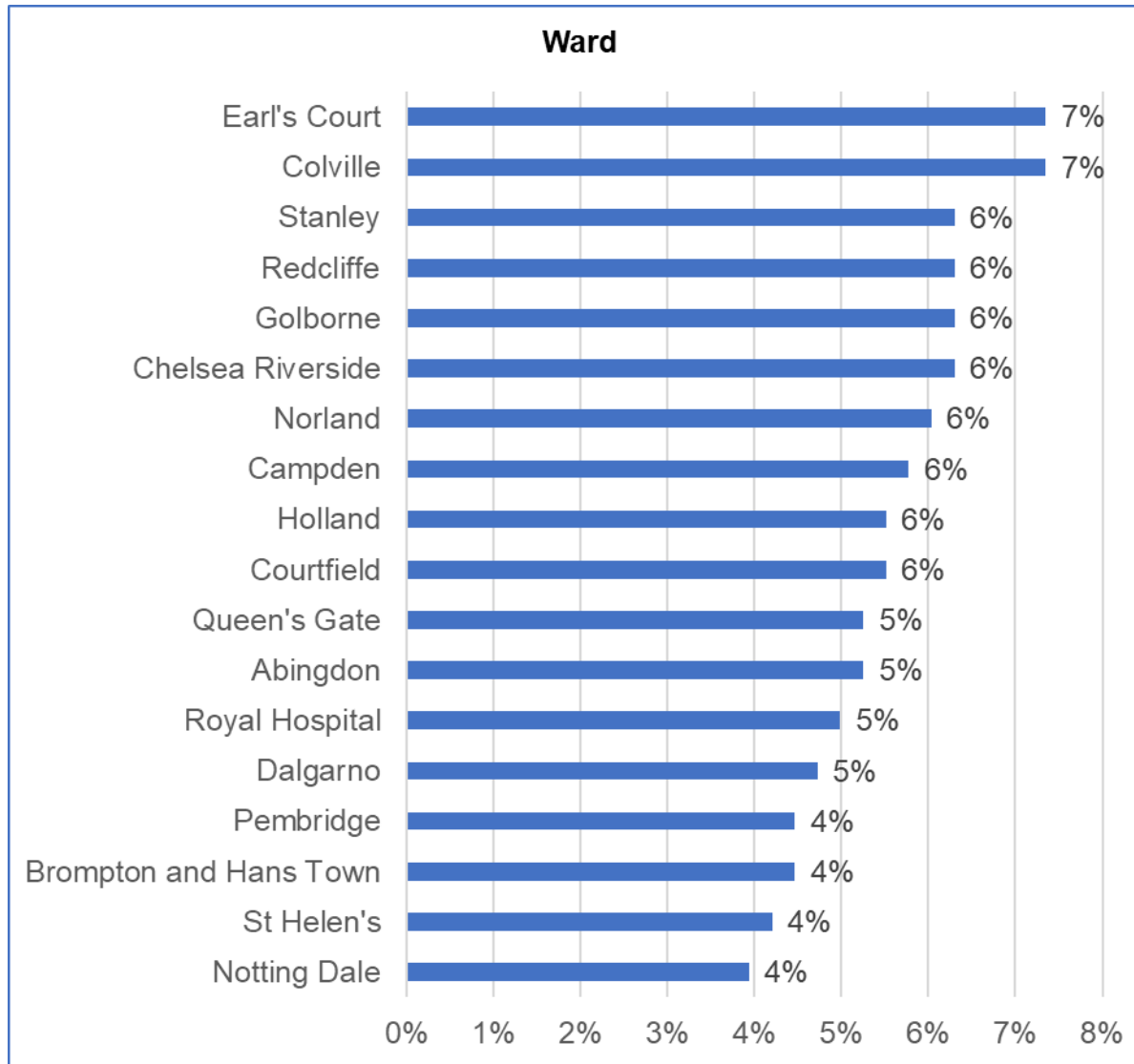


About respondents: Ethnicity Breakdown



Base: 381 (all responses)

About respondents: Ward Breakdown



Base: 381 (all responses)