

# Information, Advice and Guidance Services

Analysis of resident and stakeholder consultation

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# Results at a glance



# Introduction

## Background

The Council wants to ensure that the provision of information, legal advice and guidance (IAG) is of a high quality, accurate and consistent and our residents can access it early and easily.

Information, legal advice and guidance (IAG) services diagnose people's problems and provide them with information, general and/or specialist advice and guidance on matters that is relevant to the person's problem. IAG services also help people to identify and access welfare benefits and other entitlements so that they can maximise their income, reduce their debts and become more financially resilient and independent.

IAG services help people to identify what action(s) they can take and what the consequence of taking this action could be. Some IAG services also provide advocacy to people, this might involve representing a person and supporting a person to access justice through advocating on their behalf.

The Council was keen to consult residents and users of IAG services to understand their experiences of using them. Results of the exercise will be used to improve how the Council purchases IAG provision for residents in the future.

## Methodology

An online survey was launched in June, running for six weeks until 30 July 2023. The survey was promoted via a variety of channels, including: via IAG providers, the Council's Consultation and Engagement Hub, social media posts and e-newsletters. A total of 30 responses were received by the closing date.

In addition the Communities Department organised a series of opportunities for service users to feedback their views in person. Eleven residents attended a session on the World's End Estate to share their experiences. Unfortunately no residents attended other sessions organised to gather residents' views.

This report contains the findings from the survey and a summary of the key themes that emerged from the event on the World's End Estate.

## Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to provide feedback.



# Results at a glance

The below is a summary of the findings from all the consultation and engagement activities undertaken as part of understanding residents and stakeholders' views on information advice and guidance services. More detail can be found in the body of the report.

## Use of information, advice and guidance services

- Just under half of those responding to the survey had used information, advice and guidance services previously.
- Citizens Advice Kensington and Chelsea had been used most by survey respondents.

## Experience of information, advice and guidance services

- Around a half of survey respondents, using services, felt staff were helpful, the advice was of a high quality and had helped move their issue forward
- However, almost half of survey respondents, using services, did not feel it was easy to get an appointment
- Some residents attending the feedback event felt that the varied schedule of services across the borough made them hard to access
- Some residents attending the in-person event also reported that it is very hard to get through to services on the telephone

## Awareness raising

- The most popular ways that survey respondents would like to be told about information, advice and guidance was by email, online and by leaflets/posters in local spaces.
- Residents attending the event on the World's End Estate would like information to be publicised in a local newsletter/newspaper, every three months, with a schedule showing times and locations.



# Results at a glance

## Support and accessing support

- Survey respondents felt the issues that they might need information, advice and guidance to address were: Housing, welfare benefits and social care.
- The most popular ways that survey respondents would like to interact with services was via email, face to face, on the phone and via drop-in sessions in local places. Residents attending the feedback event would also like the possibility of home visits introduced
- The most commonly selected issues that survey respondents might need support with were advice on legal matters and medical or health support.
- When asked about the frequency of support they might need, monthly support and quarterly support were most selected by survey respondents
- Survey respondents were most likely to want an appointment of up to 30 minutes or up to one hour
- Residents attending the feedback event would like to see private rooms introduced for appointments and walk ins
- Residents attending the event called for regular caseworkers and the storage of personal documents, so residents do not have to explain their issue multiple times and keep bringing in the same documentation
- Residents attending the feedback event called for a dependable place based service for walk in appointments, with staff that are known to residents and have specialisms
- The importance of understanding cultural and demographic needs in local areas was stressed at the in person event

## Development of the service specification and contracting arrangements

Residents attending the World's End Estate feedback event indicated a number of ways they would like to be involved in the service specification and contracting arrangements going forward.

- Residents would like to be involved, early on, in the design of the specification
- Residents want to co-design bids with interested organisations
- Residents would like a long term contract to be established
- Residents would like to be involved in the monitoring of service delivery
- Residents would like to be involved with the hiring of staff



# Resident and stakeholder survey

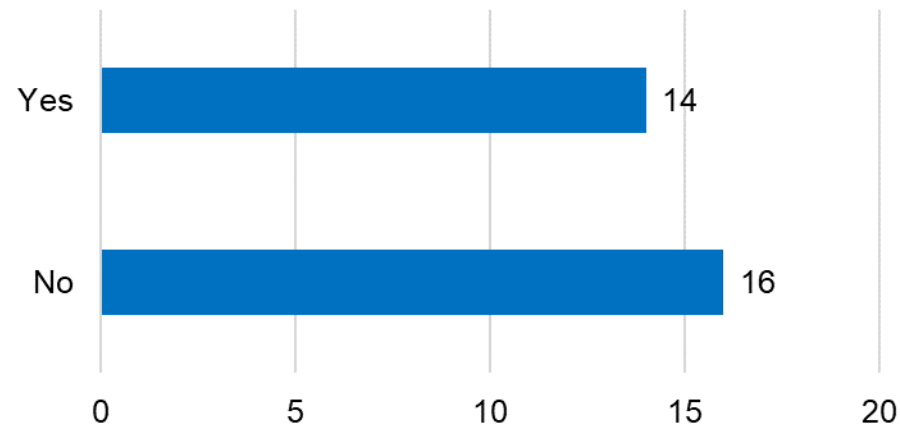


# Use of Information, Advice and Guidance Services

Respondents were asked if they had used information, advice and guidance services before.

- Just under half (14) indicated they had used information, advice and guidance services before
- However, over half (16) indicated they had not

**Have you used any Information, Advice and Guidance services before?**



*Base: All respondents (30)*



# Services used

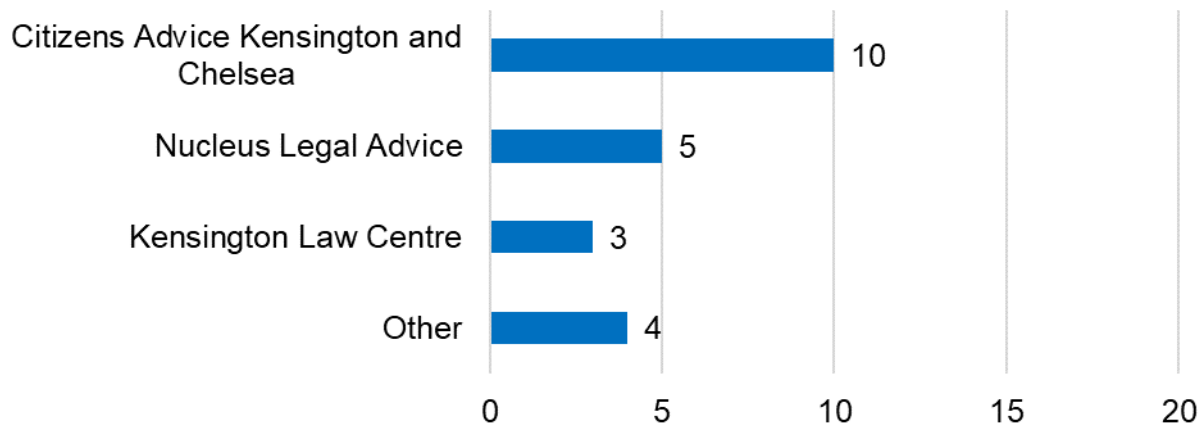
Respondents that had previously used information, advice and guidance services before (16 respondents) were asked which services they had used.

