


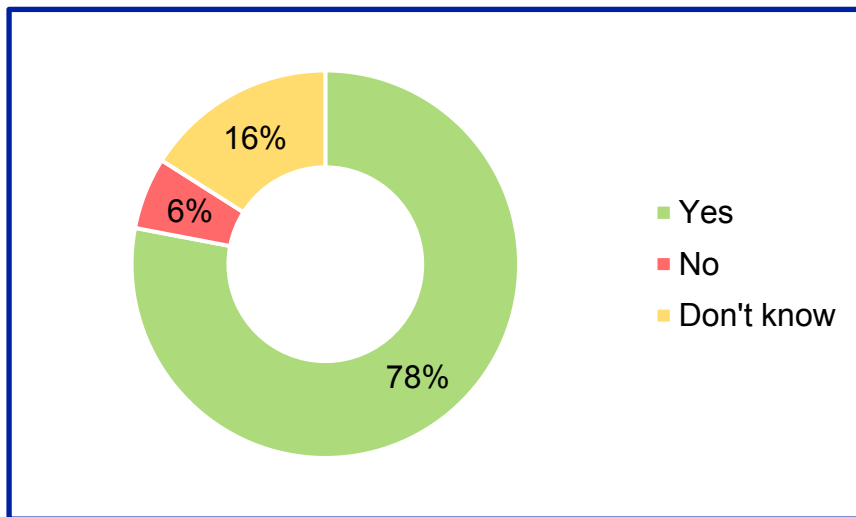
Survey comments ± Future courses of the Community Leadership Programme

Respondents who selected 'Other' when asked about which courses they would like to see made available on the Community Leadership Programme were able to provide comments about any other courses they would like to see. Due to the low number of responses, theming of comments wasn't possible. All comments to this question have been included below.

- *“Skills for self employment (accounting for self assessment/book keeping.”*
- *“Stress free contacts with RBKC service customer service departments. Making effective complaints.”*
- *“Respect, resilience and sports/arts.”*
- *“Community outreach.”*
- *“Art therapy, making with hands  together.”*
- *“Coaching 1-2-1.”*
- *“Health and wellbeing needs to stay”*
- *“Emerging and niche market opportunities”*
- *“What's emotional intelligence training??? Do you mean mental health? Physical First Aid and Civic Accountability.”*
- *“All of these. But also aimed at council staff who, in my experience, need these trainings as much as anyone.”*
- *“Art therapy, pottery.”*
- *“Yoga, not just as physical poses but as a philosophy of way of life”*
- *“Those suggested above. Plus many youth and young adults would airfield practical skills learning in basic carpentry, electrics, metalwork etc. With infirmary on how to gain airbrushing of over 25yrs... as there are too many unemployed young men and girls for that matter, unable to access funded training and so are left with nothing. This impacts mental health and well being. The Borough needs to invest in young adults and help give them direction.”*
- *“Computer keyboard and other skills, written and spoken English, advanced arithmetic.”*

Base: 14 (all comments)

Summary charts – Resident steering group



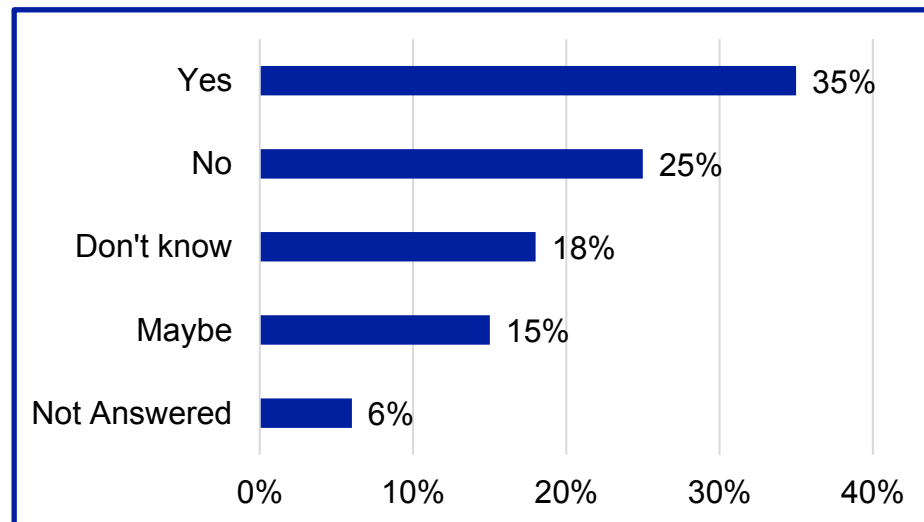
Base: 80 (all responses)

