Kensington and Chelsea Citizens' Panel - Updating the Council Plan

Consultation report and findings June 2021

Putting Communities First Team
The Royal Borough of Kensington and Chelsea
consult@rbkc.gov.uk

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

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 when the first survey was distributed to Panel members. The subject of the first survey concentrated on the impact of Covid-19 and what Panel members felt should be the Council's priorities in light of this. Results will be used to inform the update of the Council Plan.

Methodology and report

The survey was developed with colleagues from Corporate Strategy who are taking the lead on the Council Plan update. As the Panel recruitment was still ongoing at the time of launch, the first Panel survey was distributed to 1800 Panel members online and a paper copy was sent to those who requested one (106 Panel members) on 20th April 2021. Two subsequent reminder emails and one reminder text were sent to encourage Panel members to complete the survey.

The survey closed on 18th May and 587 completed surveys were received (578 online and nine paper). A parallel survey was conducted with the general public which achieved 96 responses. Where graphs are shown, percentages are used.

Appendix

The appendix 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 on 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.

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Results at a glance – Panel survey findings

- ***Most valued by Panel members:*** Panel members valued health first, followed by safety, housing and then environment and education. They least valued work-life balance, jobs and lastly governance.

- ***Issues of importance to Panel members:*** Reducing crime and anti-social behavior was the most important issue for Panel members followed by access to affordable and good quality housing, and then good quality schools where all children achieve their potential. Rising prices and access to good quality childcare were the least important issues for Panel members.

- ***Services Panel members think the Council should prioritise:*** Over two thirds (69 per cent) of respondents felt that education should be prioritised, followed by housing and homelessness (66 per cent), health services (64 per cent), mental health and wellbeing (59 per cent) and then parks and leisure services (54 per cent). Only 29 per cent of Panel members felt that Planning should be prioritised.

- ***Concern about how Covid has impacted Panel members and their families/friends:*** Over two thirds of Panel members were worried about the impact Covid has had, with 19 per cent very worried and 47 per cent fairly worried. Around one in five Panel members (21 per cent) were not very worried about the impact of Covid and four per cent not worried at all.

- ***What has been impacted most by Covid:*** Over a quarter (28 per cent) felt social isolation and loneliness had been impacted the most, followed by health and wellbeing and increase in social inequalities (14 per cent each). Employment status was felt to be the least impacted (three per cent).

- ***Concern about continued impact of Covid:*** Just under two thirds (63 per cent) of Panel members were worried about Covid's continued impact, 13 per cent very worried and half (50 per cent) fairly worried. A quarter (25 per cent) of Panel members were not very worried and four per cent were not at all worried about the continued impact of Covid.

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Results at a glance – Panel survey findings

- ***Help to recover from the impact of Covid:*** Over half selected supporting mental health and wellbeing and supporting local businesses (53 and 51 per cent respectively). The least popular options were volunteering (17 per cent) and holding events for locals and visitors (14 per cent).

- ***Working with local people to better meet everyone's needs:*** Almost three quarters selected being transparent and open about decisions (74 per cent) and engaging with residents about issues that matter to them (73 per cent). Half selected co-designing and co-producing solutions and services with residents.

- ***Improving local places and spaces:*** Over two thirds (68 per cent) selected improve safety and reduce the fear of crime whilst 51 per cent each selected support local businesses and make improvements to local neighbourhoods. There was less support for make improvements to high streets (35 per cent) and improve public transport (20 per cent).

- ***Improving prospects for young people:*** Over two thirds each selected improve and increase local employment and opportunities for young people (67 per cent) and improve and increase facilities and activities for young people (65 per cent). There was less support for increase the variety of courses and institutions in the borough (49 per cent) and enhance services to support healthy living (41 per cent).

- ***Supporting people to gain new skills and get into work:*** A similar percentage selected support people to reskill (71 per cent), connect local people with local job opportunities (70 per cent) and increase available training (68 per cent). There was less support for support application skills (50 per cent) and support people into stable jobs (47 per cent).

- ***Overall satisfaction:*** A total of 43 per cent of Panel members were very satisfied and 45 per cent fairly satisfied with Kensington and Chelsea as a place to live whilst 12 per cent were very satisfied and just over half (51 per cent) fairly satisfied with the way Kensington and Chelsea Council runs things.

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Results at a glance – Findings from public survey

- ***Public survey:*** A survey for the general public ran alongside the Panel survey and achieved 96 responses. The following summarises the results from the public survey.

- ***Most valued:*** Respondents valued safety first, followed by environment, health, housing and community. They least valued income, work-life balance and lastly governance.

- ***Issues of importance:*** Reducing crime and antisocial behavior was the most important issue for respondents followed by space for pedestrians and cyclists and air quality. Rising prices and opportunities for young people were the least important issues for respondents to the public survey.

- ***Services that the Council should prioritise:*** Over half (56 per cent) of respondents felt that environmental services should be prioritised, followed by parks and leisure services (55 per cent), mental health and wellbeing (53 per cent), roads and transport (50 per cent) and then health services (50 per cent). Only 27 per cent of respondents felt that planning should be prioritised.

- ***Concern about the impact of Covid:*** Over a half of respondents were worried about the impact that Covid has had, with 26 per cent very worried and 27 per cent fairly worried. Around one in four respondents (23 per cent) were not very worried about the impact of Covid and two per cent were not worried at all.

- ***What has been impacted most by Covid:*** A total of 23 per cent of respondents felt that social isolation and loneliness had been impacted the most by Covid, whilst the same amount felt that health and wellbeing had been impacted the most. On the lower end, a total of two per cent of respondents felt that the local community had been impacted the most by Covid.

- ***Support to recover from impact of Covid:*** Just under half (45 per cent) of respondents felt that increasing green spaces could help support the recovery from Covid, followed by supporting local business (43 per cent), helping people to keep healthy (36 per cent) and supporting mental health and wellbeing (31 per cent).

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Results at a glance – Findings from public survey

- ***Working with local people to better meet everyone's needs:*** Just over two thirds (68 per cent) selected being transparent and open about decisions and two thirds (66 per cent) selected engaging with residents about issues that matter to them. Just over half (52 per cent) selected co-designing and co-producing solutions and services with residents.

- ***Improving local places and spaces:*** Just under two thirds (63 per cent) selected reduce road traffics and increase spaces for walking and cycling, over half (52 per cent) selected improve safety and reduce the fear of crime and 49 per cent select make improvements for green spaces. There was less support for improve public facilities such as libraries, museums and cultural facilities (34 per cent) and improve standards of cleanliness (29 per cent).

- ***Improving prospects for young people:*** Around half of respondents selected each of improve and increase local employment and opportunities for young people (50 per cent) and improve and increase facilities and activities for young people (49 per cent). There was less support for increase the variety of courses and institutions in the borough (33 per cent) and enhance services to support healthy living (29 per cent).

- ***Supporting people to gain new skills and get into work:*** Over half (55 per cent) selected the option to work with partners in London to increase available opportunities, followed by 52 per cent selecting connect local people with local job opportunities, 46 per cent selecting support peoples to reskill and 41 per cent selecting increase available training. There was less support for support people into stable jobs (27 per cent) and support application skills, such as CV writing and interviews (27 per cent)

- ***Overall satisfaction:*** A total of 18 per cent of respondents were very satisfied and 42 per cent fairly satisfied with Kensington and Chelsea as a place to live. When asked about satisfaction with how Kensington and Chelsea run things, whilst six per cent were very satisfied and around a quarter (24 per cent) were fairly satisfied whilst 18 per cent were fairly dissatisfied and 32 per cent were very dissatisfied.

Citizens' Panel
Your community your voice

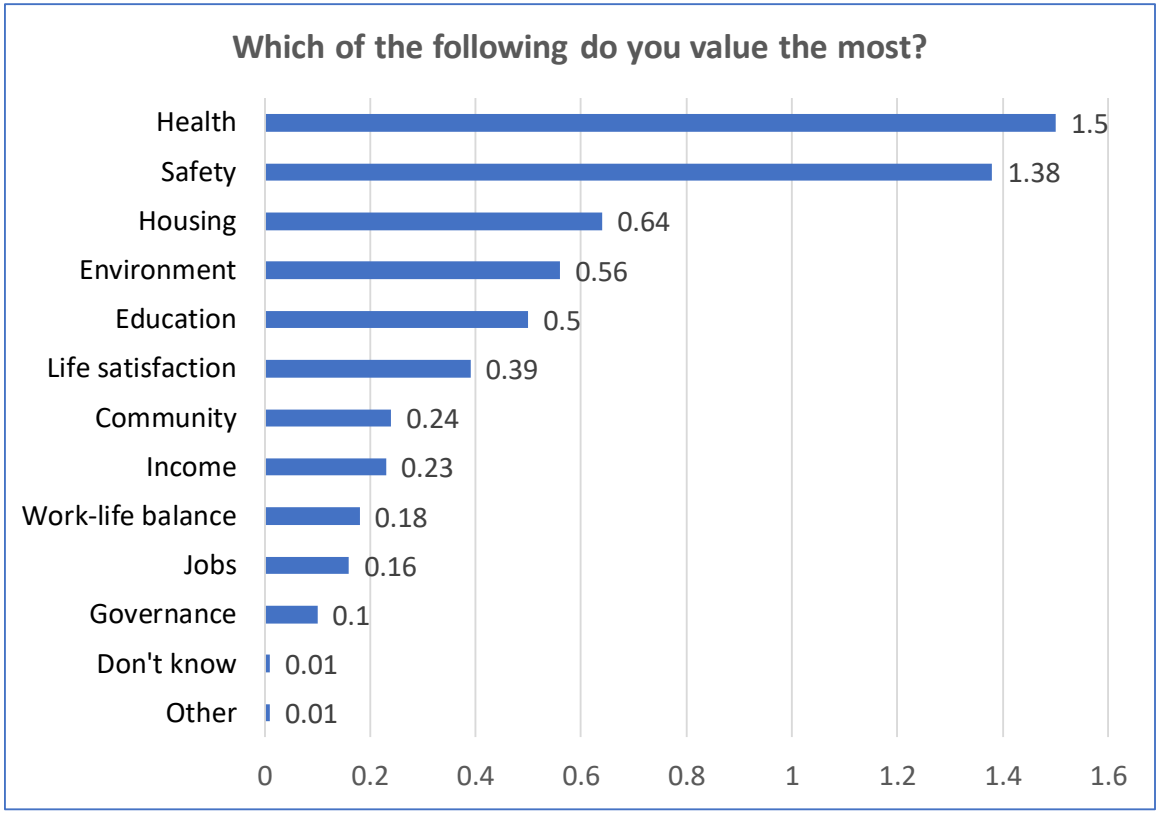
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Most valued by Panel members

Panel members were asked to rank their top three values from one to three with one being the top priority. A score of three was awarded to the number one priority, two to number two priority and three to number three priority. A mean score was then calculated for each value to produce the prioritised list below.