- Ten respondents indicated they had used Citizens Advice Kensington and Chelsea
- Five had used Nucleus Legal Advice and four had used Kensington Law Centre
- Four respondents indicated that they had used 'other' services and went on to detail which services: *“Camden Charity”, “St Clement James”, “Hestia, Penrose sig”, “Library, Kensington and Chelsea Social Council”* and *“Rugby Trust.”*

Additionally, two respondents commented on the service they had received:

- *“Unhappy they no longer have an office/base in the north of the borough where the greatest need is. Residents are concerned about the poor management of [named organisation] and loss of experienced staff who are leaving the organisation. Why? The Council should ask questions and hold the management to account.”*
- *“All were difficult to access, over stretched and limited with what help they could supply.”*

**Which Information, Advice and Guidance Service(s) have you used?**



# Experience of Information, Advice and Guidance Services

Respondents that had previously used information, advice and guidance services before (16 respondents) were asked how strongly they agreed, or disagreed, with a series of statements about the services they had experienced.

The statements attracting the highest level of agreement, those strongly agreeing or agreeing, were:

- Staff were helpful (nine respondents)
- The advice/support was of a high quality (eight respondents)
- The advice/support helped move the issue forward (seven respondents)
- Staff were knowledgeable (six respondents)

The statements attracting the highest level of disagreement, those strongly disagreeing or disagreeing, were:

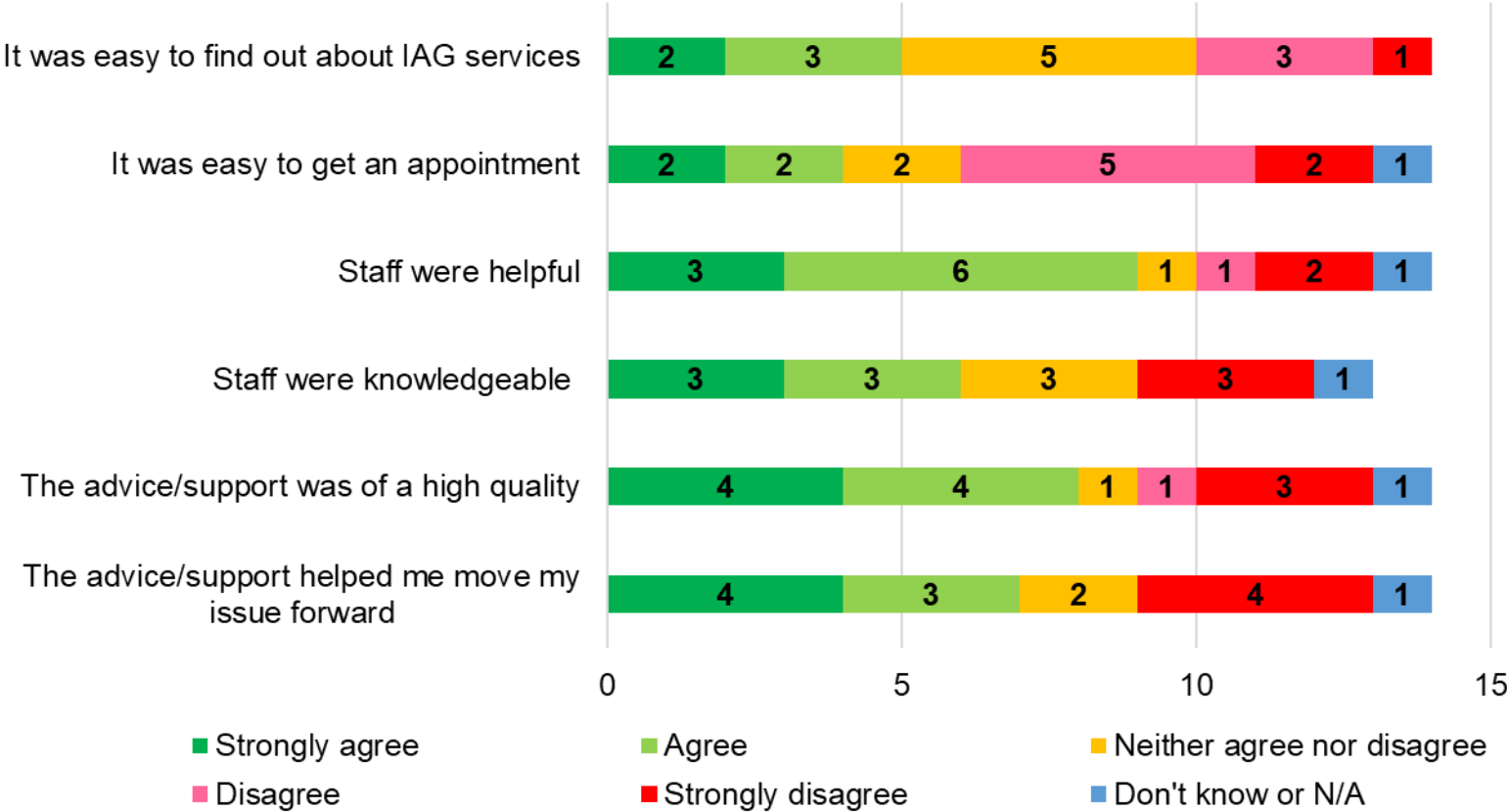
- It was easy to get an appointment (seven respondents)
- The advice/support was of a high quality (four respondents)
- The advice/support helped move the issue forward (four respondents)
- It was easy to find out about services (four respondents)

A graph detailing all results can be seen on the next page.



# Experience of Information, Advice and Guidance Services

How strongly do you agree, or disagree, with the following statements relating to your experience of using Information, Advice and Guidance services?



Base: Respondents that had previously used information, advice and guidance services (16)

# Experience of Information, Advice and Guidance Services

Respondents were asked what, if anything, could have improved their experience of information advice and guidance services. The following comments were made by respondents.