Respondents were asked whether they thought it was a good idea to create a resident steering group to make decisions for Year Two of the Community Leadership Programme

- Over three quarters (78 per cent) of respondents thought it was a good idea to set up a resident steering group.
- A total of six per cent did not think this was a good idea.
- Whilst 16 per cent didn't know whether it was a good idea or not.

Respondents were asked whether they would be interested in taking part in a resident steering group:

- A total of 35 per cent of respondents outlined that **'yes'** they would be interested in taking part in a resident steering group
- Whilst a quarter (25 per cent) outlined that **'no'** they would not be interested in taking part in a resident steering group.

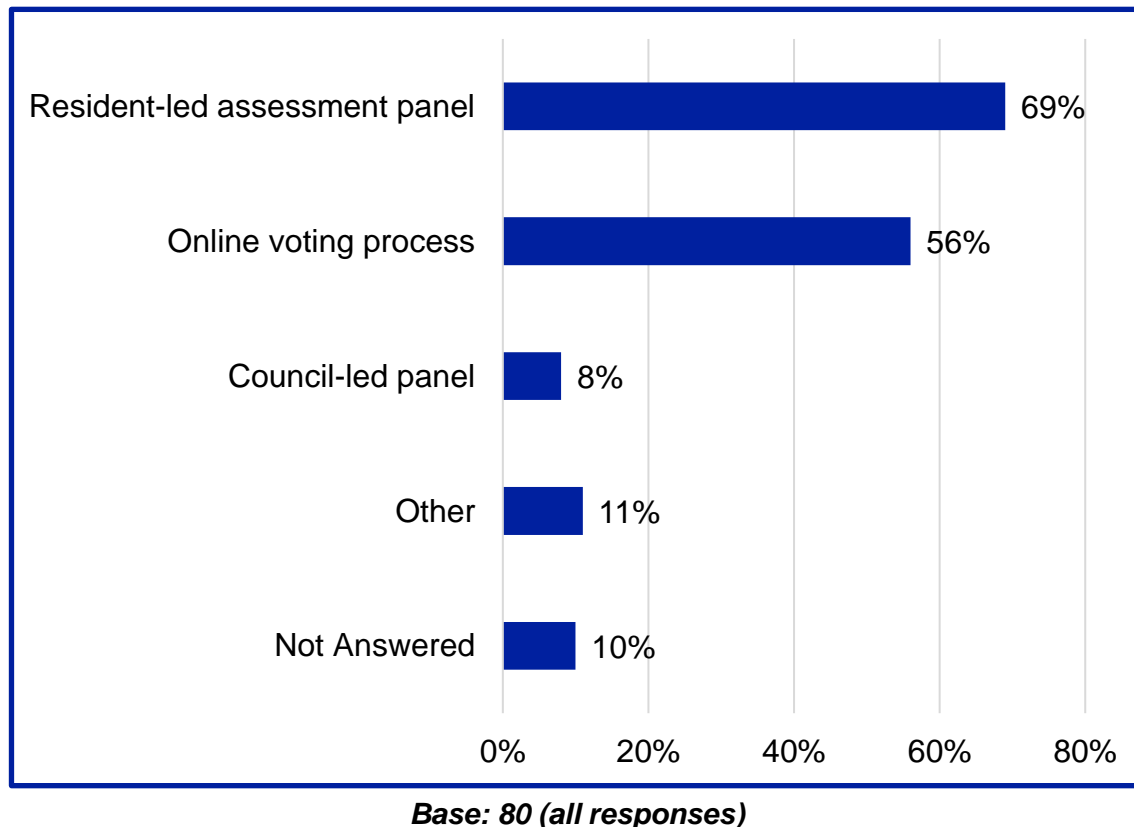


Base: 80 (all responses)

Summary charts – Decision-making process for the Community Leadership Programme

Respondents were asked to select all of the options they felt would best enable residents to lead on the decision-making process for Year Two of the Community Leadership Programme:

- A total of 69 per cent of respondents felt a '**resident-led assessment panel**' would enable residents to lead on decision-making processes.
- Whilst just over half (56 per cent) felt an '**online voting process**' would enable residents to lead on decision-making processes.