- Panel members valued health first, followed by safety, housing and then environment and education.

- From the list, they least valued work-life balance, jobs and lastly governance.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Most valued - *Other comments*

Respondents who selected 'Other' when asked about what they value most, were able to provide comments about any other suggestions they had. 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 appendices report.

Theme	Count
Environment	12
Housing	7
Jobs/income	6
Community	5
Health	5
Education	4
Survey feedback	4
Community safety	3
Work/life balance	2
Disability	2

Base: 38 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Most valued - *Other comments*

"Air Quality, trees and green spaces."

Environment

"Noise nuisance in particular for Environment."

Environment

"Affordable housing creates community and combined create a thriving socio-economic environment."

Housing

"Also, jobs and closing the income disparity gap."

Jobs/income

"I value these things the most because, without health there's no quality of life without housing there's no quality of life and without an income there's no quality of life."

Health/Housing/Jobs/Income

"Health, living in a nice safe home in a good community is the key to a happy fulfilled life."

Health/Housing/Community

"Safety, health, education. Given these chances in life, I think that people can then cope with, contribute to, benefit from the other subjects on your list."

Safety/Health/Education

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Reasons why valued the most

Respondents were asked to explain why they valued their choices the most. Comments made have been themed and the themes with 20 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
Health	245
Community safety	218
Environment	116
Education	114
Housing	107
Jobs/income	83
Community	68
Work/life balance	31
Life satisfaction	29
Good governance	24

Base: 474 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Reasons why valued the most

"Health is the most important thing to any person; safety allows you to live life without too much worry and the environment is essential to a healthy living."

Health/Safety/Environment

"I've noticed that safety issues have been increasing in my area, and that the council can do much more to establish/maintain and clean environment."

Safety/Environment

"These are the most important things. Somewhere to live, having a job and income to pay your bills."

Housing/Jobs/Income

"I think living in a secure area with a great community leads to less stress."

Safety/Community

"Health concerns all of us. Education is important so we can all get jobs. And again, environment as that affects all of us and our future."

Health/Education/Environment

"Education provides for people's opportunities. Jobs are essential for future growth. Community helps better understanding and participation."

Education/Jobs/Income/Community

"These are the most important things. Somewhere to live, having a job and income to pay your bills."

Housing/Jobs/Income

"Our natural surroundings affect everything we do, how we bring up our children affects everybody's lives, life satisfaction brings the happiness we all seek."

Environment/Life satisfaction

Citizens' Panel
Your community your voice

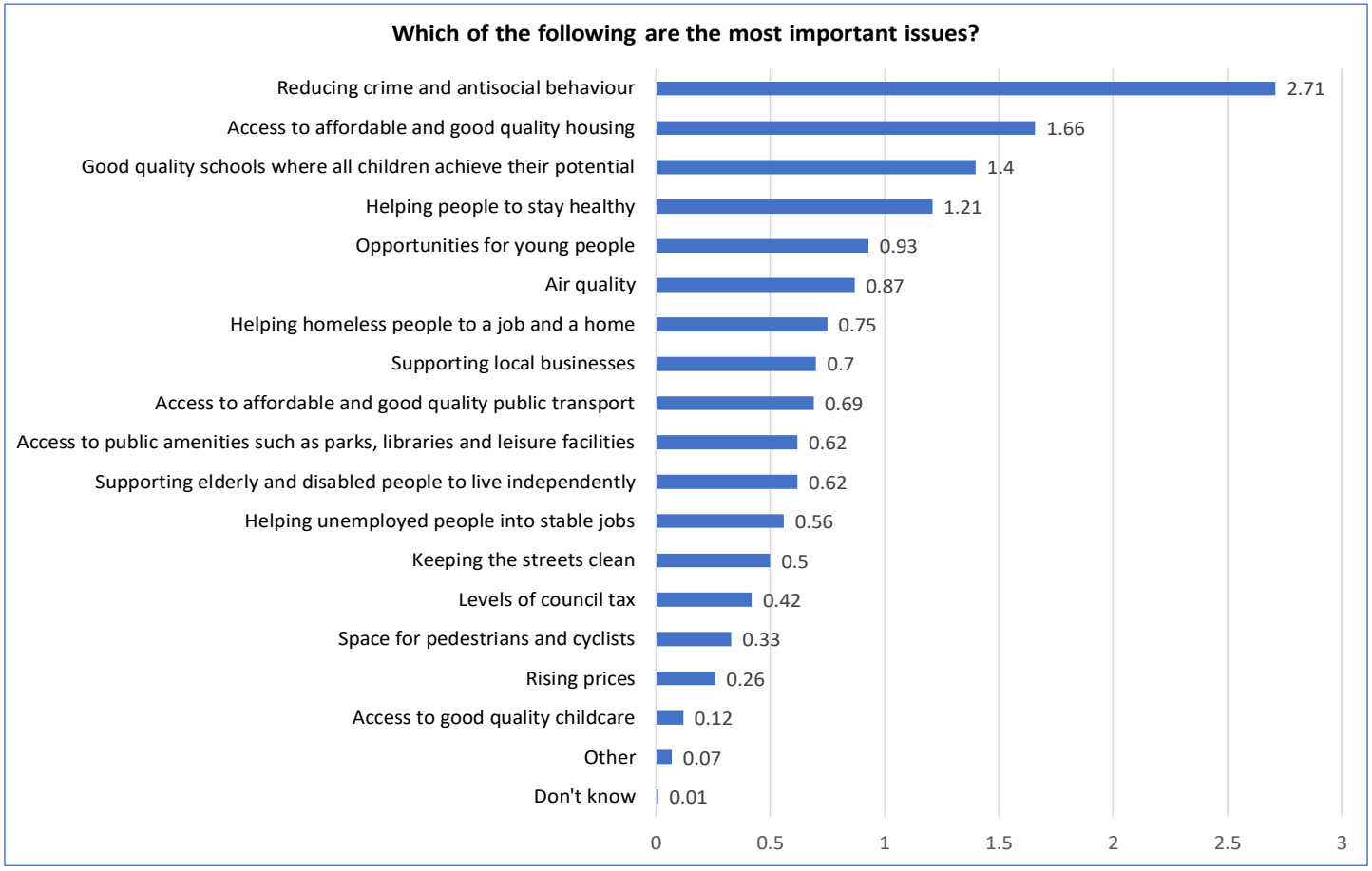
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Issues which are most important

Panel members were asked to prioritise their top five important issues with one being the top priority. A score of five was awarded to the number one priority through to a score of one to the number five priority. A mean score was then calculated for each value to produce the prioritised list below:

- Reducing crime and antisocial behavior was the most important issue for Panel members followed by access to affordable and good quality housing and good quality schools where all children achieve their potential

- Rising prices and access to good quality childcare were the least important issues for Panel members.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Important issues - *Other comments*

Respondents who selected 'Other' when asked about which issues were the most important, 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 can be found in the appendices report.

Theme	Count
Environment	10
All issues important	9
Cycling	6
Disability	4
Jobs/income	4
Older people	4
Transport	4
Community safety	3

Base: 43 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Important issues - *Other comments*

"Air quality in the borough has got worse ever since the congestion zone was reduced to its original size. The borough is also notorious for its unfriendliness to cyclists."

Environment

"It's almost impossible to order the issues raised about - they are all of equal importance to different people!"

All issues important

"Supporting those with mental health conditions into apprenticeships/work incentives for businesses to support this."

Jobs/Income

"I would like to have had access to public amenities such as parks etc in here - don't want crime but feel that so many things happen before crime.

Parks

"Keeping the Traffic moving by keeping all roads open for Emergency Ambulances, Fire and Police - keeping cyclists on back roads to avoid speeding cyclists on main roads and enormous amount of pollution from stationary vehicles because of new imposed cycle lanes and reduced traffic lanes."

Cycling/Transport

"This is so difficult and hard to choose! But we have to take care of the young people as they are the future, and I feel like elderly people are overlooked although they have paid taxes their whole life. And disabled people don't get enough attention. They can't even use most tube stations."