*“Do an audit on the experience of the management team at [name of organisation] and the poor leadership and lack of support of staff and lack of interest in the clients.”*

*“If there was a single point of contact for them all to get in touch and be sign posted or booked would make the life easier for everyone. It can also provide the local authority with better understanding the needs of its communities and would help the council with future plannings.”*

*“Human contact.”*

*“Many but I fear I can’t explain it all on this comment and I don’t have energy right now.”*



*“Why would RBKC close down the local CAB in a traumatised community, so now the nearest CAB is in Chelsea in the richest part of the borough. It’s almost like you don’t want people struggling to gain help and guidance. This is a travesty.”*

*“They have become an information hub, they don’t do casework.”*

*“Would be great if you can walk in and get support straight away.”*



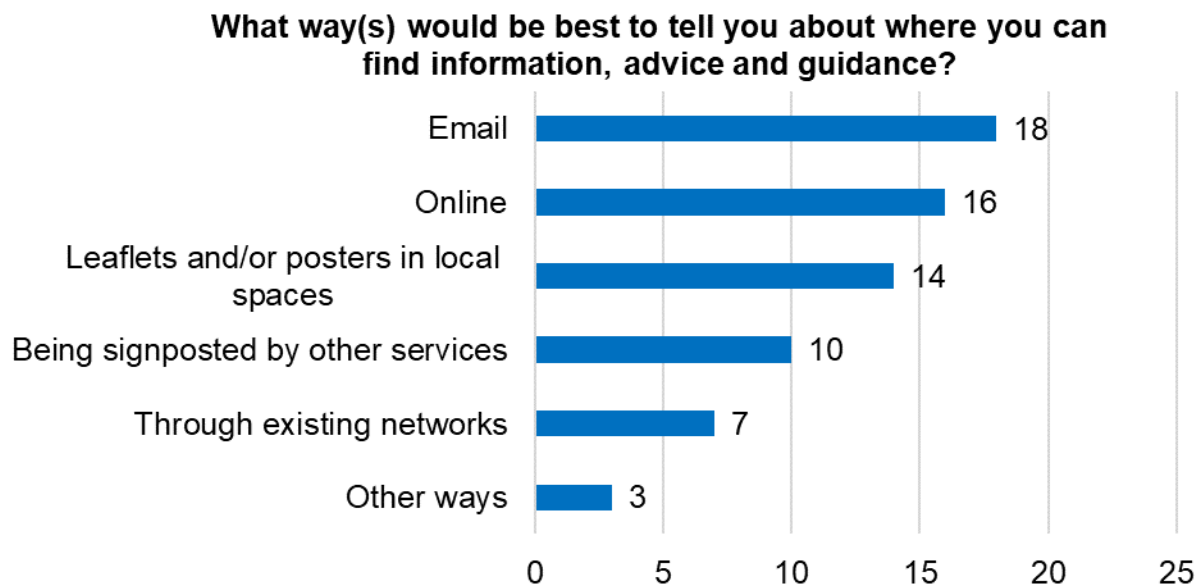
# Promoting Information, Advice and Guidance Services

Respondents were asked which methods would be the best to tell them about where they can find information, advice and guidance. Respondents were able to select as many methods as they wished.

- The most popular method was 'email' (18 respondents).
- Over half (16) would like to be told 'online'
- Just under half (14) would like to be informed via 'leaflets and/or posters in local spaces'.

Three respondents would like to be told in 'other ways', comments included:

- *"Community presence, clinics, drop-ins. Note that I am not a user of the services but a provider."*
- *"More direct support - phone calls with relevant information to specific issues."*
- *"Residents would like face to face appointments."*



Base: All respondents (30)



# Issues to address

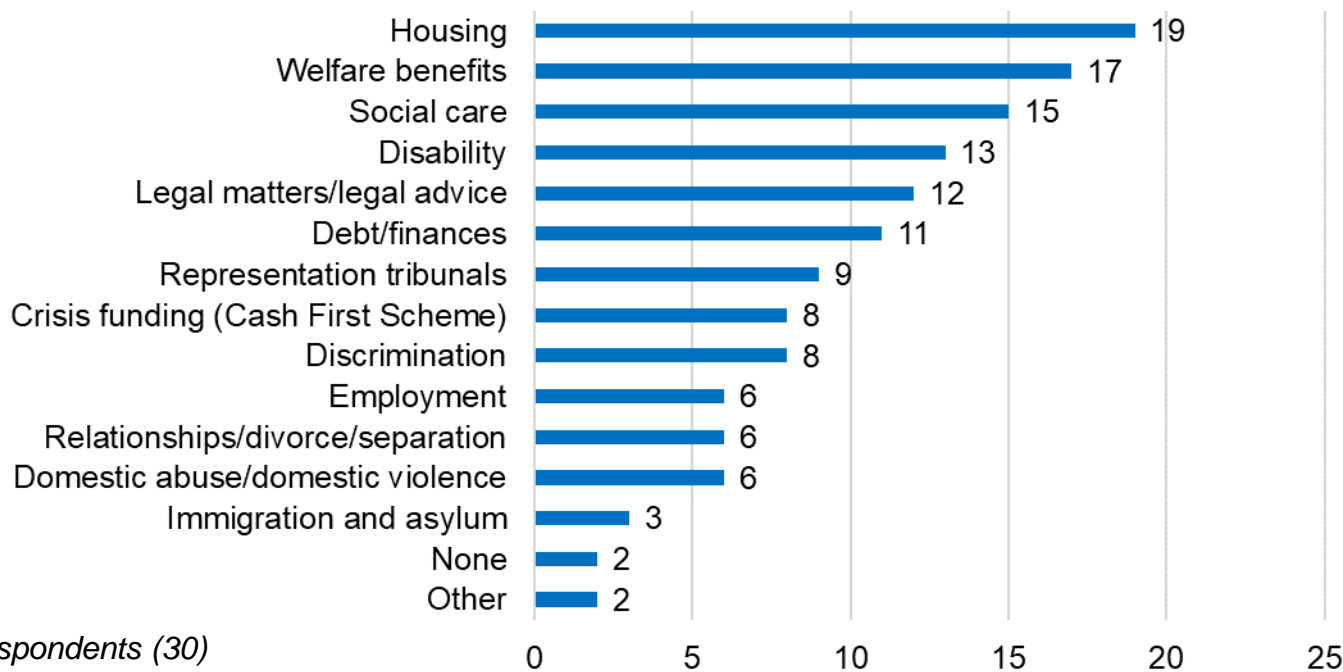
Respondents were asked which issues they might need information, advice and guidance to address. Respondents were able to select all areas that applied.