Survey comments – Decision-making process for the Community Leadership Programme

Respondents who selected 'Other' when asked what they felt would best enable residents to lead on the decision-making process for Year Two of the Community Leadership Programme, were able to provide comments about any other suggestions they had. Due to the low number of responses, theming of comments wasn't possible. All comments to this question have been included below.

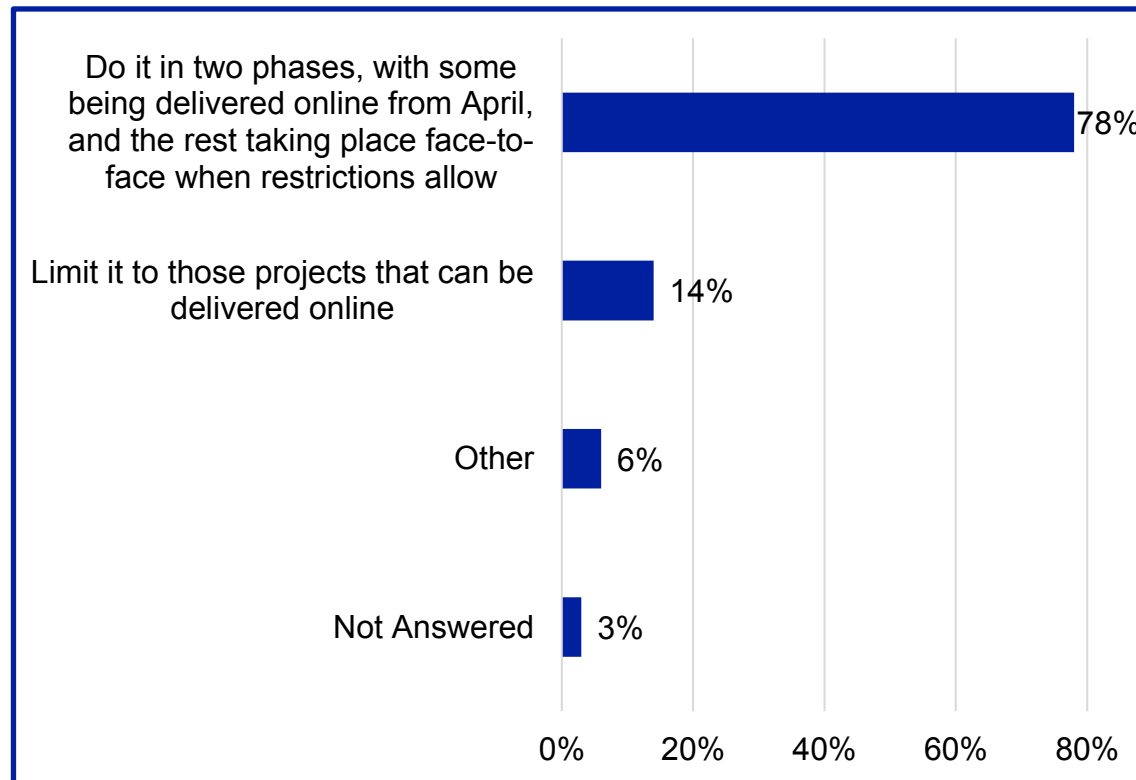
- *“Consultation and clarification of who or what the programmes are designed for. Consultation on what areas we need training in, to support the community going forward.”*
- *“People who work but don't necessarily live in the community.”*
- *“Some kind of collaboration between council and us. Picking up on talent and great ideas and helping to bring them to life.”*
- *“Council/Residents Panel.”*
- *“Mixture of residents, voluntary and community organisations and council panel.”*
- *“Show how it your business will benefit others/local community.”*
- *“An engaged decision-making process that brings council and residents together as equal partners, to co-create a programme, instead of these patronising, top-down, Council-led initiatives are the only way to ensure effective participatory democracy in RBKC.”*
- *“Stand for election for the Council and if possible get elected.”*
- *“Give them the power of really influencing decisions. It is just window-dressing (for the press) otherwise.”*
- *“Community organisations could also contribute to the debate”*
- *“I suggest a vote first, and then a resident-led panel assesses the vote. This allows ideas which do not gain a large vote, perhaps because they only benefit a minority, to be appraised.”*
- *“NOTHING STATED”*