Children/Young people/Older people/Disability

Citizens' Panel
Your community your voice

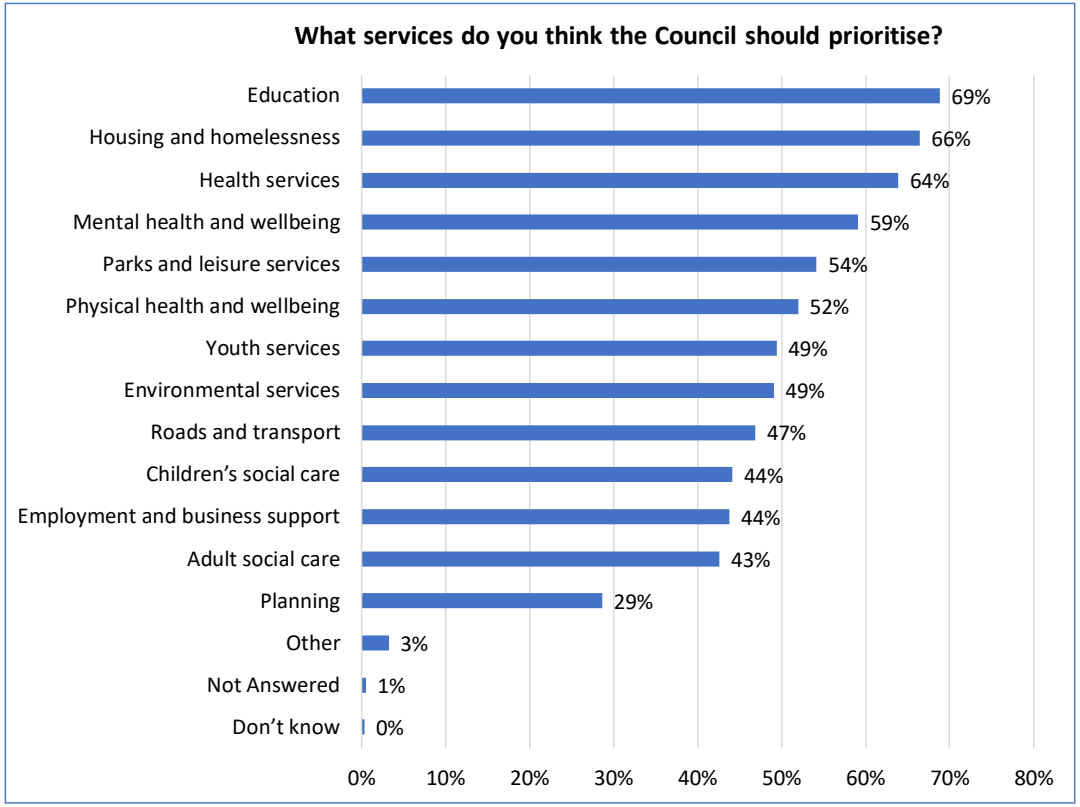
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Services the Council should prioritise

Panel members were asked which services they felt the Council should prioritise.

- Over two thirds (69 per cent) of respondents felt that education should be prioritised, followed by housing and homelessness (66 per cent). Health services (64 per cent), mental health and wellbeing (59 per cent) and then parks and leisure services (54 per cent).

- Only 29 per cent of Panel members felt that Planning should be prioritised.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Council services - *Other comments*

Respondents who selected 'Other' when asked about which services the Council should prioritise 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
Environment	14
Community safety	10
Health	7
Housing	7
Jobs/income	5
All issues important	5
Equality	4
Transport	4
Clean streets	3
Community	3

Base: 61 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Council services - *Other comments*

"Enforcing air quality, reducing traffic, encouraging people to walk all short distances. I do this now and use public transport."

Environment/Transport

"I have ticked this box in case Street Cleaning and Refuse Collection are not covered by the catch-all phrase Environmental Services."

Environment

"I have ticked this box in case Street Cleaning and Refuse Collection are not covered by the catch-all phrase Environmental Services."

Environment

"Service for homeless in need for improvement."

Housing

"Reduce Crime and keep the safety of community."

Community safety

"Some people are living in properties that are now not adequate due to health and well-being medical problems. Environment issues with excess rubbish being left on street for long periods.

Housing/Environment

"People's mental & physical health and well-being is essential to be supportive to people and interlink with all of the above choices."

Health

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Why chosen services should be prioritised

Respondents were asked to explain why they felt their selected services should be prioritised. Comments made have been themed and the themes with 30 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
Health	156
Housing	84
Education	82
Children/young people	58
All services important	52
Community	46
Jobs/income	41
Social care	36
Parks	31
Planning	31

Base: 413 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Why services should be prioritised - *Other comments*

"Safety is very important. The police may not be able to deliver, so the council needs to step up. Health is very important -at all times and NHS similarly needs help. And the number of homeless people are rising very sharply."

Safety/Health/Housing

"Children and youth services are a great investment for the future. The council should also help those who are unable to help themselves. Decent housing should be available for all."

Children/Young people/Social care/Housing

"Mental health is very serious illness and we need the council to provide good housing for them to live independently! And education is the key for young or old people to get a better future."

Health/Housing/Education

"Good quality housing together with education (supported by physical /mental health services and leisure facilities) will ensure a good start in life for everyone."

Housing/Education

"Focus should be on improving the environment which everyone will be able to benefit from. In addition, support should be targeted on those least able to help themselves, particularly Children and Youth, who have been particularly hard hit by COVID."

Environment/Children/Young people

"I think physical and mental wellbeing are first and foremost the most important aspects of day to day living. A healthy and clean physical surroundings are also crucial."

Health/Environment

Citizens' Panel
Your community your voice

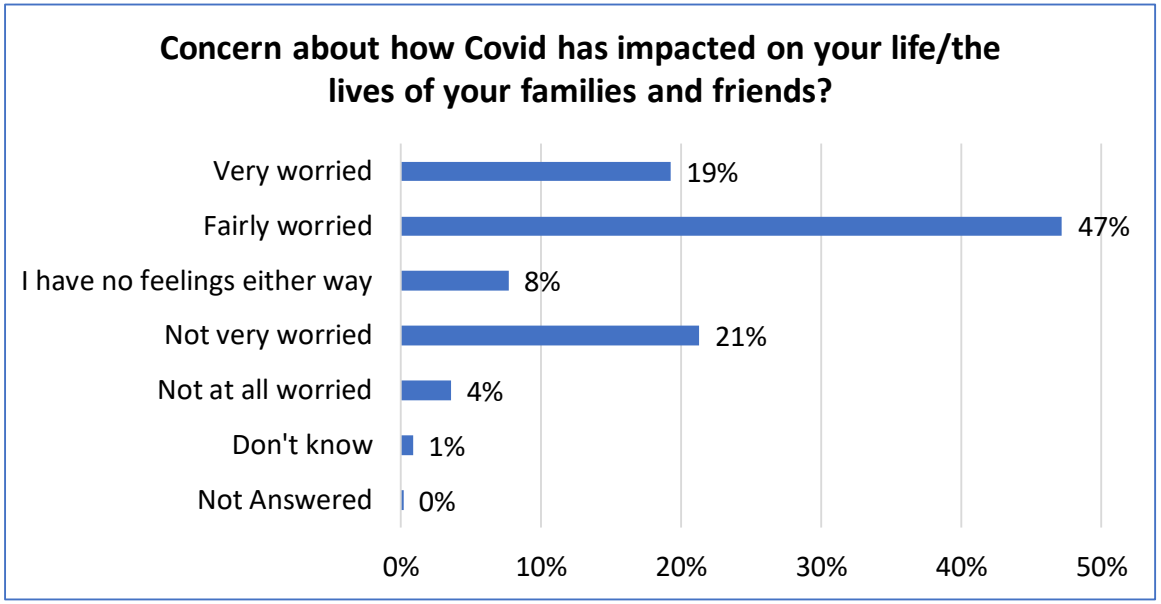
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Concern about the impact of Covid

Panel members were asked how worried they were about how Covid had impacted on their lives and those of their families and friends.

- Over two thirds (63 per cent) of Panel members were worried about the impact Covid has had, with 19 per cent very worried and 47 per cent fairly worried.

- Around one in five Panel members (21 per cent) were not very worried about the impact of Covid and four per cent not worried at all.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