- The most popular issue was 'housing' (19 respondents)
- Over half (17) indicated 'welfare benefits'
- Half (15) of respondents indicated they might need 'social care' information, advice and guidance

Three respondents commented on 'other' issues they would like to see covered:

- *"I have a severely disabled son and have been waiting for permanent suitable accommodation almost 15 years"*.
- *"Planning."*
- *"Provider of services."*

## What issue(s) might you need information, advice and guidance to address?



Base: All respondents (30)



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# Assistance required

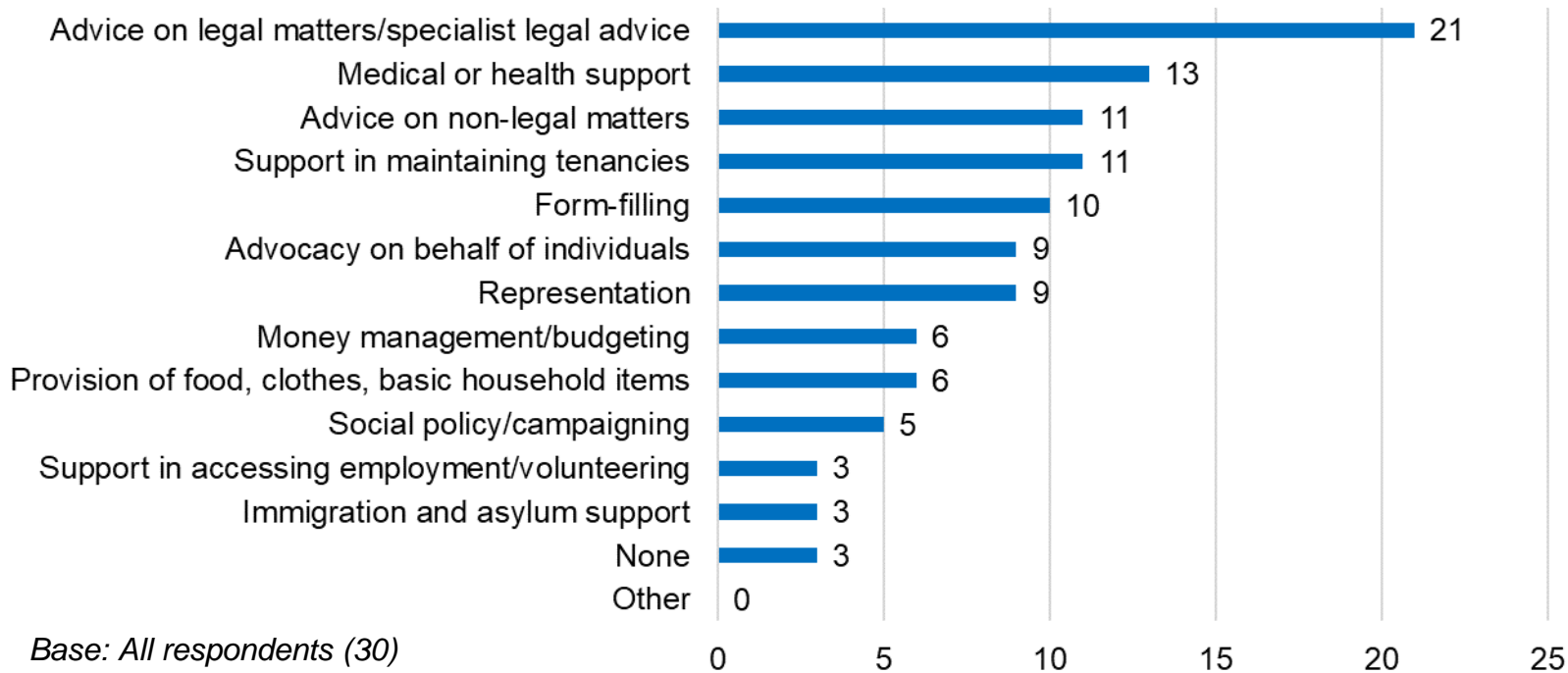
Respondents were asked what sort of help they might need from information, advice and guidance services. Respondents were able to select all areas that applied.

- The most popular help request was ‘advice on legal matters’ (21 respondents)
- Almost half (13) indicated ‘medical or health support’
- Eleven respondents indicated they might need ‘advice on non-legal matters’ and the same number might need ‘support with maintaining tenancies’

Three respondents commented on ‘other’ issues they might need support with, one comment has been passed on to the service directly, due to the sensitive nature of it.

- *“Disabled son needs help with speech therapy and psychologist”*
- *“Specialist advice on benefits for disabled residents and carers”.*

## What sort of help might you need from Information, Advice and Guidance services?



Base: All respondents (30)



# Interacting with service providers

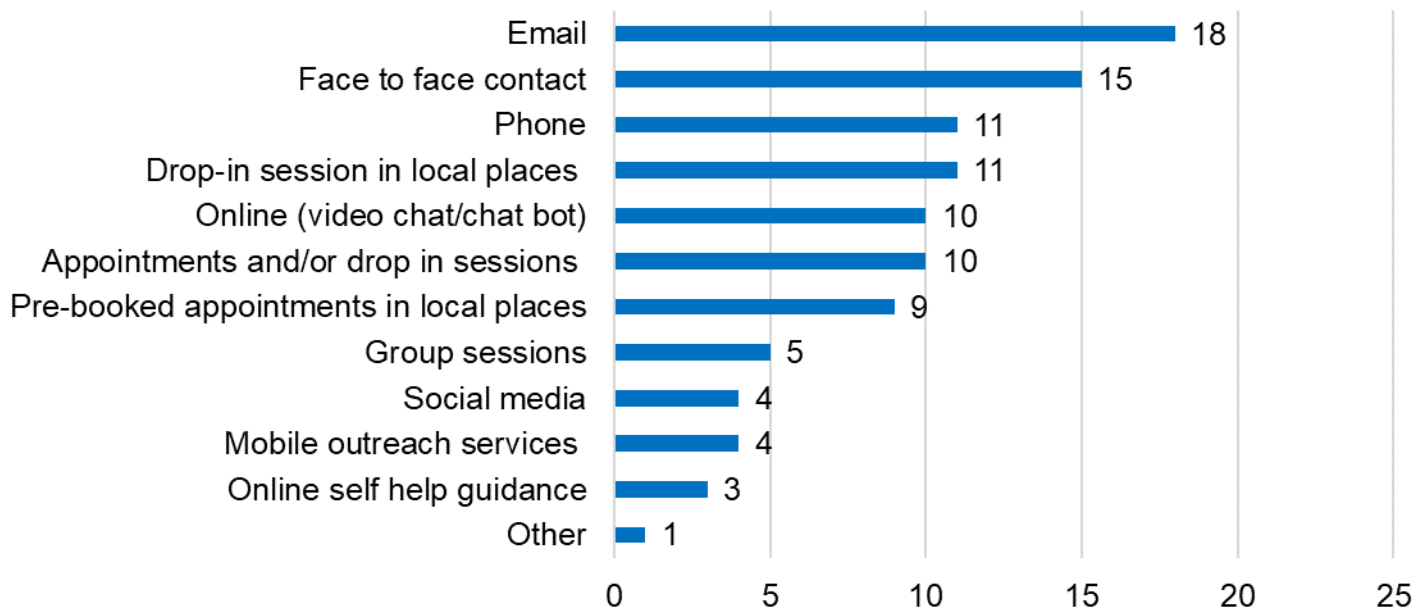
Respondents were asked how they would prefer to interact with information, advice and guidance service providers in the future. Respondents were able to select all aspects that applied.