Base: 12 (all comments)

Summary charts – Online delivery of the Community Leadership Programme

Due to the COVID-19 pandemic, large numbers of courses will need to be delivered online. Respondents were asked what they felt was the best option when delivering the Community Leadership Programme in Year Two:

- A majority (78 per cent) of respondents felt that delivering the courses ***'in two phases, with some being delivered online from April, and the rest taking place face-to-face when restrictions allow'*** was the best way forward for delivering the courses.
- Whilst a total of 14 per cent preferred to ***'limit it to those projects that can be delivered online'***.



Base: 80 (all responses)

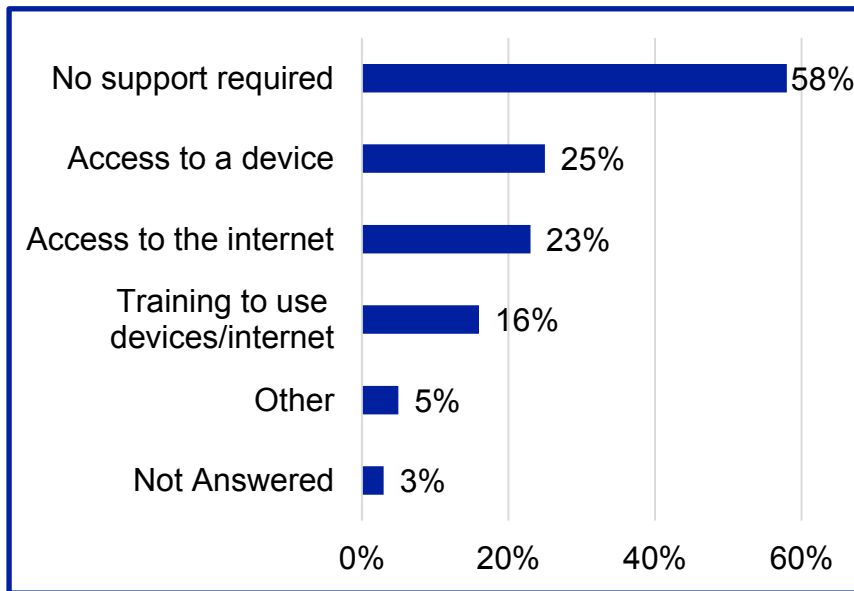
Survey comments – Online delivery of the Community Leadership Programme

Respondents who selected 'Other' when asked about which method they would like to see the Community Leadership Programme delivered by, were able to provide comments about any other suggestions they had. Due to the low number of responses, theming of comments wasn't possible. All comments to this question have been included below.

- *“With the uncertainty of COVID everything should be online.”*
- *“I think it would be good to continue delivering some projects online regardless. Community members who cannot access face to face will benefit too.”*
- *“Online is fine. Sometimes even handier if childcare is needed but if it's hands on than we all wait for it to open up.”*
- *“Mix and match. Many barriers to participating in both models of training so you need to consider all needs.”*
- *“However, I think attending online should be made compulsory/continue alongside face-to-face training if possible since it opens the doors and makes attending more possible e.g. disabled with significant mobility issues and such.”*
- *“Both online and face to face, as separate offerings and as "blended offerings" - ones that work regardless of COVID restrictions.”*
- *“The courses should use the post online is a poor second choice.”*
- *“I don't see the point of them!”*
- *“Simply appraise with the criteria that it should be possible to deliver the course this year, then leave it to the applicant to say how they will achieve this.”*
- *“Fully face to face.”*

Base: 9 (all comments)

Summary charts – Online delivery of the Community Leadership Programme



Base: 80 (all responses)

Respondents were asked what support, if any, they would need if courses were delivered online:

- A total of 58 per cent of respondents outlined that ***'no support was required'***
- A quarter (25 per cent) of respondents outlined that they would need ***'access to a device'*** and a total of 23 per cent would require ***'access to the internet'***.
- Whilst 16 per cent of respondents outlined that they would need ***'training to use devices/internet'*** to support their involvement in any online delivery.