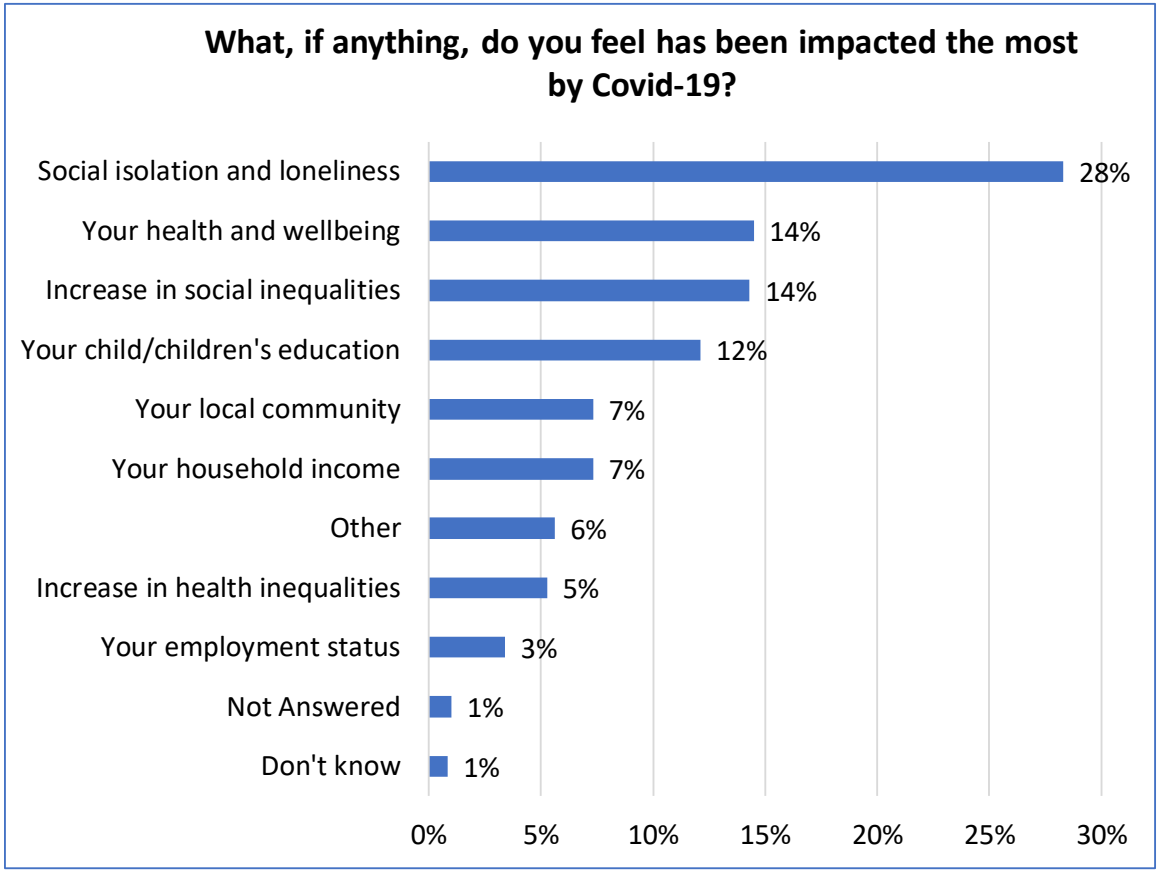
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - What's been impacted most by Covid

Panel members were asked what one thing they felt had been impacted the most by Covid.

- Over a quarter (28 per cent) felt social isolation and loneliness had been impacted the most, followed by health and wellbeing and increase in social inequalities (14 per cent each).

- Employment status was felt to be the least impacted (three per cent).



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Impact of Covid - *Other comments*

Respondents who selected 'Other' when asked about what they felt had been impacted most by Covid, they 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 can be found in appendix two.

Theme	Count
Children/young people	12
Freedoms restricted	7
Education	6
Health	5
Jobs/income	5
Social isolation	4
All issues important	3

Base: 57 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Impact of Covid - *Other comments*

"Rise in inequalities following loss in school time. Councils should prioritise catch- up support for children e.g. through tutoring, youth clubs, etc. Local sports activities for disadvantaged children should be a priority."

Children/young people

"Covid has impacted the security and wellbeing of our children by not having the routine, academic and social benefits of attending school."

Children/young people

"National cost and likely tax impact to correct."

Cost of living

"I think it has impacted every single aspect of my life and the others around me lives, it is not just in one single subject. It will be and after and before of COVID without doubt."

Everything affected

"The health and well-being of many. Business rates are currently crippling small businesses and should be reduced so small businesses can contribute towards the community to bring back a village atmosphere to the area."

Health/Local businesses

"Covid has impacted the security and wellbeing of our children by not having the routine, academic and social benefits of attending school."

Children/young people

"Decrease in civil liberties."

Freedoms restricted

Citizens' Panel
Your community your voice

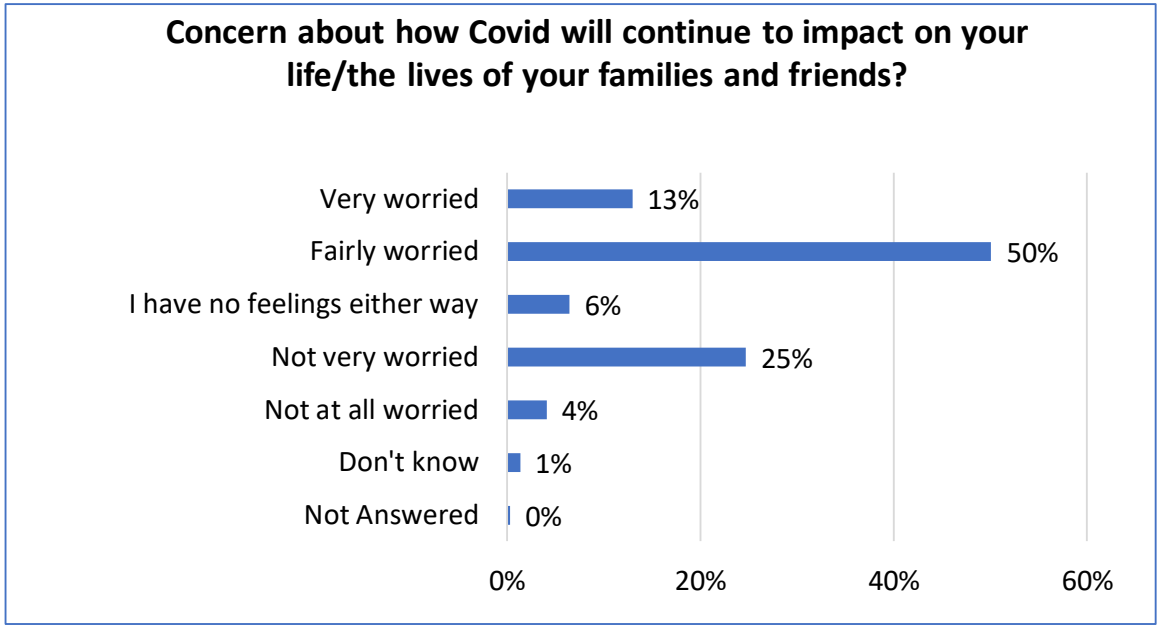
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Concern about continued impact of Covid

Panel members were asked about how worried they were about how Covid will continue to impact on their lives and those of their families and friends.

- Just under two thirds (63 per cent) of Panel members were worried about the continued impact of Covid, 13 per cent very worried and 50 per cent fairly worried.

- A quarter (25 per cent) of Panel members were not very worried and four per cent not at all worried about the continued impact of Covid.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

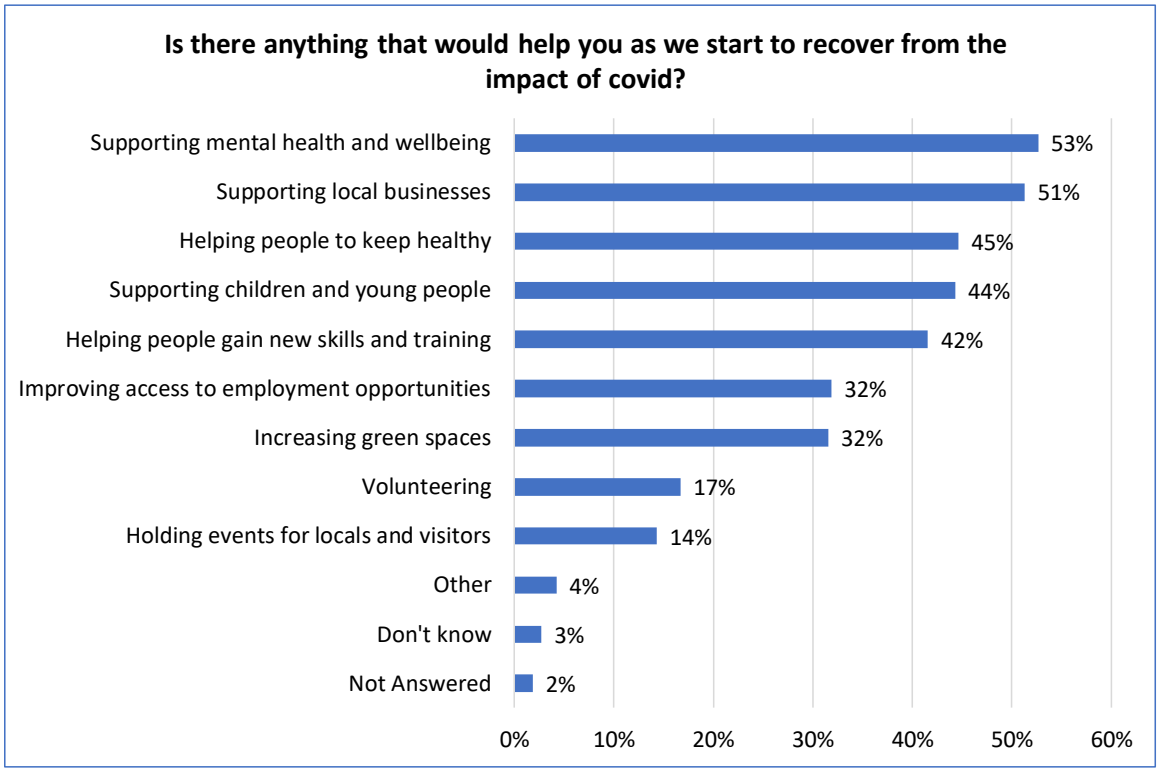
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Help to start recovery from the impact of Covid

Panel members were asked if there was anything that would help them as the recovery from the impact of Covid starts.

- Over half selected supporting mental health and wellbeing and supporting local businesses (53 and 51 per cent respectively).

- The least popular options were volunteering (17 per cent) and holding events for locals and visitors (14 per cent).



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Recovery from Covid - *Other comments*

Respondents who selected 'Other' when asked about what would help recovery from Covid 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 can be found in appendix two.