- The most popular way respondents want to interact with service providers is by 'email' (18 respondents)
- Half (15) would like to interact via 'face to face contact'
- Eleven respondents indicated that they would prefer to interact by 'phone' and the same number via 'drop-in sessions in local places'

One respondent commented on another way they would wish to interact with service providers:

- *"Home visits for vulnerable and disabled residents. Who cannot leave their homes."*

**How would you prefer to interact with information, advice and guidance service providers in the future?**



Base: All respondents (30)





# Helping residents to interact with service providers

Respondents were asked what, if anything, would help them interact with information, advice and guidance services. All comments can be seen below.

*“Having skilled staff who know how to interact with the local community.”*

*“Difficult to answer as I sit on the other side of the desk so to speak.”*

*“Human contact please.”*

*“I would like face to face meeting if I needed help for something serious.”*



*“I know other residents in this borough who also suffer from MH issues due to living in a traumatised community etc. and all think the RBKC treat them without compassion, dignity, respect and little to no understanding of MH difficulties, all would say the same that RBKC use MH issues against residents.”*

*I have been constantly discriminated against, treated differently from other residents and even bullied, singled and victimised. I’m waiting for enough evidence to approach the court of human rights to press forward with my case.”*

*“Want an advocate.”*

*“Trust of its availability, confidentiality, professionalism and unbiased.”*

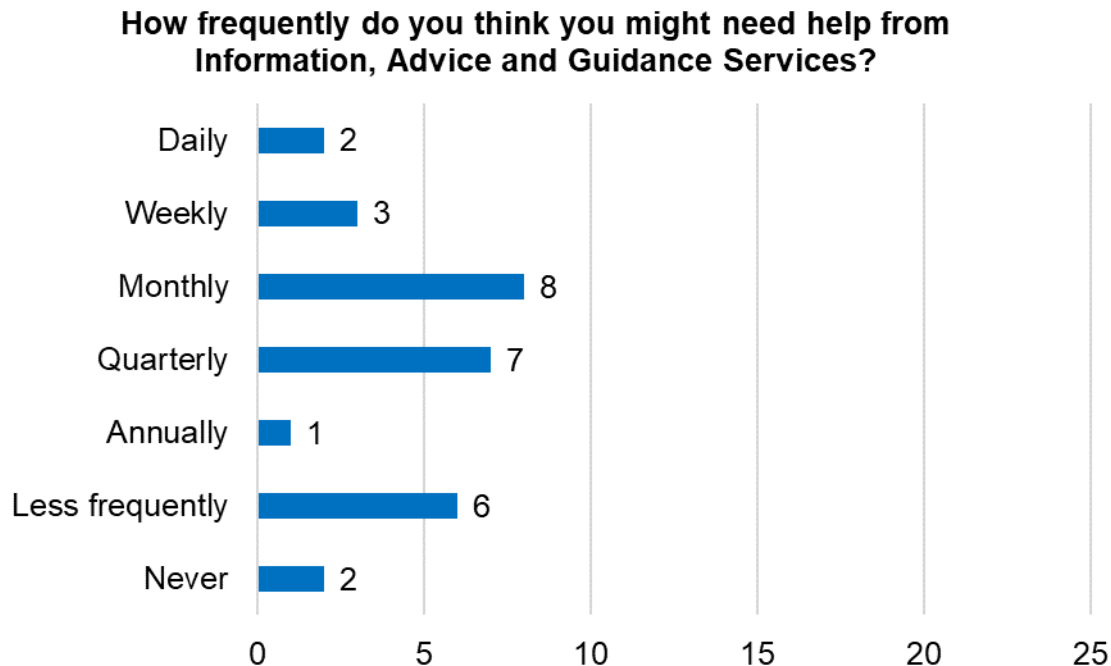
*“Resolve issues, expressing myself correctly, directions to find help if needed.”*



# Frequency of support

Respondents were asked how frequently they thought they might need help from information, advice and guidance services.

- Two respondents felt that they might need 'daily' help and a further three respondents indicated they might need 'weekly' help.
- Eight respondents felt that they might need 'monthly' help and a further seven felt they might need 'quarterly' help.
- Seven respondents indicated that they might need 'annual' or 'less frequent help.
- Two respondents indicated that they would 'never' need help



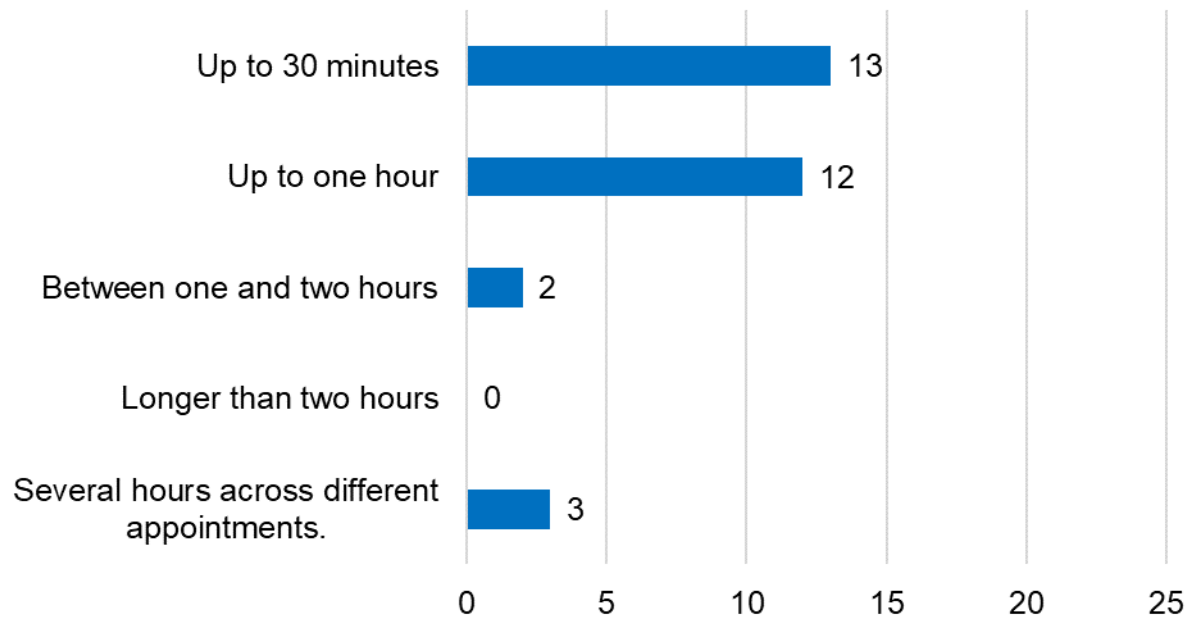
Base: All respondents (30)

# Appointment duration

Respondents were asked how long they would like their appointment to be.