Respondents who selected 'Other' when asked about what type of support they would need to access Community Leadership Programme courses delivered online, were able to provide comments about any other support they required. Due to the low number of responses, theming of comments wasn't possible. All comments to this question have been included below.

- *"The RBKC community programme website page needs to be regularly updated."*
- *"The older you are the more chance you will be excluded."*
- *"The Venture Centre has an IT suite welcoming up to 15 visitors."*

Survey comments – Other changes to the Community Leadership Programme

Respondents were given the option to provide comments about any other changes they would like to see made to the Community Leadership Programme. 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
Improved promotion and communication of the programme	10
Better support offered to residents	8
Nothing	2
Other	4

Base: 24 (all comments)

Survey comments – Other changes to the Community Leadership Programme

“Some kind of communication. We can’t do the survey of things that passed by without any notice. How do you advertise, how accessible is this support. We did leave our emails at Latimer Christian Centre session , no one came back to us, but [named officer] with coaching which was great.”

Improved promotion and communication of the programme

“Consistency on the courses being delivered and opportunities for more people to get involved locally.”

Better support offered to residents



“Improvements in marketing and council cohesion in helping to share information.”

Improved promotion and communication of the programme

“Locals with the skills doing some of the teaching. This borough seems afraid of employing people from the area. We have hundreds of qualified and retired teachers here. Use us!”

Better support offered to residents

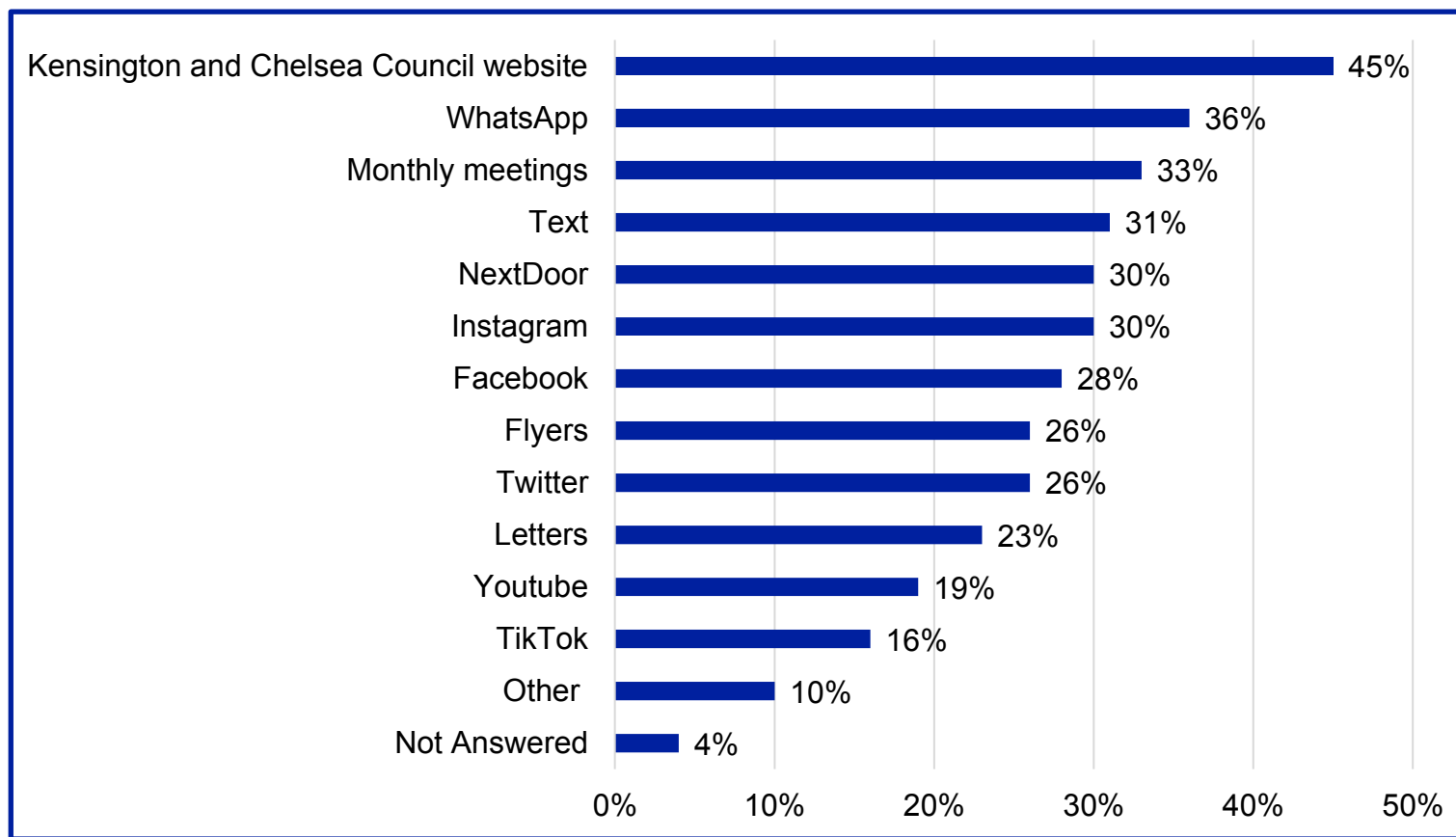
“Kensington Council getting to grips with delivering real, effective, decent, basic services. A lot of this stuff is otherwise just window-dressing.”