Theme	Count
Community	7
Environment	4
Jobs/income	4
Return to normal	3
Housing	3
Family	3

Base: 53 (all comments)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Recovery from Covid – *Other comments*

"Focus should be put into recreating community in the area, all the focus on mental health recently is wonderful, but it's generally a remedy for a symptom (loneliness and lack of belonging) which are best dealt with by improving the local community."

Community

"Getting the hospitals to see patients other than for Covid. Telephone appointments are a problem as the doctors do not see the patients."

Health

"Support for local businesses is vital to ensure that there is employment available and that income is available to pay for other services."

Jobs/income

"Support for local businesses is vital to ensure that there is employment available and that income is available to pay for other services."

Jobs/income

"Slow recovery. Keep an eye on this " so-called Virus" that came out of nowhere. The masks costs. The sanitizer costs. Water costs. Hands, face, space."

Slow recovery

"Supporting families, strong social care. A community with strong/safe families will produce the right businesses for the community in the medium-long run."

Family

Citizens' Panel
Your community your voice

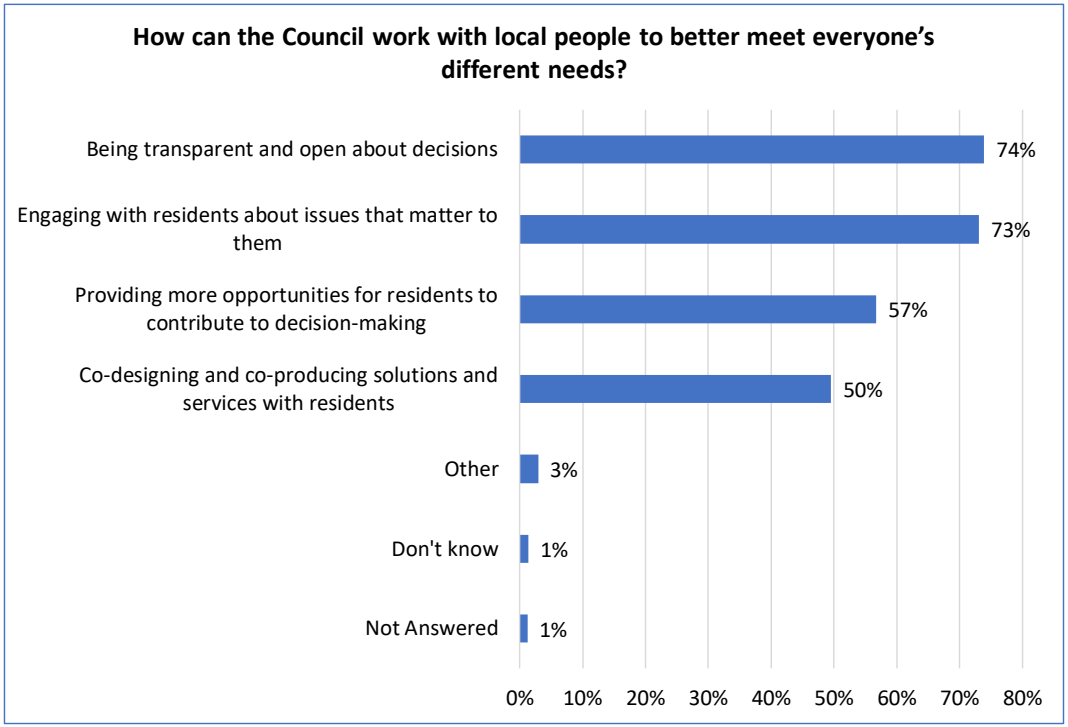
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Working with local people to better meet everyone's different needs

Panel members were asked how the Council can work with local people to better meet everyone's different needs.

- Almost three quarters selected being transparent and open about decisions (74 per cent) and engaging with residents about issues that matter to them (73 per cent).

- Half (50 per cent) selected co-designing and co-producing solutions and services with residents.



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Working with local people - *Other comments*

Respondents who selected 'Other' when asked about working with local people were able to provide comments about any other suggestions they had. 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 can be found in appendix two.

Theme	Count
Consultation	9
Listen to different views	7
Decision making	6
Environment	3
Community	2
Equality	2
Democracy	2

Base: 44 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Working with local people - *Other comments*

"Listen to the younger generation rather than the older who care less about the future."

Listen to different views

"I think residents feel that that council will do whatever they want despite feedback or contributions from the community. It would be great if there was some way to make decision making more democratic."

Decision making

"Local people should be involved in decisions local to where they live, and this can be achieved by transparency by those who make decisions."

Decision making

"Educate people in how they can communicate with their local council to give their viewpoint and feel heard. It may not be obvious to many how to access this kind of service or they may feel daunted to speak up. It would be good for the council to reach out beyond the usual people who are willing to respond to engage with the residents who normally stand back but whose voices are still relevant."

Listen to different views

"Doing the above: A. with the people in the council who actually have a say, B. not just so you can say you did its C. with efficiency D. without paying third parties to do it."

Having an influence

Citizens' Panel
Your community your voice

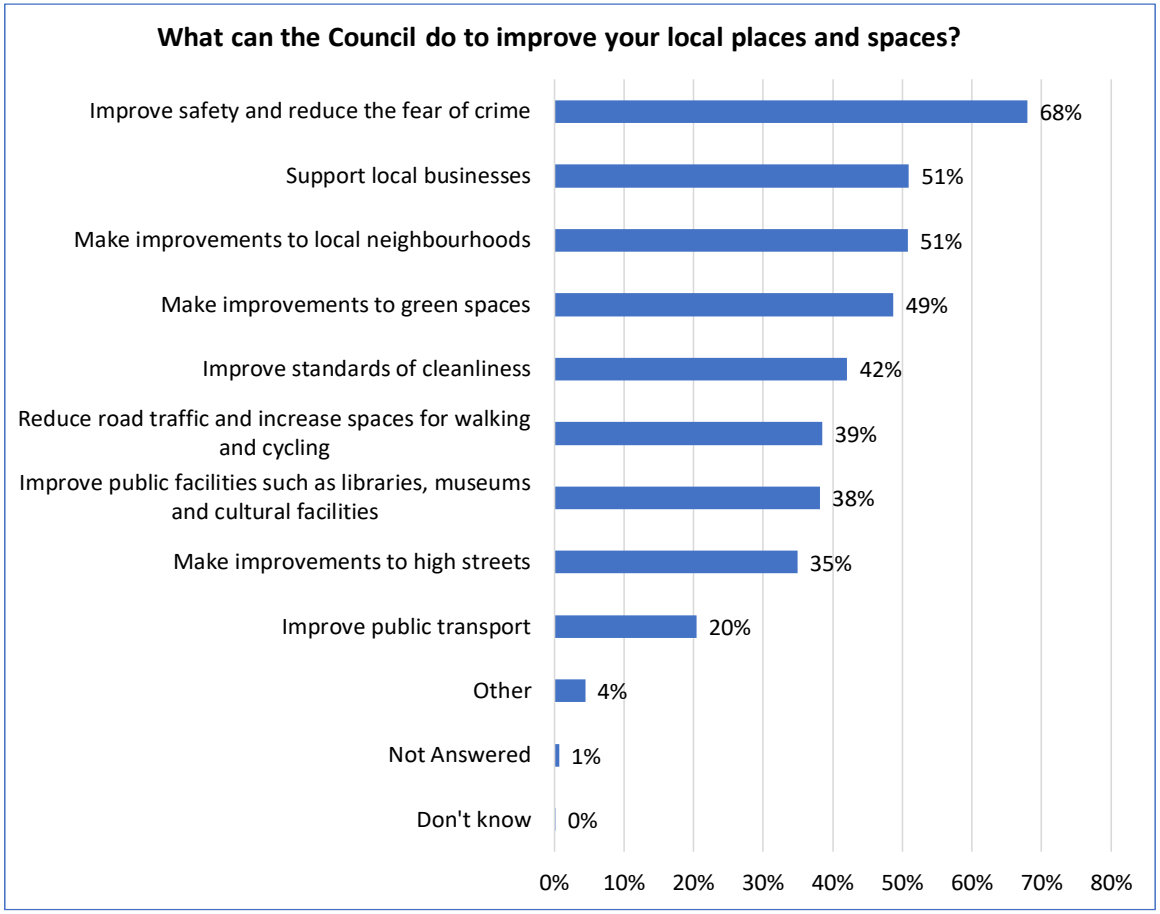
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Improving local places and spaces

Panel members were asked what the Council could do to improve their local places and spaces.

- Over two thirds (68 per cent) selected improve safety and reduce the fear of crime whilst 51 per cent each selected support local businesses and make improvements to local neighbourhoods.

- There was less support for make improvements to high streets (35 per cent) and improve public transport (20 per cent).



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Local places and spaces - *Other comments*

Respondents who selected ‘Other’ when asked about local places and spaces were able to provide comments about any other suggestions they had. Comments made have been themed and the themes with four 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
Environment	21
Cycling	11
Transport	11
Community safety	10
Road safety	7
Local businesses	5
Parks	4
Housing	4

Base: 49 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Improving local places and spaces - *Other comments*

"The biggest menace to my enjoyment of life in the RBKC is road traffic. Our streets need to be places where children can play, and adults can enjoy a stroll. Also, the amount of litter dumped or dropped is excessive. More enforcement is required in that area. I do not wish to complain too much! I have lived in the area for nearly 50 years and love it."

Environment/Transport

"Kensington High Street is dying. It used to be a wonderful place, but many good businesses have left it in recent years. The pandemic has accelerated this process."