- The most popular length of appointment (13 respondents) was 'up to 30 minutes'
- Slightly less (12) would like appointments of 'up to one hour'
- Three respondents would like to see appointments lasting 'several hours across different appointments'

**What duration of time would you like your appointment to be?**



*Base: All respondents (30)*

# Improving access

Respondents were asked if they had any suggestions on how to improve access to information, advice and guidance. All comments can be seen below.

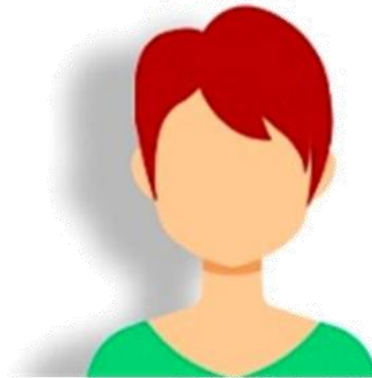
*“Better communication from advice agencies.”*

*“Help asap.”*

*“Easy to access. different location across borough.”*

*“Make it widely public.”*

*“Ensure staff in council contracted organisations are trained on how to ensure clients/services users can access the services.”*



*“Residents should just look on the internet. This service is absolutely something that RBKC should NOT be providing. Residents need to self serve. One needs to consider who has to pay for this and tax payers are sick of higher taxes - income, council, capital, inheritance etc.”*

*“Focus on making it widely available and well sign-posted, both online and in the local area.”*

*“Special measures now!!!!”*

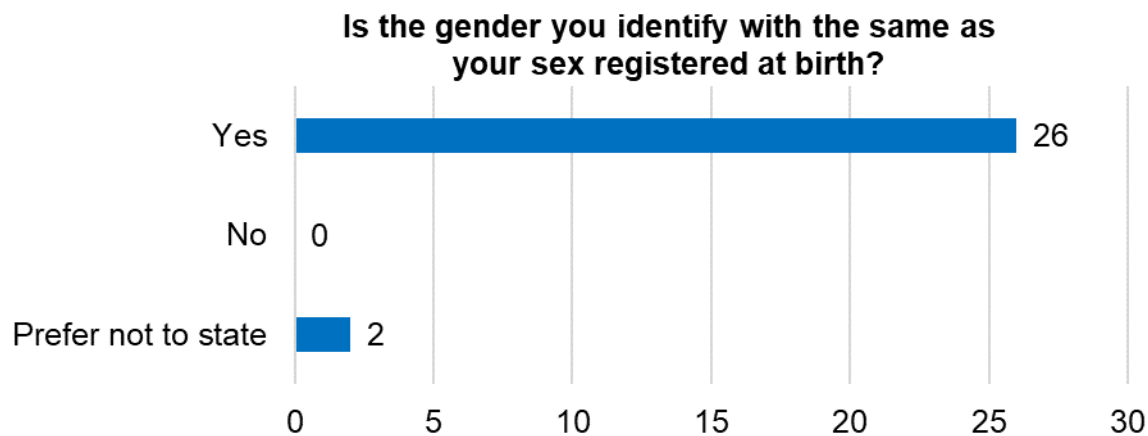
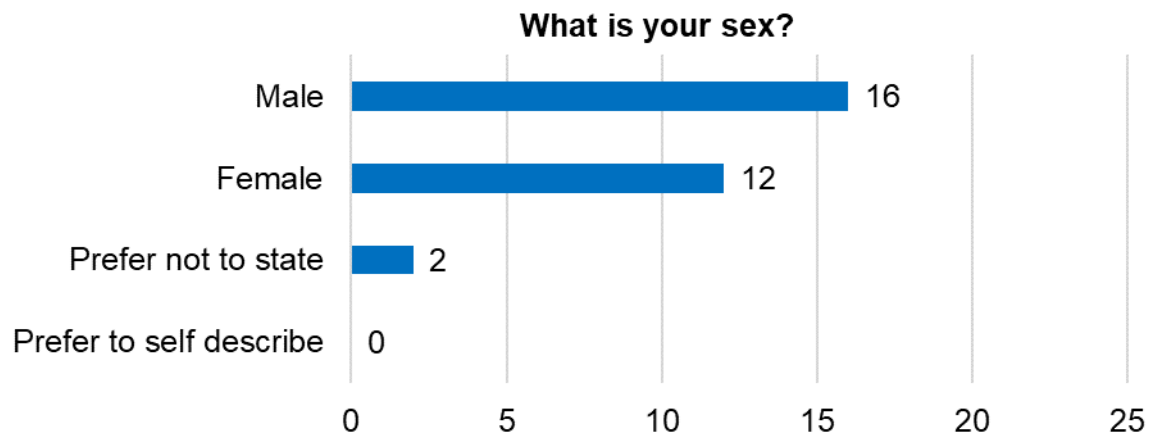
*“Having trained staff available.”*

*“Sometimes I find it difficult to follow the information when the text refers to another page which happens quite often on the same page.”*