Other

Summary charts – Communications

Respondents were asked to select which ways they would like to be kept updated about Year Two of the Community Leadership Programme:

- Just under half (45 per cent) of respondents would like to be kept updated via the **'Kensington and Chelsea Council website'**.
- Just over a third (36 per cent) would like to be kept up to date via **'WhatsApp'**.



Base: 80 (all responses)

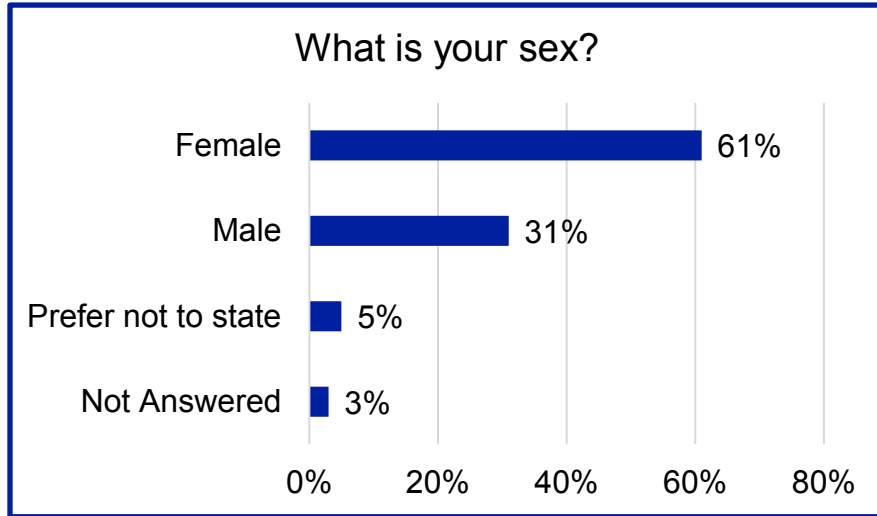
Survey comments – Communications (‘Other’ responses)

Respondents who selected ‘Other’ when asked about which method they would like to be contacted about the Community Leadership Programme, 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. All comments can be seen in the appendix document.

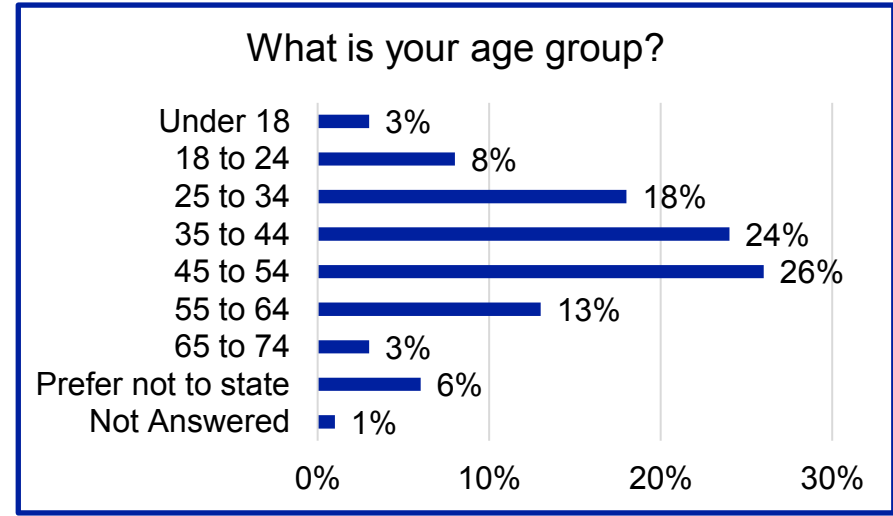
Theme	Count
Email	7
Community coaching	3
Other	4

Base: 14 (all comments)

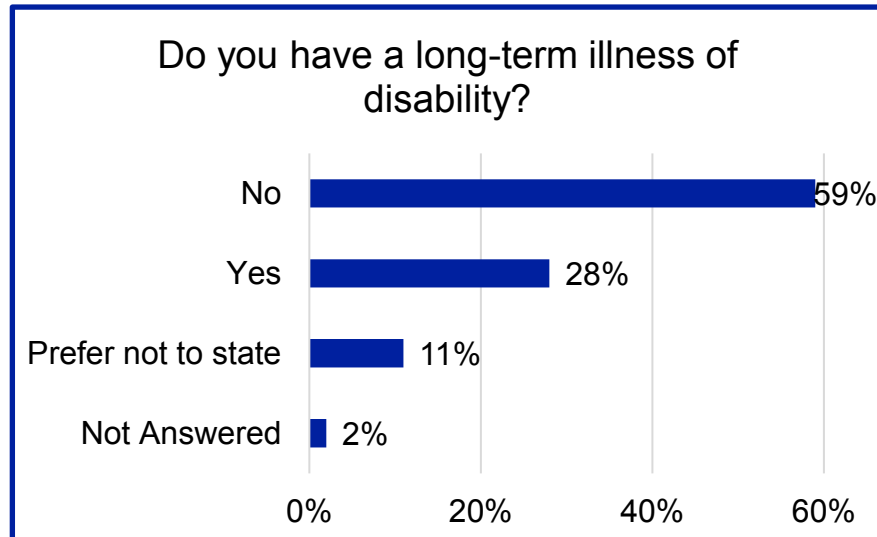
About respondents: Demographic Breakdown



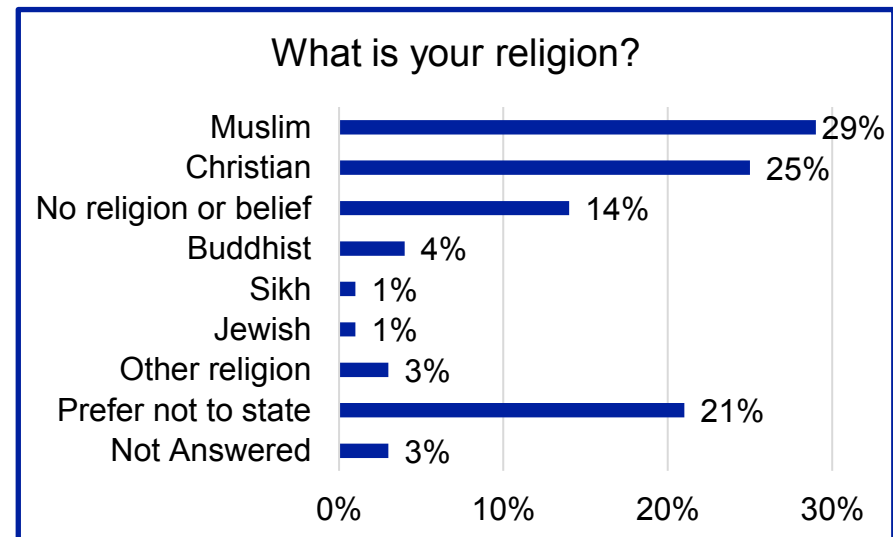
Base: 80 (all responses)



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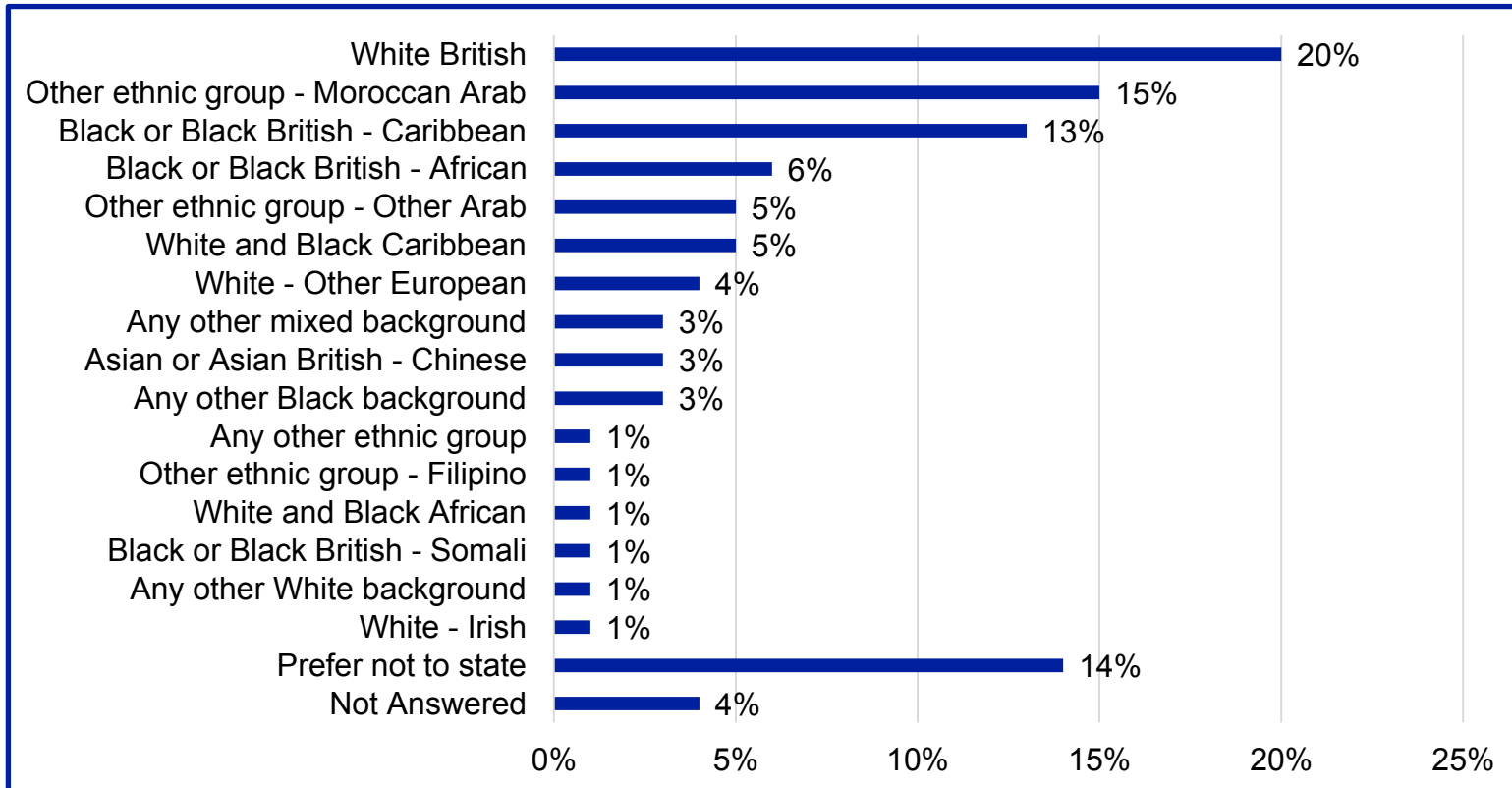


Base: 80 (all responses)

About respondents: Ethnicity Breakdown

Respondents were asked to outline their ethnic group:

- A fifth (20 per cent) of respondents were **'White British'**.
- A total of 15 per cent of respondents were **'Other ethnic group – Moroccan Arab'**
- A total of 13 per cent of respondents were **'Black or Black British – Caribbean'**, and a total of six per cent of respondents were **'Black or Black British – African'**.



Base: 80 (all responses)