Local businesses

"Road space is a finite resource; take away road space and re-allocate to bikes and you solve one problem and create another. We need intelligent solutions that optimise the use of road space; so, cycle paths that operate at peak periods but revert to road use later to allow delivery vehicles to operate."

Cycling

"I feel my local area is quite perfect but feel other areas could do with more support in terms of quality of housing and social care services."

Housing

"Open up the roads again so traffic can flow easier."

Transport

"As suggested earlier, I think a pedestrian area such as the one in Pavilion road would attract people and lead them to consume locally."

Pedestrianisation

Citizens' Panel
Your community your voice

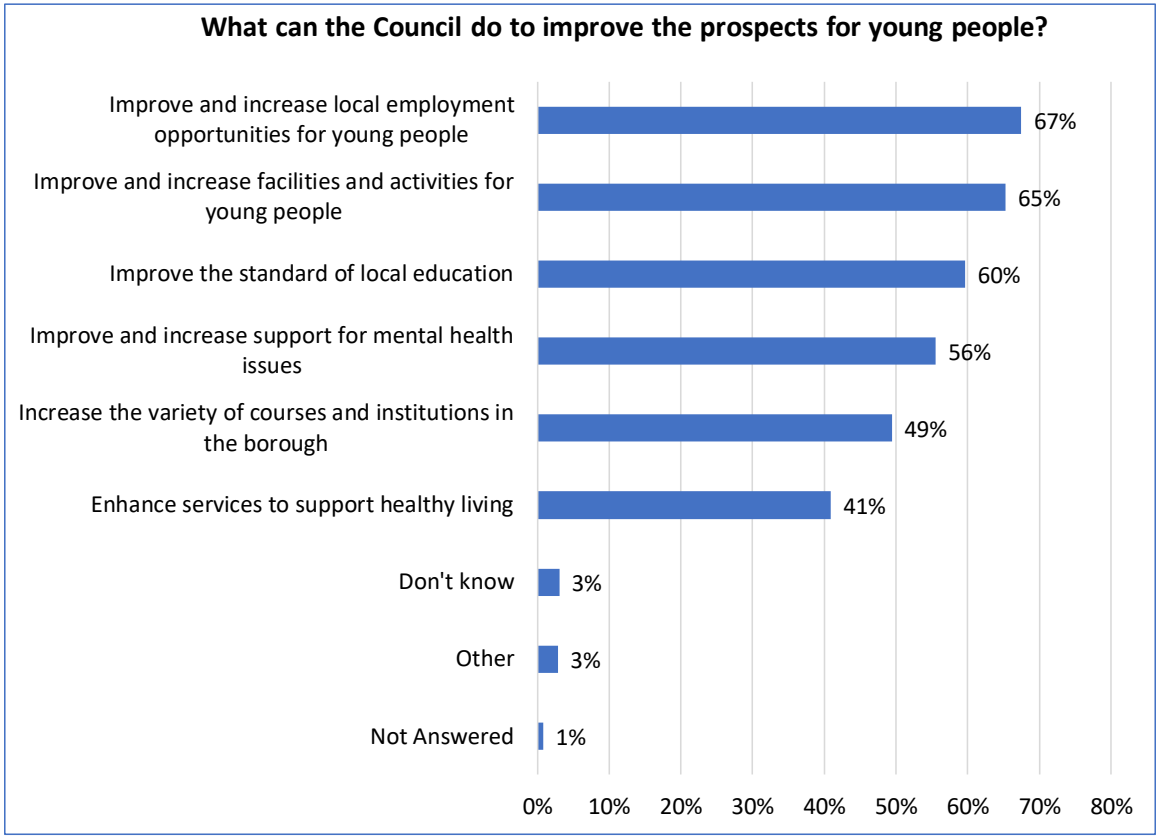
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Improving the prospects for young people

Panel members were asked what the Council could do to improve the prospects for young people.

- Over two thirds each selected improve and increase local employment and opportunities for young people (67 per cent) and improve and increase facilities and activities for young people (65 per cent).

- There was less support for increase the variety of courses and institutions in the borough (49 per cent) and enhance services to support healthy living (41 per cent).



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Improving prospects for young people - *Other comments*

Respondents who selected 'Other' when asked about improving prospects for young people were able to provide comments about any other suggestions they had. 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 can be found in appendix two.

Theme	Count
Children/young people	12
Sports facilities	8
Housing	4
Apprenticeships	3
Classes/activities	2
Education	2

Base: 33 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – Improving prospects for young people - *Other comments*

"As they are about to start employment or a choice in their education, or if they have a particular issue, young people should be offered coaching or mentoring to help them get motivated, find the right path for them and achieve their potential."

Children/young people

"Make access to sports facilitates easier and give them responsibility running groups, clubs or teams within the facilities."

Sports facilities

"Encourage local gatherings weekly put on by councils as in Scotland for e.g. For line dancing, Scottish dancing, folk dancing gatherings. Nothing is more fun in getting everybody having a great time and meeting other young (or old people, for that matter)."

Classes/activities

"Press for the Lido to be built in the Wormwood Scrubs. This already has support. Open all year around, heated, as at Greenwich, it would be a life changer."

Sports facilities

"Improve housing opportunities for young people."

Housing

"Work with teachers to reduce illiteracy by selecting words to change which impede literacy."

Education

Citizens' Panel
Your community your voice

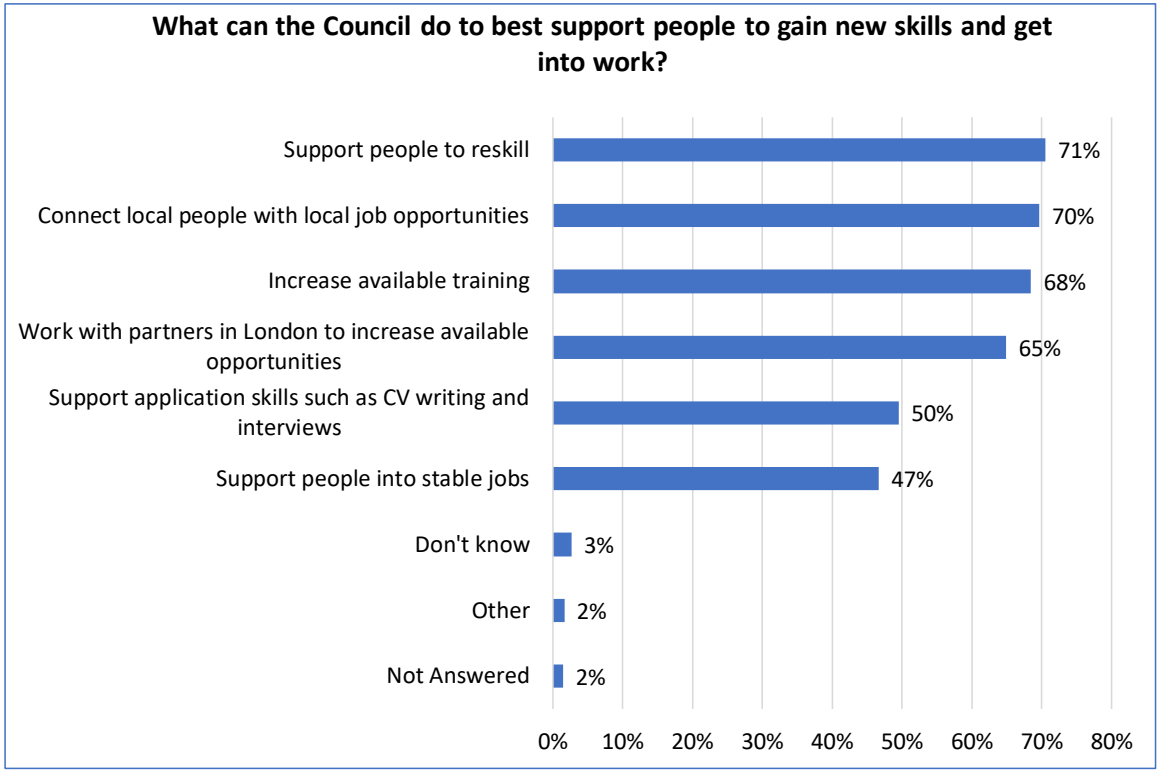
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Supporting people to gain new skills and get into work

Panel members were asked what the Council could do to best support people to gain new skills and get into work.

- A similar percentage selected support people to reskill (71 per cent), connect local people with local job opportunities (70 per cent) and increase available training (68 per cent).

- There was less support for support application skills (50 per cent) and support people into stable jobs (47 per cent).



Base: 587 (all responses)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – New skills and getting people into work - *Other comments*

Respondents who selected 'Other' when asked about new skills and getting people into work were able to provide comments about any other suggestions they had. 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 can be found in appendix two.

Theme	Count
Apprenticeships	3
Basic skills	3
Mental health support	2
New skills	2
Support employability	2
Council responsibilities	2
Local businesses	2
Survey feedback	2
Work with established organisations	2

Base: 28 (all comments)

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings – New skills and getting people into work - *Other comments*

"All the above would be excellent. More colleges which offer opportunities to young people who are NOT academic but could be good learning a trade or an apprenticeship."

Apprenticeships

"Online is the future for reskilling. Websites such as LinkedIn learning and other websites offer an entire world of high-quality content that can very cheaply produce access to a wide variety of skills."

Reskilling

"We need to upgrade the basic skills of many people who leave school with poor literacy and numeracy."