# Profile of respondents

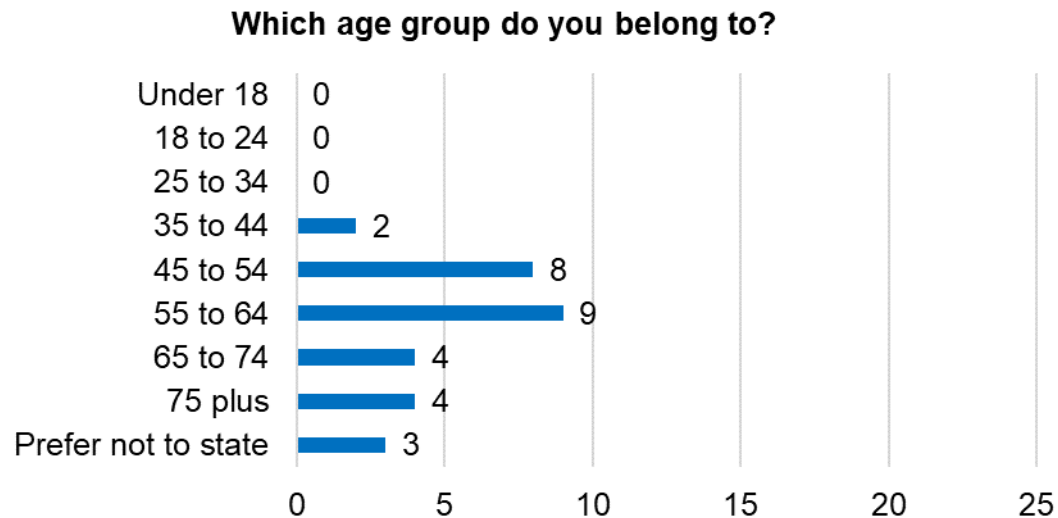
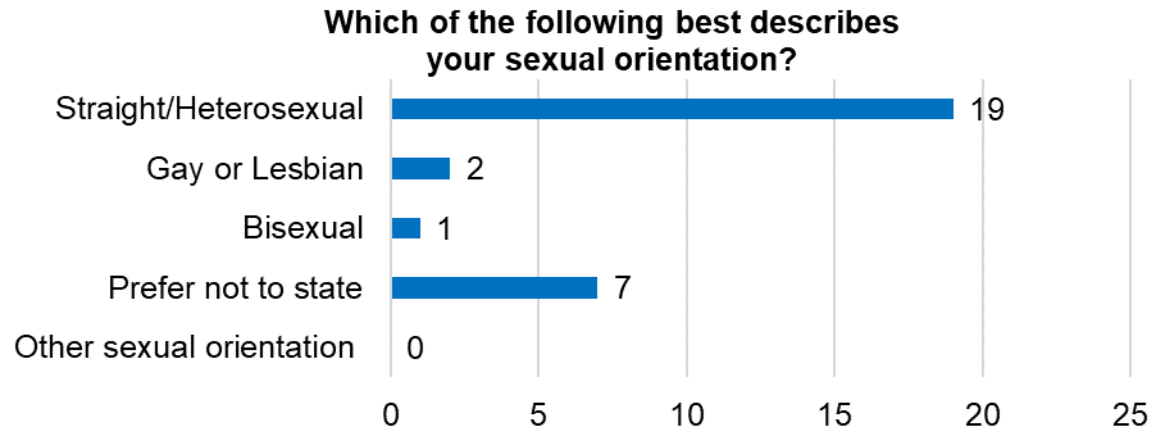
Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.



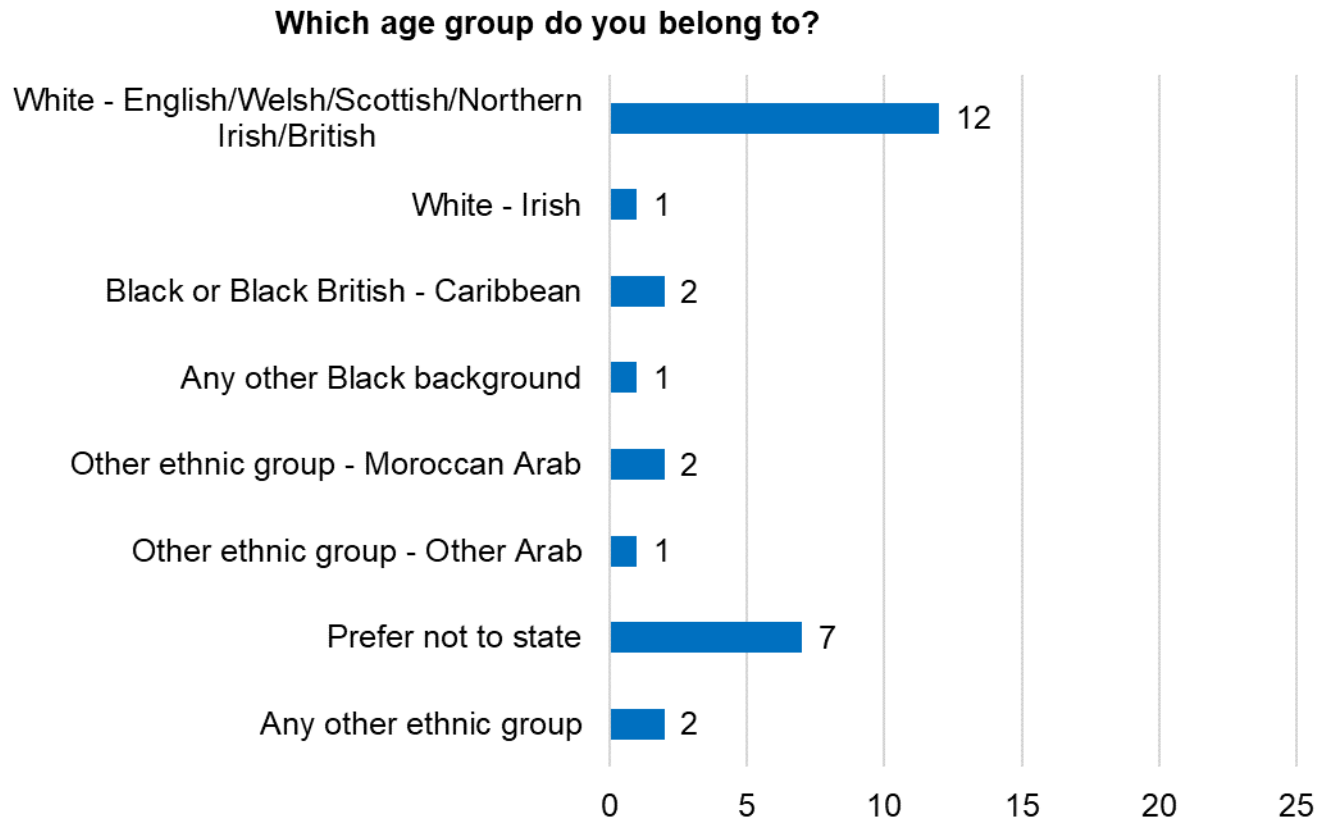
Base: All respondents (30)



# Profile of respondents



# Profile of respondents



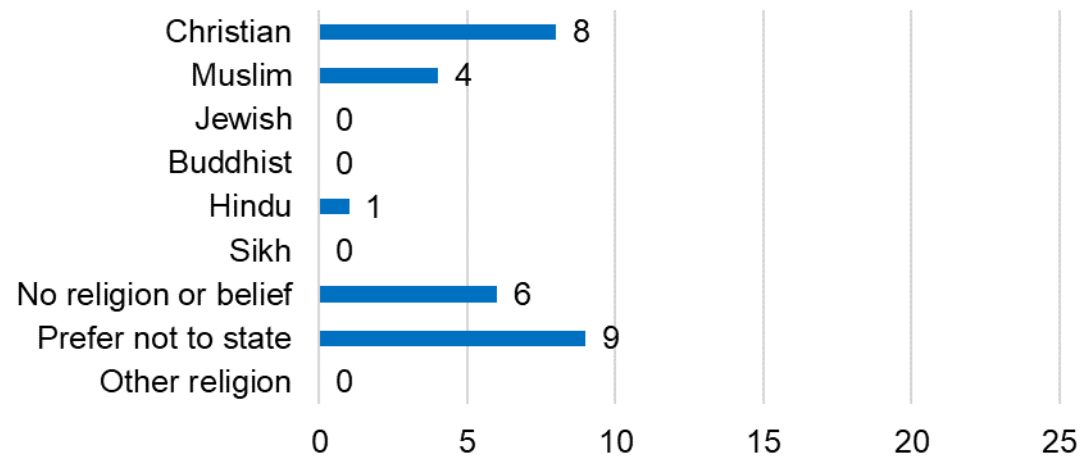
*Only ethnicities shown in the graph where a response was received*