Basic skills

"Skills should be offered to all ages i.e. if the elderly want to learn IT to ride a bicycle they can also help in after school care to keep women at work Elderly have a police certificate to work with kids."

New skills

"Reopen Adult Education as it used to be. Long ago anyone could go to excellent classes at most of the schools at night. It was wonderful."

Adult education

"Specific support for people with mental health to learn new skills and get into meaningful activities."

Mental health support

Citizens' Panel
Your community your voice

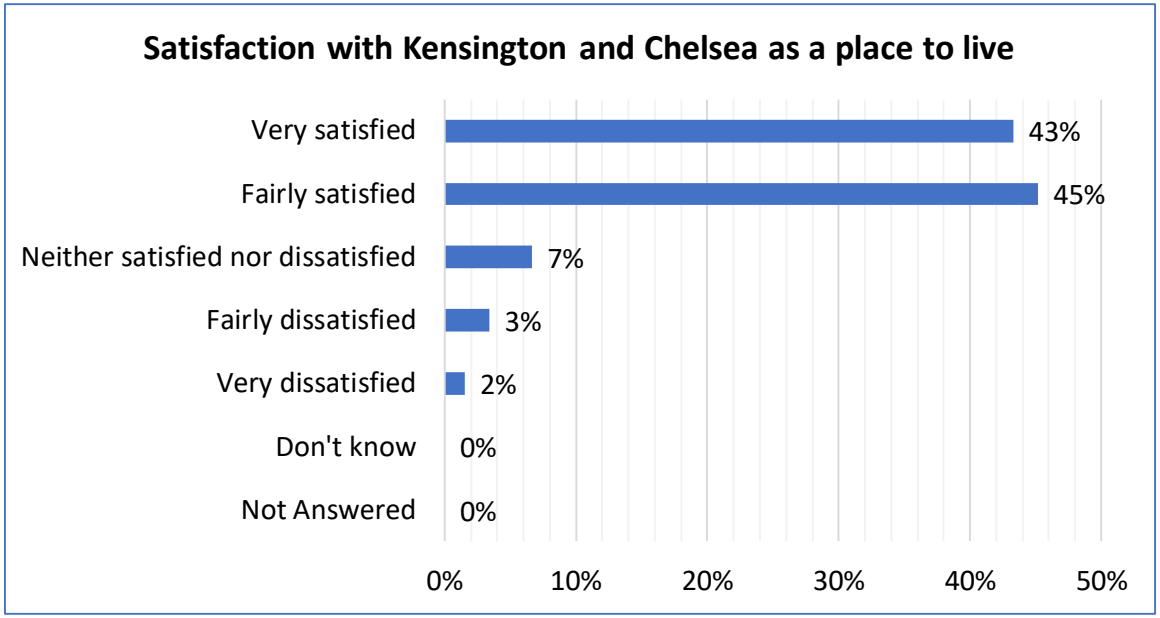
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings - Satisfaction with Kensington and Chelsea as a place to live

There was a high level of satisfaction with Kensington and Chelsea as a place to live amongst Panel members.

- 43 per cent were very satisfied and 45 per cent fairly satisfied with Kensington and Chelsea as a place to live

- Only three per cent felt fairly dissatisfied and two per cent very dissatisfied.



Base: 587 (all responses)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

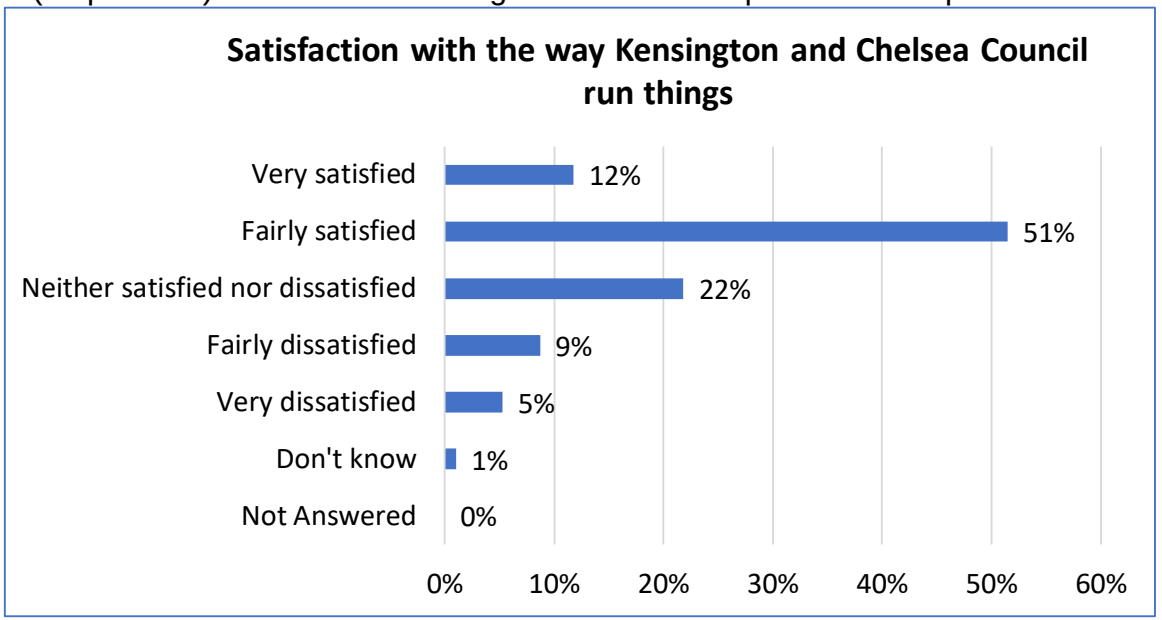
Survey findings - Satisfaction with the way Kensington and Chelsea Council run things

There was less satisfaction amongst Panel members with the way that Kensington and Chelsea runs things compared to the borough as a place to live.

- 12 per cent were very satisfied and just over half (51 per cent) fairly satisfied with the way Kensington and Chelsea Council runs things.

- Feelings of dissatisfaction remained relatively low with nine per cent fairly dissatisfied and five per cent very dissatisfied.

- Over one in five (22 per cent) of Panel members gave a neutral response to this question.

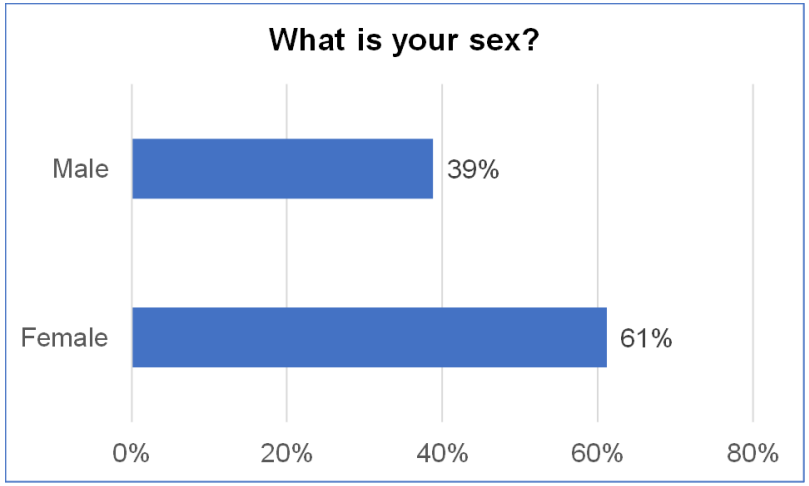


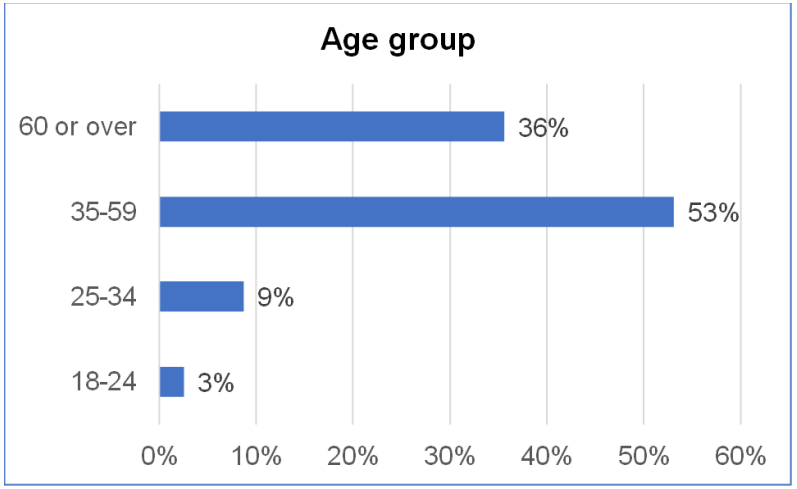
Base: 587 (all responses)

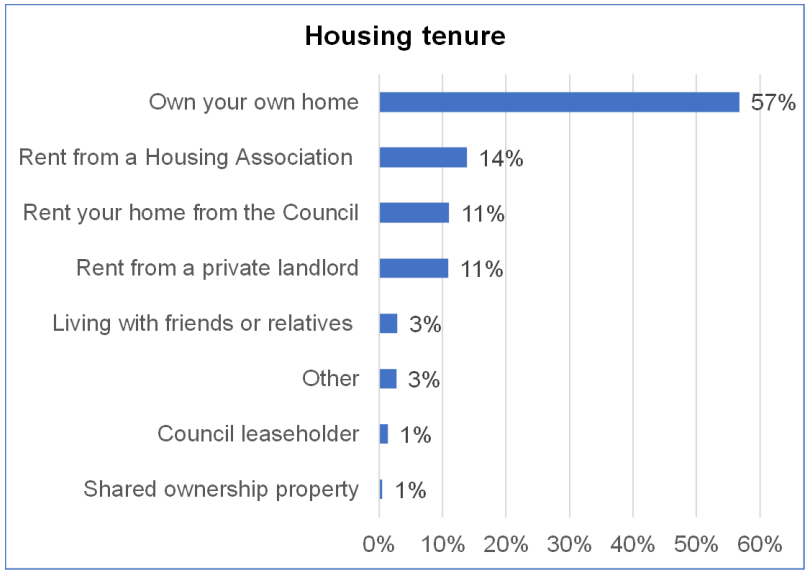
Citizens' Panel
Your community your voice