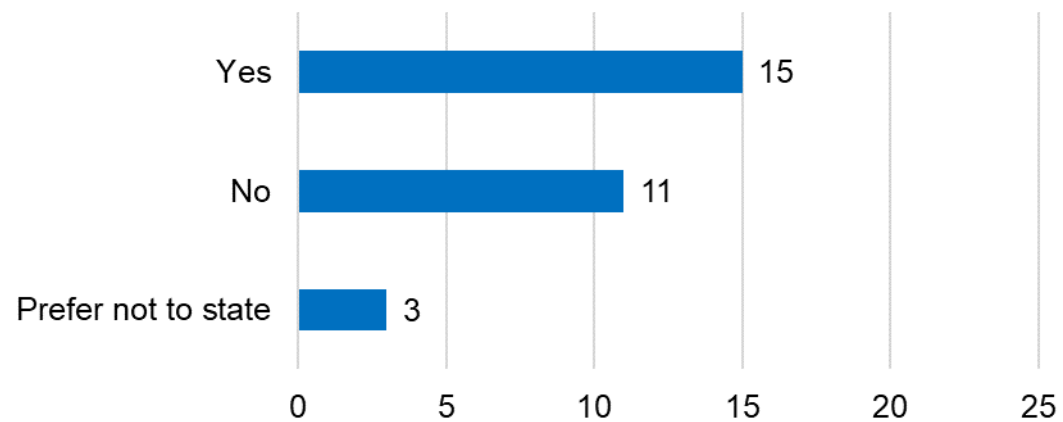
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# Profile of respondents

## What is your religion or belief?



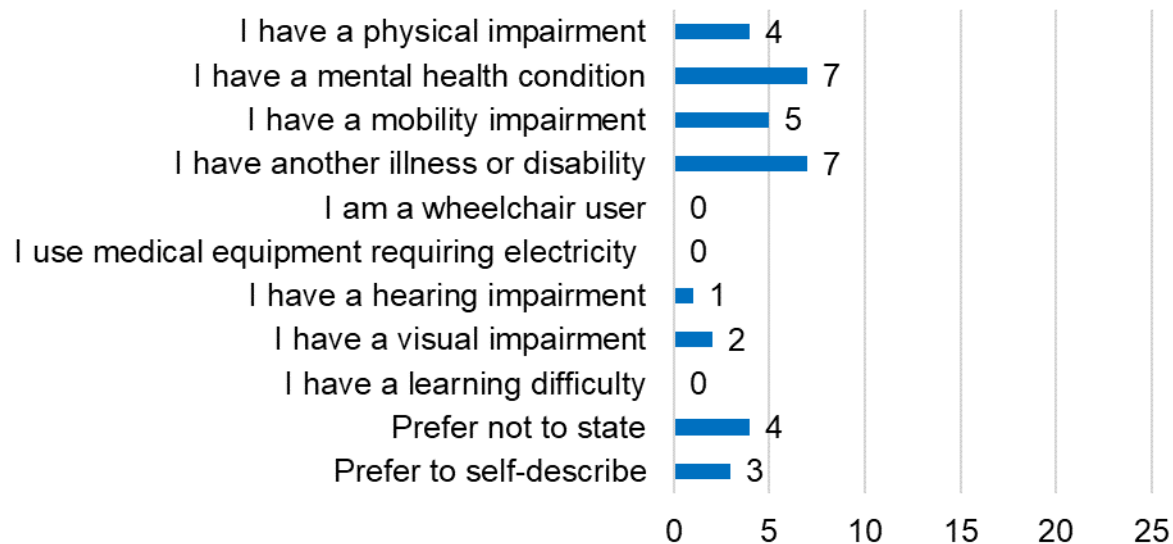
## Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?





# Profile of respondents

**Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**



Postcode area	Count
W10	8
W11	5
W8	4
Sw10	3
SW3	3
W14	2
SW7	1
UB2	1



# Resident and stakeholder event



# Resident and stakeholder event

## Summary of feedback

The below is a summary of feedback received from eleven residents attending an event organised on the World's End Estate to gather feedback from residents on information, advice and guidance services.

## Residents' comments/reflections about current IAG services

- The varied schedule of IAG services is hard to access for some residents who may need to travel by bus to get to an appointment, and therefore impacted by traffic times etc.
- It is very hard to access/get through to current services on the phone.

## Development of the service specification and contracting arrangements

- Residents would like to be involved, early on, in the design of the information, advice and guidance (IAG) specification.
- Residents want to co-design bids with interested organisations.
- Residents would like a long term IAG contract to be established. This should include a 12-month probationary period and a three year reappraisal. An inflationary rate needs to be considered in this plan.
- Residents would like to be involved in the monitoring of IAG service delivery and an acknowledgement that qualitative data can be more informative than quantitative.
- A desire for training for residents about how to engage with organisations and monitor them.
- Residents would not like a sub-contractor IAG service arrangement as this defers responsibility and accountability.
- Best practise should be explained and provided to organisations in the borough.
- Residents want a personal relationship with the Council, so they feel like they are being worked 'with' and not 'at'.
- Residents would like a reliable and consistent point of contact in the Council who will take this issue on.



# Resident and stakeholder event

## Service improvement/change

- Residents would like information to be publicised in a World's End Estate newsletter/newspaper, every three months, with an IAG schedule showing times and locations. This should be posted through letterboxes and given to organisations in the local area.
- Residents would like to be involved in the hiring process of IAG staff.
- Privacy (private rooms) is wanted for IAG appointments and walk-ins.
- Residents would like to be called back and have promises of 'following up' honoured by IAG services.
- Residents would like a personalised experience of IAG. This includes having a case worker so that the same staff member can be seen each time.
- Personal documents should be kept on file so that these do not need to be brought by residents to each meeting.
- Residents would like the possibility of home visits.
- Residents would like a dependable place-based service for walk-in appointments at any time of the week.
- Residents would like a service where staff are known to residents and each employee has a particular specialism in IAG support.
- It is important that IAG services understand the cultural and ethnic demographic of the local areas and estates.