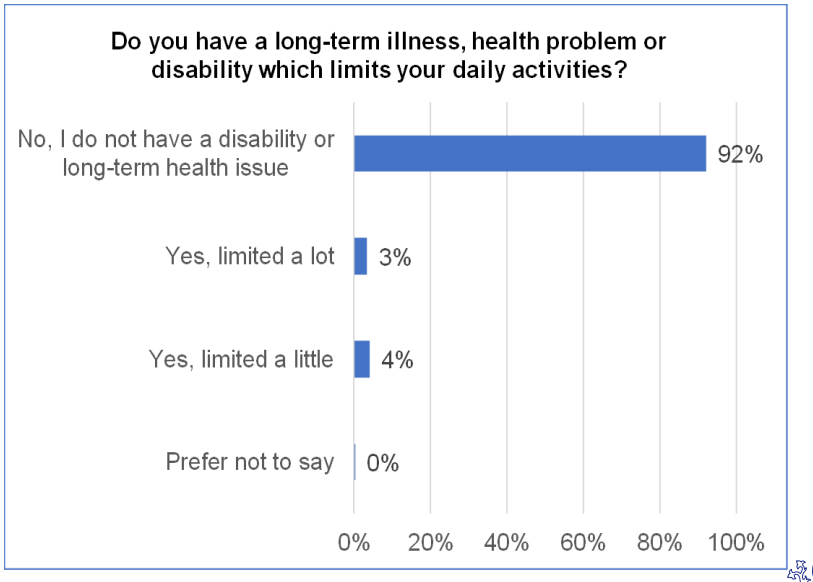
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

About respondents: Demographic Breakdown





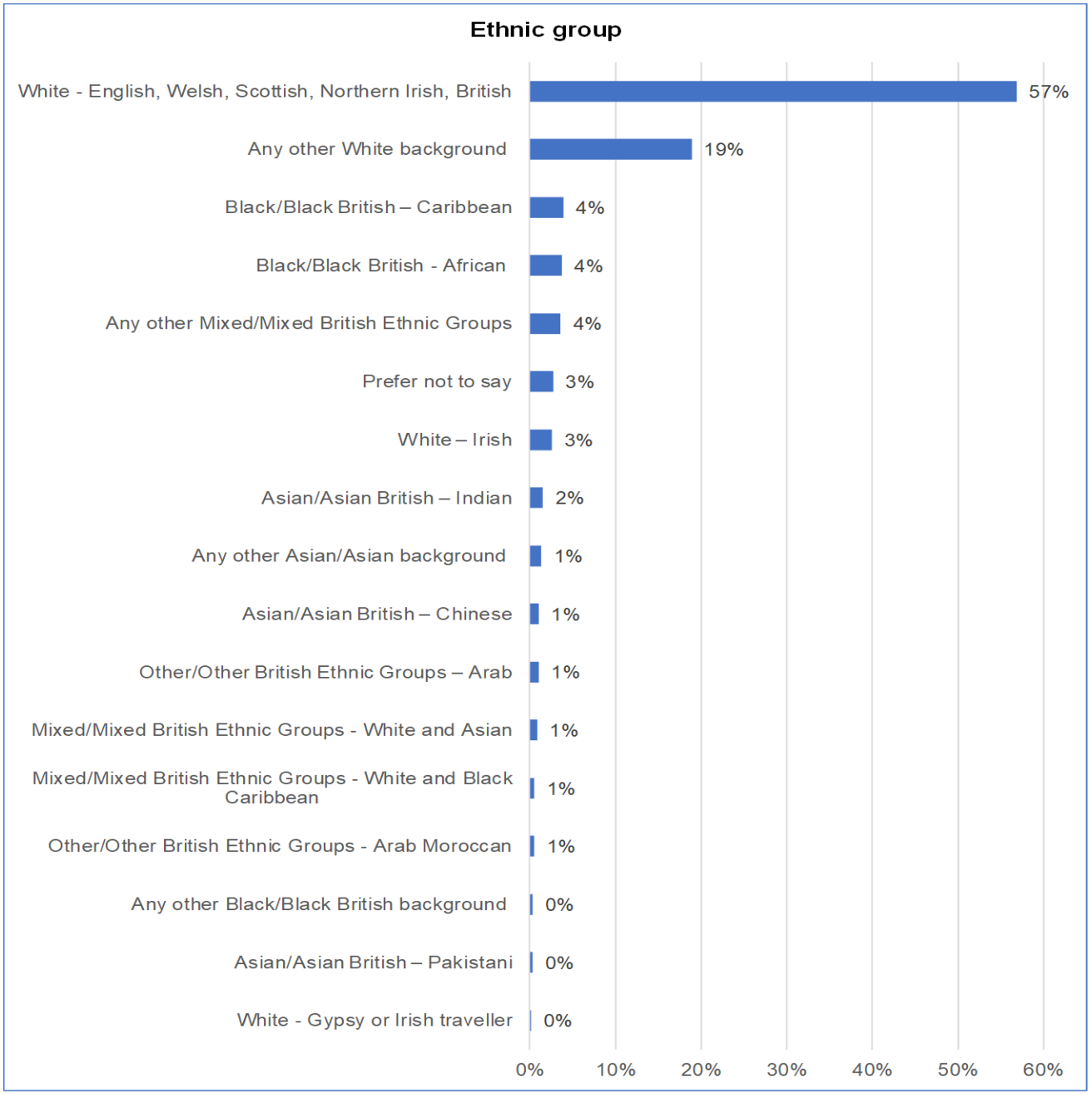




Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

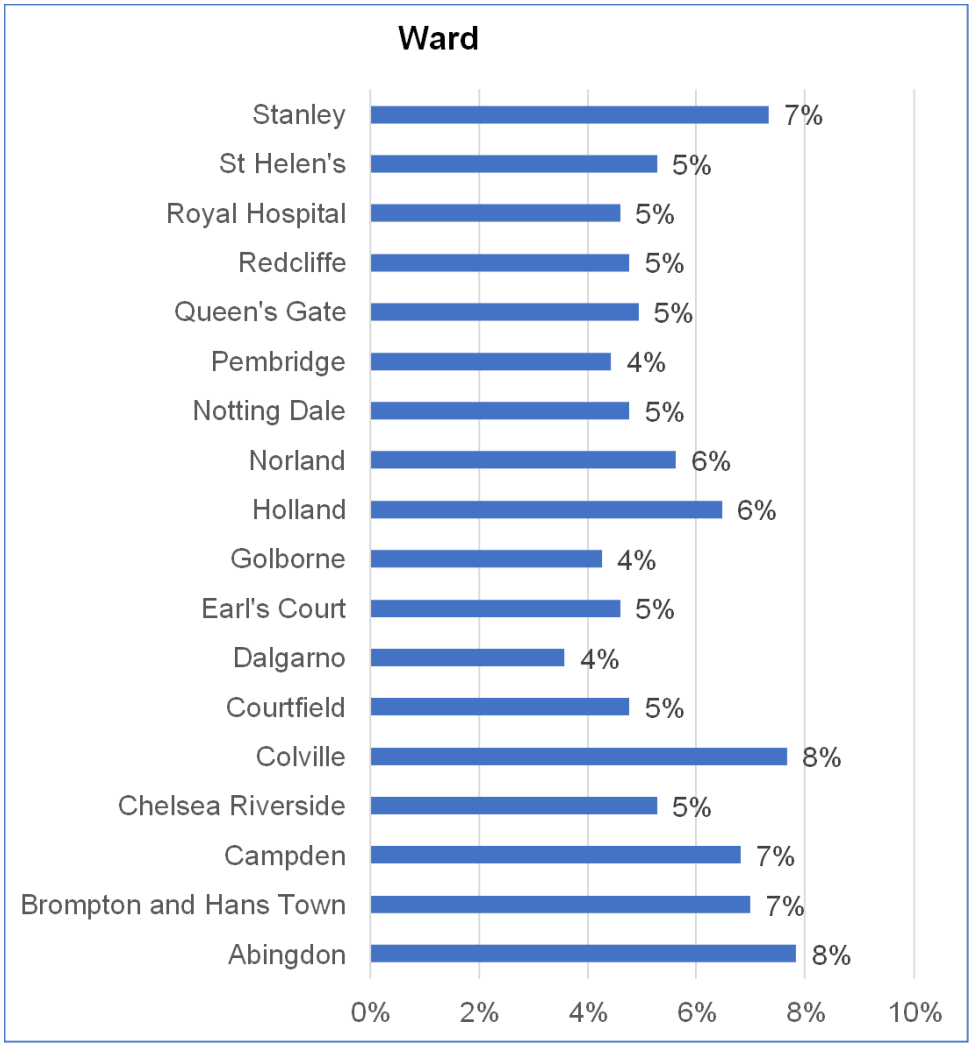
About respondents: Demographic Breakdown



Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

About respondents: Demographic Breakdown



Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA