

Kensington and Chelsea Citizens' Panel and Public Survey Making the borough fairer

Consultation report and findings November 2024



**Consultation and Participation Team
The Royal Borough of Kensington and Chelsea
consult@rbkc.gov.uk**



Introduction

Background

The Council is developing a new Fairer Action Plan to tackle inequality, celebrate diversity and promote inclusion. The draft actions and priorities are shaped by what we have heard from residents over the past year, including a Citizens' Panel event. The next stage of consultation asked for feedback to check the Council is focused on the right areas and to test our thinking about how we might address these. Results will help us draw up the final Fairer Action Plan, due to be launched in early 2025.

A survey was developed to further ask the Citizens' Panel for their feedback on the draft action plan, This survey was also made available and promoted to residents more generally.

The Citizens' Panel is a large, demographically representative group of residents from across the borough who are regularly invited to give public preferences and opinions to inform Council decision-making. The Panel was launched in April 2021.

Methodology and report

The 'Making the borough fairer' survey was developed by colleagues from the Corporate Strategy Team, with agreement from senior managers and Lead Members. The Panel survey was launched on 16 August 2024. Four subsequent reminder emails and two reminder texts were sent to encourage Panel members to complete the survey. The survey for residents more generally was also launched on 16 August and promoted through the Council's website and newsletters as well as at in person engagement sessions.

The Panel survey closed on 29 September 2024 and 308 completed surveys were received (291 online and 17 paper). The residents' survey closed on 4 November and 107 surveys were completed. This gives a total of 415 responses. Results from the two surveys have been combined and reported on together in this report.

Introduction

Equalities

Equalities data is presented in the '**About Respondents: Demographic Breakdown**' section and is used throughout to identify any differences in opinion. Responses have been analysed for any key demographic differences where there are enough responses in the different demographic categories to meaningfully compare them. Responses to questions have been compared by sex, age, ethnicity, disability and area lived in with differences of five per cent or more reported on. Please note the split in age ranges used is limited to those under 60 compared to those over 60 due to the small number of responses from respondents under 35 meaning it was not possible to make any further breakdowns meaningful.

For information, the area breakdown used throughout is as follows:

- **North** – Dalgarno, Golborne, St Helen's, Notting Dale, Colville, Norland and Pembridge
- **Centre** – Holland, Campden, Abingdon, Queen's Gate, Earl's Court, Redcliffe and Courtfield
- **South** – Brompton and Hans Town, Stanley, Chelsea Riverside and Royal Hospital

Appendix

An appendices report is available separately and contains the data tables of results and the details of all themed comments made by respondents in relation to the consultation – please note comments may appear under more than one theme. All other responses and data are in the report. The appendices report is available upon request.

Acknowledgements

The Council would like to thank Panel members and residents that took the time to take part in the exercise and gave their views.

Results at a glance – Survey findings

- **Equality objective - Take targeted action to tackle the drivers of deprivation and inequality in the borough, focusing on areas, such as employment, housing and public health where the Council can make the biggest difference** - Eighty-one per cent of respondents agree to some extent with the equality objective (46 per cent strongly agree/35 per cent agree). Respondents aged over 60 were more likely to agree (84 per cent) than those aged under 60 (79 per cent) as were White respondents (85 per cent) compared to Black, Asian and Multi-Ethnic respondents (75 per cent) and those living in the north (84 per cent) and the south (83 per cent) of the borough compared to those living in the centre (79 per cent).
- **Aim 1 - Supporting a Fairer Borough by tackling the drivers of inequality and deprivation** – Eighty-eight per cent of respondents agree to some extent (47 per cent strongly agree/38 per cent agree) with the first aim of the action plan. Male respondents were more likely to agree (88 per cent) with aim 1 than female respondents (83 per cent) as were White respondents (89 per cent) compared to Black, Asian and Multi-Ethnic respondents (77 per cent). Seventy-seven per cent of respondents agree to some extent (34 per cent strongly agree/43 per cent agree) with the suggested actions under aim 1. Respondents aged over 60 were more likely to agree (82 per cent) with the actions supporting aim 1 than those aged under 60 (74 per cent).
- **Aim 2 – Making services more accessible and ensuring no individuals and groups are missing out on services who need them** - Eighty-four per cent of respondents agree to some extent (47 per cent strongly agree/37 per cent agree) with the second aim of the action plan. There were no demographic differences relating to aim 2. Eighty-four per cent of respondents agree to some extent (40 per cent strongly agree/44 per cent agree) with the suggested actions under aim 2. White respondents were more likely to agree (89 per cent) with the aim 2 actions than Black, Asian and Multi-ethnic respondents (77 per cent).

Results at a glance – Survey findings continued

- ***Aim 3 – Taking action based on listening and engaging with residents from all backgrounds and experience*** - Eighty-eight per cent of respondents agree to some extent (49 per cent strongly agree/39 per cent agree) with the third aim of the action plan. There were no demographic differences relating to aim 3. Seventy-eight per cent of respondents agree to some extent (41 per cent strongly agree/37 per cent agree) with the suggested actions under aim 3. Respondents who do not have a disability were more likely to agree (80 per cent) with the aim 3 actions than respondents with a disability (76 per cent).
- ***Aim 4 – Doing more to communicate with our residents in an accessible way*** - Eighty-one per cent of respondents agree to some extent (44 per cent strongly agree/37 per cent agree) with the fourth aim of the action plan. Respondents aged over 60 were more likely to agree (85 per cent) with aim 4 than those aged under 60 (76 per cent) as were White respondents compared to Black, Asian and Multi-ethnic respondents (74 per cent) and those living in the south of the borough (87 per cent) compared to those living in the centre (81 per cent) and the north (80 per cent). Seventy-six per cent of respondents agree to some extent (38 per cent strongly agree/38 per cent agree) with the suggested actions under aim 4. Respondents without a disability were more likely to agree (79 per cent) with aim 4 actions than respondents with a disability (69 per cent).
- ***Aim 5 – Community Relations – Tackling discrimination and celebrating diversity*** - Seventy-five per cent of respondents agree to some extent (43 per cent strongly agree/32 per cent agree) with the fifth aim of the action plan. Respondents without a disability were more likely to agree (76 per cent) with aim 5 than respondents who have a disability (69 per cent) as were those living in the south of the borough (80 per cent) compared to those living in the centre (74 per cent) and the north (76 per cent). Seventy-three per cent of respondents agree to some extent (41 per cent strongly agree/32 per cent agree) with the suggested action under aim 5. Respondents aged over 60 were more likely to agree (76 per cent) with the aim 5 action than those aged under 60 (71 per cent) as were respondents without a disability (77 per cent) compared to respondents with a disability (63 per cent) and those living in the north of the borough (76 per cent) compared to respondents living in the centre (71 per cent). Seventy-four per cent of those living in the south agreed.

Results at a glance – Survey findings continued

- ***Aim 6 - A diverse and engaged workforce*** - Eighty-three per cent of respondents agree to some extent (48 per cent strongly agree/35 per cent agree) with the sixth aim of the action plan. White respondents were more likely to agree (86 per cent) with aim 6 than Black, Asian and Multi-ethnic respondents (80 per cent) as were those living in the south of the borough (91 per cent) compared to those living in the north (86 per cent) and the centre (81 per cent). Eighty-four per cent of respondents agree to some extent (47 per cent strongly agree/37 per cent agree) with the suggested actions under aim 6. Those living in the north (90 per cent) and the south (87 per cent) of the borough were more likely to agree with the aim 6 actions than those living in the centre (80 per cent).

Equality objective

'Take targeted action to tackle the drivers of deprivation and inequality in the borough, focusing on areas, such as employment, housing and public health where the Council can make the biggest difference.'

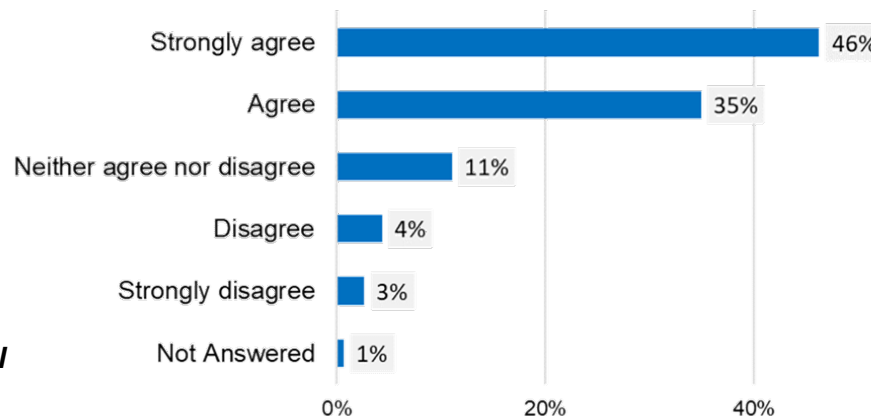
Overall, 81 per cent of respondents agree to some extent with the equality objective mentioned above. Forty-six per cent 'strongly agree' and 35 per cent 'agree'. Four per cent 'disagree' with the objective and three per cent 'strongly disagree'.

If respondents disagreed with the objective, they were given the space to suggest what we should focus on, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents aged over 60 were more likely to agree (84 per cent) with the equality objective than those aged under 60 (79 per cent).
- White respondents were more likely to agree (85 per cent) than Black, Asian and Multi-Ethnic respondents (75 per cent).
- Those living in the centre of the borough were less likely to agree (79 per cent) than those living in the north (84 per cent) and the south (83 per cent) of the borough.

How strongly do you agree, or disagree, with this objective?



Equality objective - comments

Respondents were asked if they did not agree with the equality objective what they felt the Council should focus on. A total of 81 comments were made, which have been themed and themes with three or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Education	14
Community Safety	10
Housing	9
Employment and Training	5
Not a Council responsibility	4
Equal opportunities	4
Make the borough greener	4
Health	3
Concern about costs	3
Homelessness	3
Need for achievable targets	3

Equality objective - comments

“Education involving schools, parents and pupils participation, is the foundation on which an individual can benefit and prosper. Your areas can build on this and those out of full time education.”

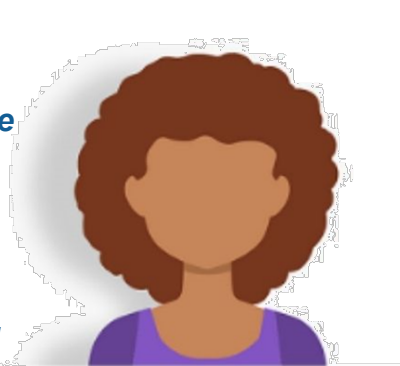
Education

“Helping people get meaningful jobs, we live in an area where there are more jobs than people.”

Employment and training

“The whole equality agenda is absurd and misguided. There will always be differences, but sorting out the looking after of the deprived is a central government function, NOT a local government one.”

Not a Council responsibility



“The target should be focused on outcomes related to decreasing diversity, and not just in efforts to reduce it.”

Need for achievable targets

“Public safety regarding crime, violence and antisocial behaviour.”

Community safety

“I think first starting to help people respect themselves, their lives and their homes is the core of making people's lives better. Increasing opportunities for training in good jobs and holding housing associations accountable for not providing good standards would go a long way to improving people's lives.”

Housing/Employment and training

“The Council must started treating people fairly and in some cases with a bit more compassion. The stated values are putting communities first, integrity, respect and working together. I see no evidence of this in practice.”

Equal opportunities

Aim 1 - Supporting a Fairer Borough by tackling the drivers of inequality and deprivation

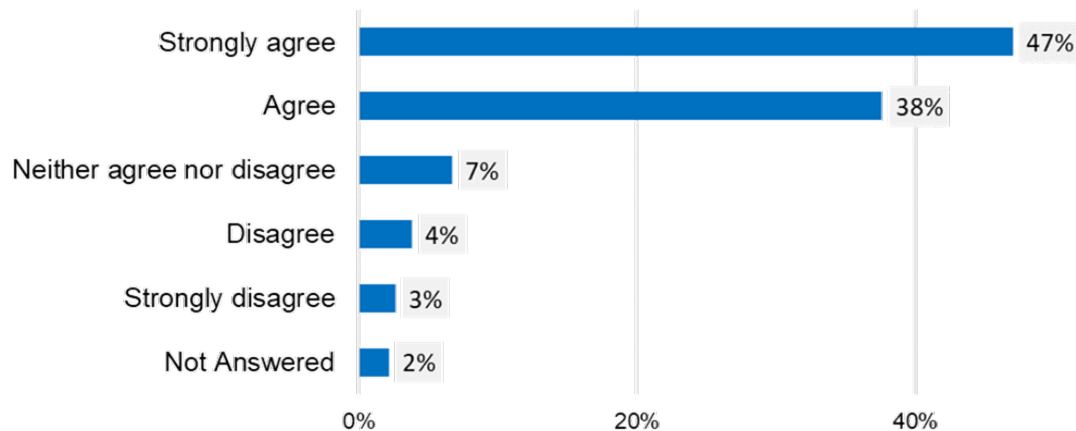
Overall, 85 per cent of respondents agree to some extent with the first aim of the action plan. This aim means using the levers we have to improve life chances for people, including targeting support (e.g. employment support) to those who need it the most.

Forty-seven per cent 'strongly agree' and 38 per cent 'agree'. Four per cent 'disagree' with the aim and three per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- Male respondents were more likely to agree (88 per cent) with aim 1 than female respondents (83 per cent).
- White respondents were more likely to agree (89 per cent) than Black, Asian and Multi-Ethnic respondents (77 per cent).

How strongly do you agree, or disagree, with this aim?



Base: 415 (all responses)

Aim 1 - Supporting a Fairer Borough by tackling the drivers of inequality and deprivation

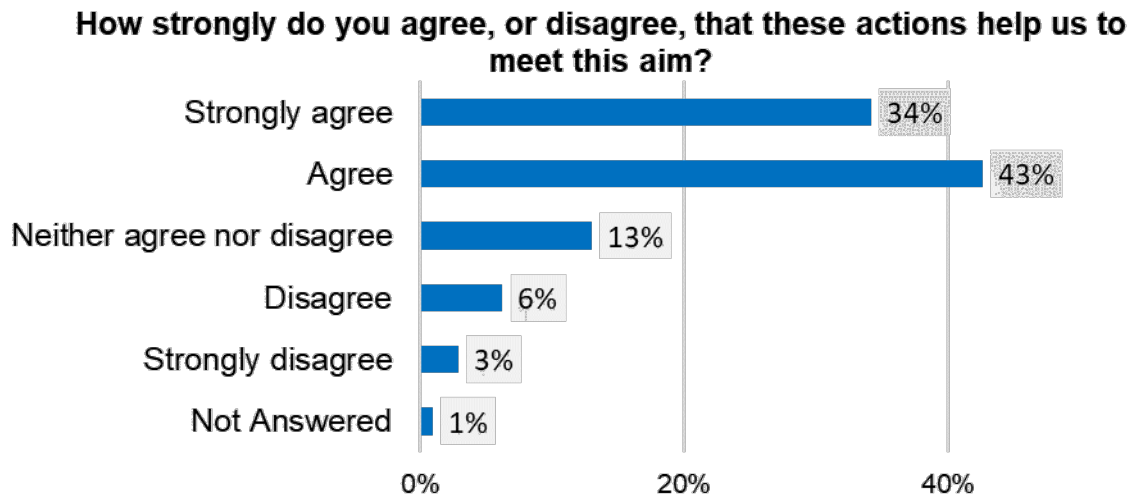
Three possible actions were listed under this aim and respondents were asked if they agreed or disagreed that those actions help us to meet the aim.

Overall, 77 per cent of respondents agree to some extent with the suggested actions. Thirty-four per cent 'strongly agree' and 43 per cent 'agree'. Six per cent 'disagree' with the actions and three per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents aged over 60 were more likely to agree (82 per cent) with the actions supporting aim 1 than those aged under 60 (74 per cent).



Base: 415 (all responses)

Aim 1 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 192 comments were made which have been themed and themes with five or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Employment and training	39
Communication and consultation	15
Housing	15
Education	14
Need to see actions	11
Support for low income families	10
Work with community and voluntary sector	9
Support for vulnerable people	7
Action plan needs to be more specific	7
Not the Council's responsibility	5

Aim 1 - Comments

“Get people into charitable / volunteering vacancies with payment (rather than a support payment) to give them additional workplace skills and improve their chances of finding paid employment.”

Employment and training

“Ensure that the Housing associations carry out improvements within their housing stock and working with the borough in their aims and objectives.”

Housing

“Less talk of good intentions and more action to address the issues.”

Need to see actions

“Ensure to ask the people who need the help most what they think would best be suited to help them – they are likely the ones who know best what it is that they need.”

Communication and consultation

“Provide better education to young people. Take lessons from German system, which encourages skilled trade as a route for students who are academically challenged.”

Education

“Support people who are employed too and are on low incomes and are not entitled to any other support, not only people who are on universal credit.”

Support for low income families

“There are many community groups already doing this work, an aim should be to support and uplift these groups rather than 'reinventing the wheel'. Giving community groups and youth centres the resources to help the community rather than starting new initiatives.”

Work with community and voluntary sector

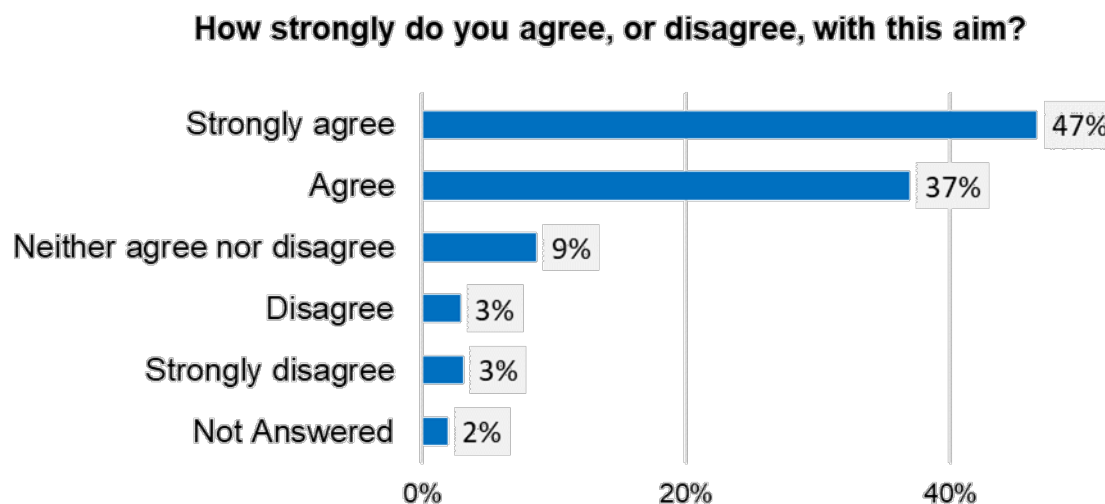
Aim 2 – Making services more accessible and ensuring no individuals and groups are missing out on services who need them

Overall, 84 per cent of respondents agree to some extent with the second aim of the action plan. This aim means we will help people to access our services, such as better support for those who do not speak English, have a disability, or cannot access online services.

Forty-seven per cent 'strongly agree' and 37 per cent 'agree'. Three per cent 'disagree' with the aim and three per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- There were no demographic differences relating to aim 2.



Base: 415 (all responses)

Aim 2 – Making services more accessible and ensuring no individuals and groups are missing out on services who need them

Three possible actions were listed under this aim and respondents were asked if they agreed or disagreed that those actions help us to meet the aim.

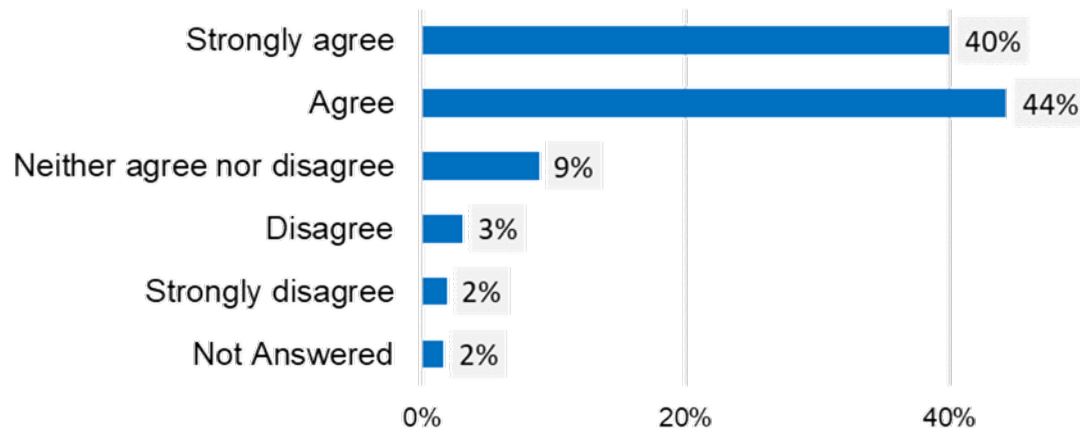
Overall, 84 per cent of respondents agree to some extent with the suggested actions. Forty per cent 'strongly agree' and 44 per cent 'agree'. Two per cent 'disagree' with the actions and two per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- White respondents were more likely to agree (89 per cent) with the aim 2 actions than Black, Asian and Multi-ethnic respondents (77 per cent).

How strongly do you agree, or disagree, that these actions will help the Council to meet this aim?



Base: 415 (all responses)

Aim 2 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 121 comments were made which have been themed and themes with six or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Encourage self-sufficiency	18
Communication and consultation	14
Monitoring and evaluation	14
Work with voluntary and community sector	11
Concern	8
Support for vulnerable residents	8
Digital inclusion	6

Aim 2 - comments

“Let people help themselves to achieve equality rather than encourage them to expect support from others.”

Encourage self-sufficiency



“Make all communication and interaction with the council smooth and seamless for everybody so that people don't have to speak to many different officers and provide same information more than once.”

Communication and consultation

“These actions will help, but avoid too many targets which may result in broad, marginal improvement but no significant improvement to a particular situation.”

Monitoring and evaluation

“Support / partner local Community / Voluntary Sector organisations working in these fields . There may well be considerable suspicion of RBKC per se. Help people to help themselves . Assist Social prescribing.”

Work with voluntary and community sector

“It's hard to know what this looks like. The statements are broad. What training and support will be on hand for people with disabilities.”

Support for vulnerable residents

“You should not group non English speakers with disability that is inept , and misinforming people , Disabled people , Do not chose to be disabled , and English is the Easier language , it has 20,000 more words than France. Absolutely joke question , who design this stuff?”

Concern

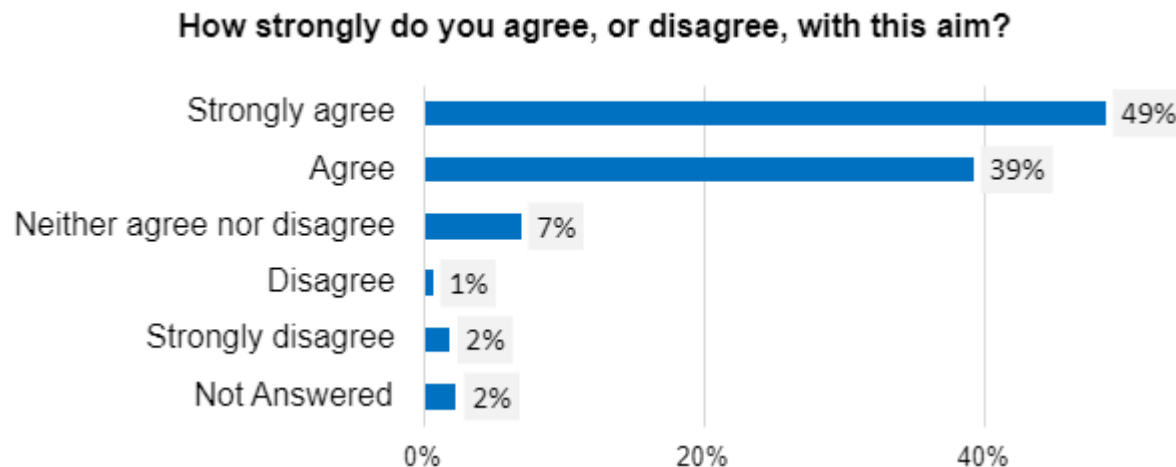
Aim 3 - Taking action based on listening and engaging with residents from all backgrounds and experience

Overall, 88 per cent of respondents agree to some extent with the third aim of the action plan. This aim means we will actively listen to and work with residents. We will work to make changes based on what they have told us, keep them updated on the progress we have made and be clear when we can't make a change, or something isn't within our gift.

Forty-nine per cent 'strongly agree' and 39 per cent 'agree'. One per cent 'disagree' with the aim and two per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- There were no demographic differences relating to aim 3.



Base: 415 (all responses)

Aim 3 - Taking action based on listening and engaging with residents from all backgrounds and

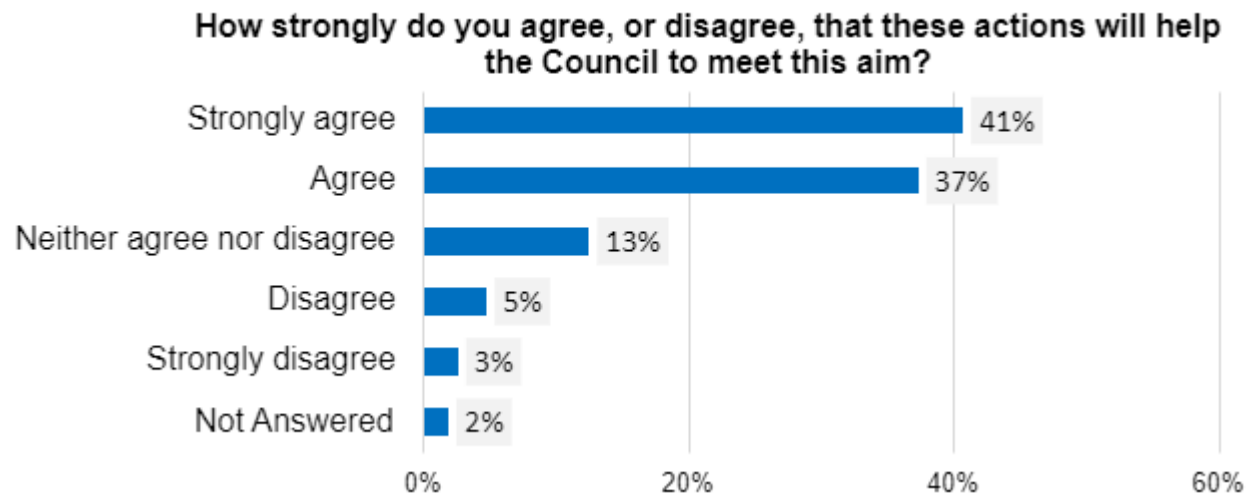
Two possible actions were listed under this aim and respondents were asked if they agreed or disagreed that those actions help us to meet the aim.

Overall, 78 per cent of respondents agree to some extent with the suggested actions. Forty-one per cent 'strongly agree' and 37 per cent 'agree'. Five per cent 'disagree' with the actions and three per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents who do not have a disability were more likely to agree (80 per cent) with the aim 3 actions than respondents with a disability (76 per cent).



Base: 415 (all responses)

Aim 3 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 151 comments were made which have been themed and themes with nine or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
More facilities and representation for young people including utilising schools and empty spaces	37
Communication, Consultation and Participation	33
Monitoring and evaluation	16
Support needed for those not considered 'youth'	11
Councillor surgeries	9
Concern	9
Make better use of staff and partners	9

Aim 3 - comments

“The Youth Council is good, but not always represented of the young people who may be classed as vulnerable for e.g those excluded from schools or current in the youth probation system.”

More facilities and representation for young people including utilising schools and empty spaces

“Hold virtual surgeries as well as in person surgeries. Have surgeries with BSL/ other interpreters.”

Councillor surgeries



“More widely listening to vulnerable residents of RBKC (elderly, disabled, victims of such crimes like ASB, bullying, criminal attacks from criminals, etc).”

Support needed for those not considered 'youth'

“Pay residents from a range of age groups and backgrounds to act as policy advisors and conduct consultations, rather than commissioning any more "consultants" often from miles away.”

Communication, Consultation and Participation

“A lot of that is engaging and listening to people but it should also include actions to deliver the required improvements and outcomes.”

Monitoring and evaluation

“The council seems to be looking for ways to make work for itself.”

Concern

Aim 4 – Doing more to communicate with our residents in an accessible way

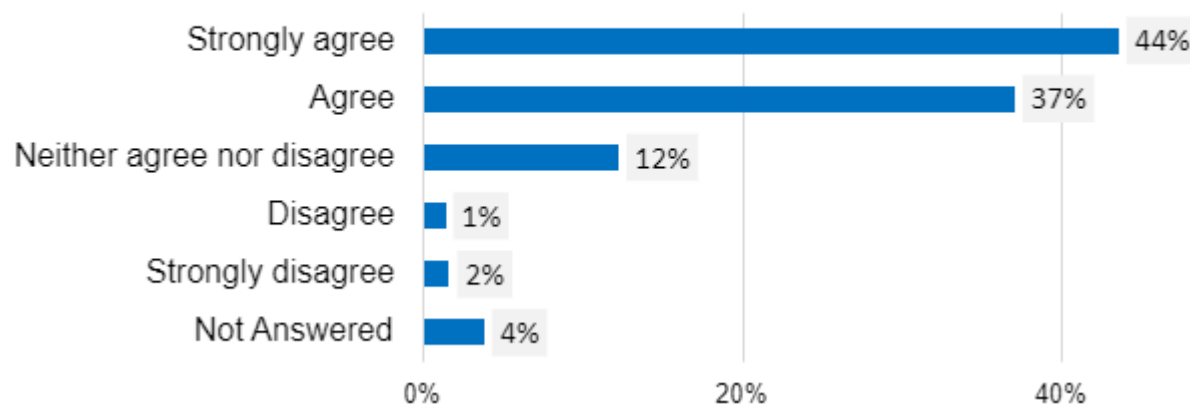
Overall, 81 per cent of respondents agree to some extent with the fourth aim of the action plan. This aim means we will use different ways to communicate with our residents, such as using Easy Read, supporting those who are digitally excluded and going out to our residents and communities.

Forty-four per cent 'strongly agree' and 37 per cent 'agree'. One per cent 'disagree' with the aim and two per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents aged over 60 were more likely to agree (85 per cent) with aim 4 than those aged under 60 (76 per cent).
- White respondents were more likely to agree (84 per cent) than Black, Asian and Multi-ethnic respondents (74 per cent).
- Those living in the south of the borough were more likely to agree (87 per cent) than those living in the centre (81 per cent) and the north (80 per cent) of the borough.

How strongly do you agree, or disagree, with this aim?



Base: 415 (all responses)

Aim 4 – Doing more to communicate with our residents in an accessible way

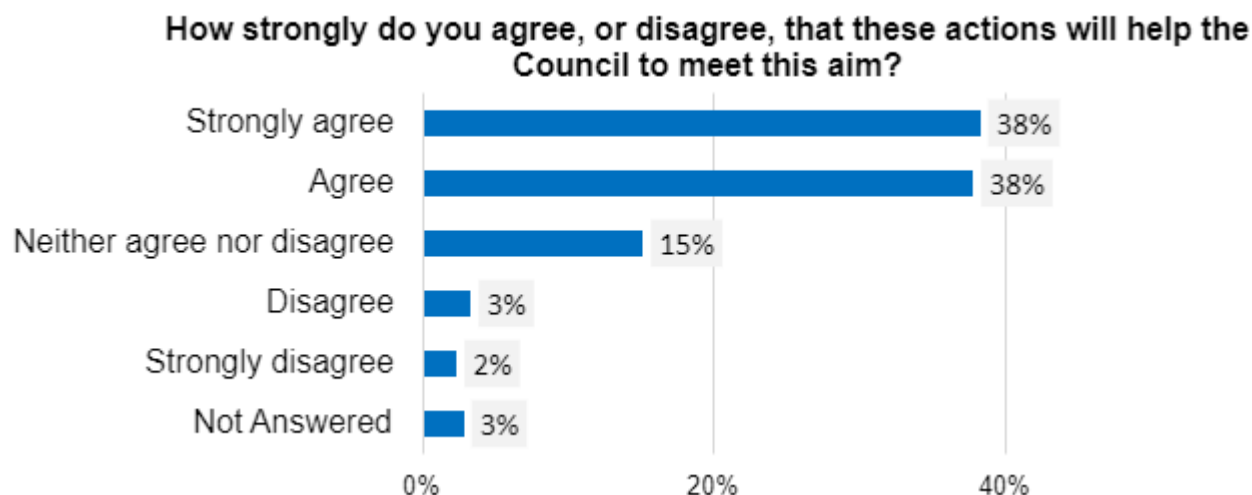
One possible action was listed under this aim and respondents were asked if they agreed or disagreed that the action helps us to meet the aim.

Overall, 76 per cent of respondents agree to some extent with the suggested actions. Thirty-eight per cent 'strongly agree' and 38 per cent 'agree'. Three per cent 'disagree' with the action and two per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents without a disability were more likely to agree (79 per cent) with aim 4 actions than respondents with a disability (69 per cent).



Base: 415 (all responses)

Aim 4 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 150 comments were made which have been themed and themes with nine or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
In person communication	18
Digital inclusion and methods	17
Hard copies	12
Concern	12
Inclusion	11
Partnership with others	10
Encourage residents to learn English	10
EasyRead - Concern or suggestion	9
Monitoring and evaluating	9
Better communication - visual and content	9

Aim 4 - comments

*“More face to face interaction.
Often people don’t feel their case is
taken seriously via the internet/ email.”*

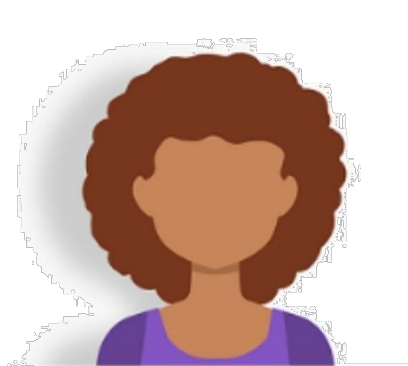
In person communication

*“Ensure the website can translate
information into multiple languages.”*

Inclusion

*“To do best in order to supply
vulnerable residents (elderly, disabled,
socially isolated) with items of
Information Technology like - iPhones,
iPads, laptops, etc.”*

Digital inclusion and methods



*“Instead of spending huge amounts of
taxpayers money creating multi-lingual
versions of all government information
and communications, which has the
perverse result of disincentivising the
learning of English, put that funding
into creating more English language
classes for non-English speakers,
because otherwise you are merely
perpetuating these peoples' exclusion
from society.”*

Encourage residents to learn English

*“Bring back funding for delivered
monthly / quarterly physical magazines
about the borough and wards delivered
to the door.”*

Hard copies

*“Use libraries more, perhaps. More
social areas, advice areas, recycling
areas, climate advice, energy advice.”*

Partnership with others

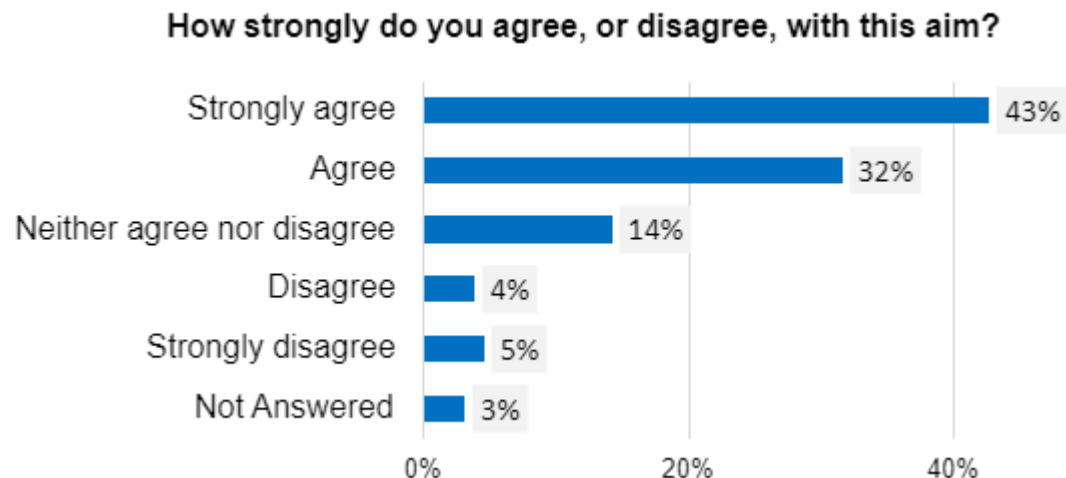
Aim 5 - Community Relations – Tackling discrimination and celebrating diversity

Overall, 75 per cent of respondents agree to some extent with the fifth aim of the action plan. This aim means we will celebrate the diversity of our residents through education and cultural awareness and support our community to build positive relationships with each other.

Forty-three per cent 'strongly agree' and 32 per cent 'agree'. Four per cent 'disagree' with the aim and five per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents without a disability were more likely to agree (76 per cent) with aim 5 than respondents who have a disability (69 per cent).
- Those living in the south of the borough (80 per cent) were more likely to agree than those living in the centre (74 per cent) and the north (76 per cent).



Base: 415 (all responses)

Aim 5 - Community Relations – Tackling discrimination and celebrating diversity

One possible action was listed under this aim and respondents were asked if they agreed or disagreed that the action helps us to meet the aim.

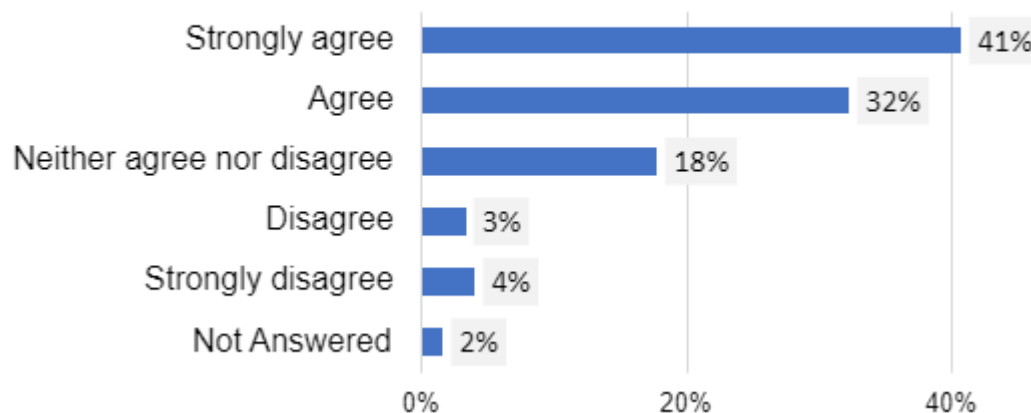
Overall, 73 per cent of respondents agree to some extent with the suggested action. Forty-one per cent 'strongly agree' and 32 per cent 'agree'. Three per cent 'disagree' with the action and four per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses is outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents aged over 60 were more likely to agree (76 per cent) with the aim 5 action than those aged under 60 (71 per cent).
- Respondents without a disability were more likely to agree (77 per cent) than respondents with a disability (63 per cent).
- Those living in the north of the borough were more likely to agree (76 per cent) than those living in the centre of the borough (71 per cent). 74 per cent of those living in the south agreed.

How strongly do you agree, or disagree, that these actions will help the Council to meet this aim?



Base: 415 (all responses)

Aim 5 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 155 comments were made which have been themed and themes with six or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Action needed for adults too	24
More youth activities	21
Encourage integration	16
Schools and PHSE lessons	13
Definition of diversity	11
Celebrate diversity	10
Community safety	9
Work with local organisations	6
Concern about costs	6
Monitoring and evaluation	5

Aim 5 - comments

“Expand the target to include seniors, a range of ethnic groups, and gay community.”

Action needed for adults too

“Some of this parents should be doing, teaching children life skills and to talk about feelings, PhSE etc- it’s not the councils job to parent children - also there’s a lot of these initiatives already I’m involved in some.”

Schools and PHSE lessons

“It is my view that there are several initiatives around particularly in schools. What is lacking are affordable activities outside of school, during holidays, at the weekend, etc. With the high cost of living, many parents and guardians cannot afford to pay for extra curricular activities. You have heard of the saying, ‘The Devil plays with an idle mind!’”



“Often diversity is narrowly interpreted as ethnicity. Class needs to be considered, and this cuts across all ethnic groups. Focus on commonality.”

Definition of diversity

More youth activities

“This would need funding, what levels are anticipated to be needed for these plans to be actioned?”

Concern about costs

“Diversity is a fact but without encouraging integration within society it will remain a challenge. In many cases it is the lack of parental involvement that results in dysfunctional behaviour and attitudes.”

Encourage integration

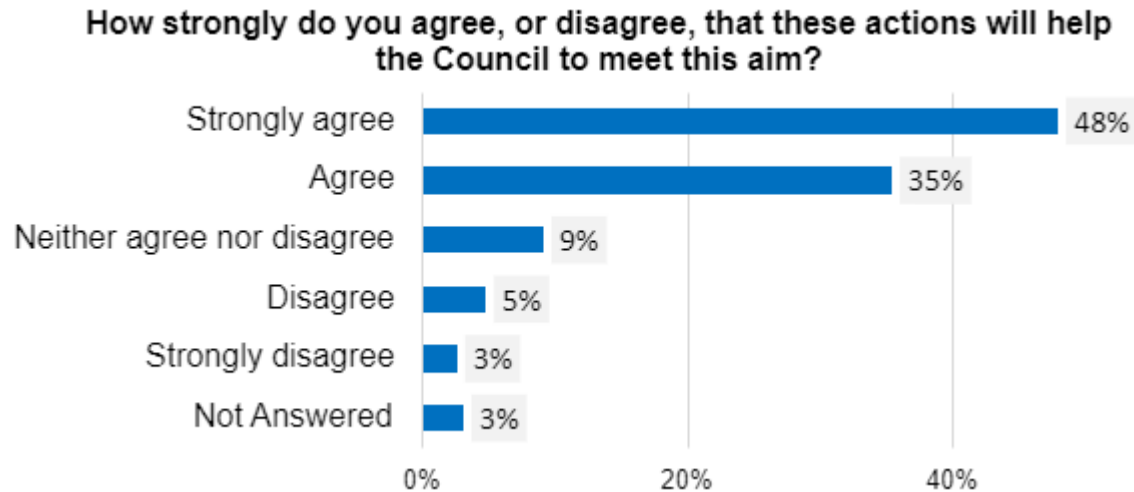
Aim 6 - A diverse and engaged workforce

Overall, 83 per cent of respondents agree to some extent with the sixth and final aim of the action plan. This aim means having a workforce with the right skills and capabilities that represents the communities it serves and has the right support and training to do their best for our residents.

Forty-eight per cent 'strongly agree' and 35 per cent 'agree'. Five per cent 'disagree' with the aim and three per cent 'strongly disagree'.

Demographic differences (these percentages are agree/strongly agree combined)

- White respondents were more likely to agree (86 per cent) with aim 6 than Black, Asian and Multi-ethnic respondents (80 per cent).
- Those living in the south of the borough were more likely to agree (91 per cent) than those living in the north (86 per cent) and the centre (81 per cent) of the borough.



Base: 415 (all responses)

Aim 6 - A diverse and engaged workforce

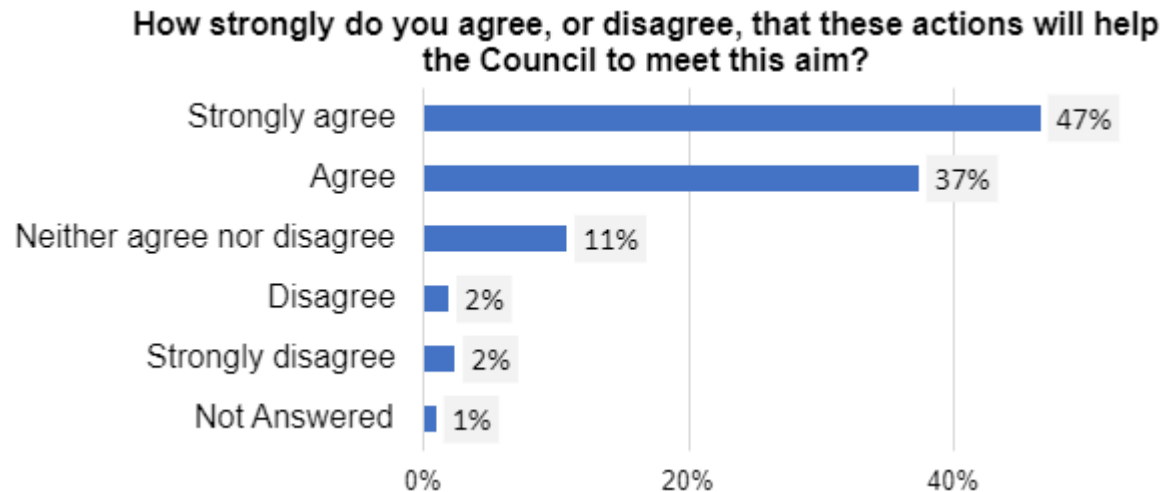
Two possible actions were listed under this aim and respondents were asked if they agreed or disagreed that those actions help us to meet the aim.

Overall, 84 per cent of respondents agree to some extent with the suggested actions. Forty-seven per cent 'strongly agree' and 37 per cent 'agree'. Two per cent 'disagree' with the actions and two per cent 'strongly disagree'.

Respondents were also given the space to suggest what other actions might help with achieving the aim, a summary of their responses are outlined on the next page.

Demographic differences (these percentages are agree/strongly agree combined)

- Respondents living in the north (90 per cent) and the south (87 per cent) were more likely to agree with the aim 6 actions than those living in the centre of the borough (80 per cent).



Base: 415 (all responses)

Aim 6 - comments

Respondents were asked to make suggestions for other actions that might help achieve this aim. A total of 138 comments were made which have been themed and themes with seven or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Fairness in recruitment and retention	24
Broader training (internally and externally)	17
Support for employing local people	16
Improve access to employment	13
Monitor and evaluate	12
Learn from others and listening to residents	10
Support for young people	9
Concerns with the action	8
Promote vocational education	7

Aim 6 - comments

“People should be hired based on their ability to do the job. If Residents see that their money is being blown on P. C. projects there will be a backlash.”

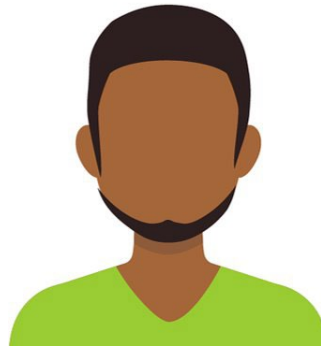
Fairness in recruitment and retention

“Excellent idea. Employing and training local people will be doubly beneficial not only giving them employment but having a local viewpoint at council decisions.”

Support for employing local people

“Greater training and familiarisation of new staff with the diverse nature of the Borough, including using residents as trainers.”

Broader training (internally and externally)



“Apprenticeships are good, but I don't advocate spending too much budget on DEI programmes when council staff should already be living by these values.”

Concerns with the action

“i) Supporting women returning to the work force; ii) exploring internships with the council to build skills and provide greater diversity within your workforce.”

Improve access to employment

“Would need to know more about the current diversity issues in the Borough. Are the issues greater or smaller than in other areas with a comparable resident population?”

Monitor and evaluate

Any other comments

Respondents were given the space to share anything else they want to tell us about the Fairer Action Plan which they have not had a chance to say in your answers. A total of 121 comments were made which have been themed and themes with seven or more comments have been summarised in the table below. Some comments fall into more than one theme. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Monitoring and evaluation of aims and actions	15
Action 3 - funding of services	14
General support for the proposals	10
Action 1 - Drivers of inequality	10
Additional action suggestion	9
Aim 6 - Diverse and engaged workforce	7
Action 10 - Young people, education and crime	7

Any other comments

"I think it is a start but does not go far enough. It should be embedded in all the Council's activities. Clear SMART objectives should be set and these should be monitored. Plans should be developed on the basis of relevant research as well as best practice."

Monitoring and evaluation of sims and actions

"Every plan to tackle the issues listed is laudable. I strongly support the council in this. Residents do need to be kept up to date with how the plans are being implemented and resulting outcomes."

General support for the proposals

"Central Government has dumped a lot of responsibility on local councils, with little money. Try to focus on key goals that can actually be delivered. Focusing on employment and education is vital."

Action 1 – drivers of inequality

"Lower the cost of sport facilities , give kids a adventure playground , a safe space."

Action 10 – young people, education and crime

"These are ambitious plans but I wonder if the council will be spreading its money too widely and thinly. Would concentrating in the poorer areas or on those with the lowest incomes rather than on all residents of the borough not make more sense?"

Action 3 - funding of services

"I don't see anywhere in the action plans any statements about individual responsibility and self help in improving outcomes and living standards. The council can provide a good environment by some of the proposed actions but there should be a strong emphasis on personal responsibilities. Of course, the most vulnerable should be helped directly."

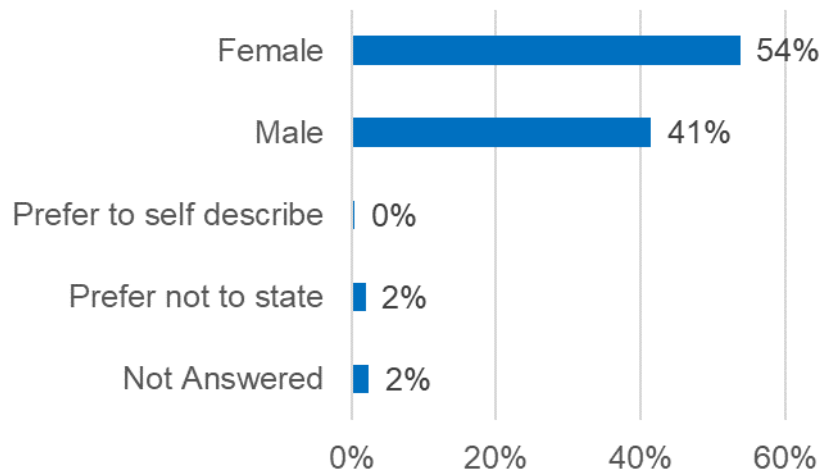
Additional action suggestion

"The need to meet the requirement of the Act should not be prioritised over the need to attract, deploy and retain a council workforce that can serve the needs of residents effectively."

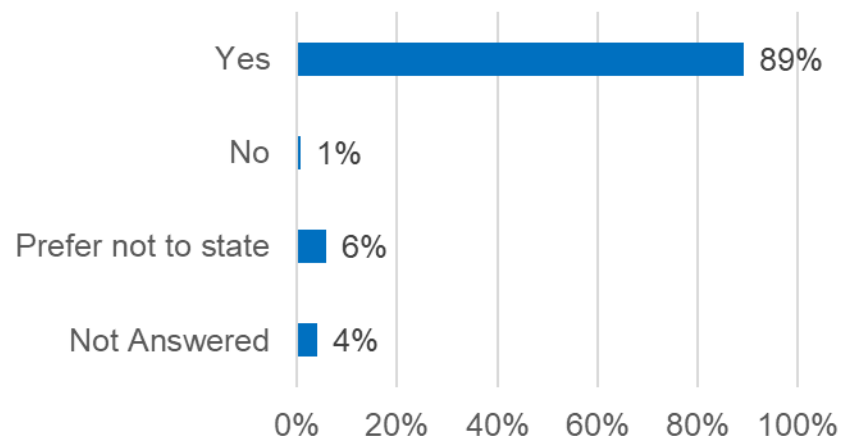
Aim 6 – diverse and engaged workforce

About respondents: Demographic Breakdown

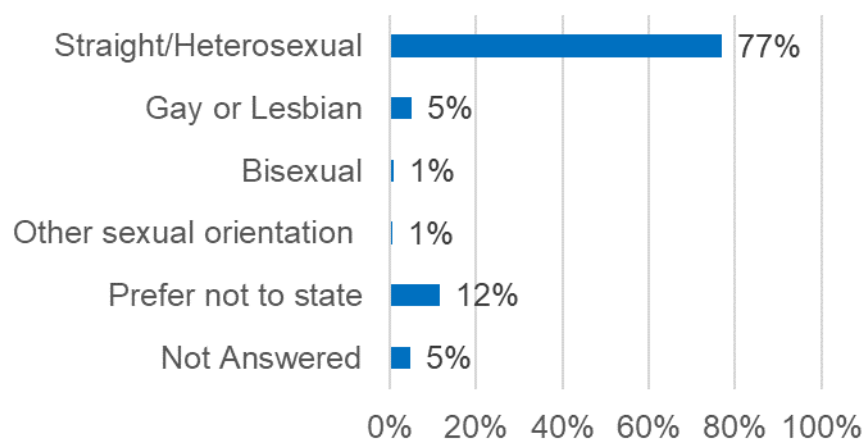
Sex of respondents



Is the gender you identify with the same as your sex registered at birth?



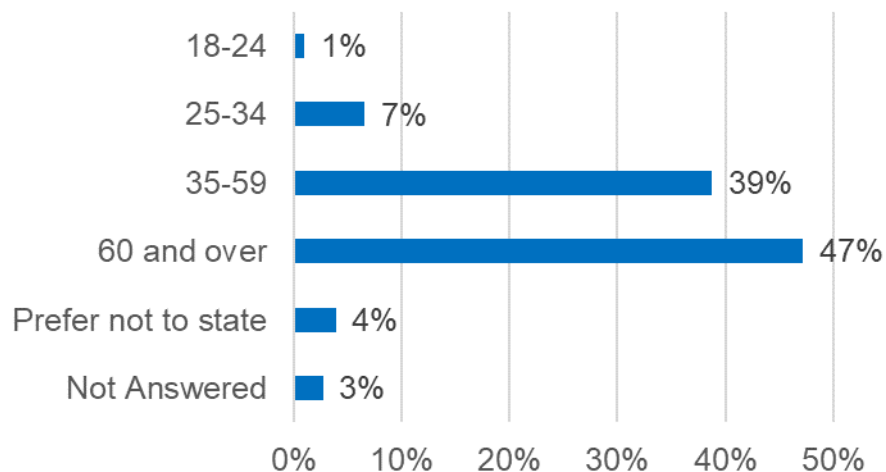
Which of the following best describes your sexual orientation?



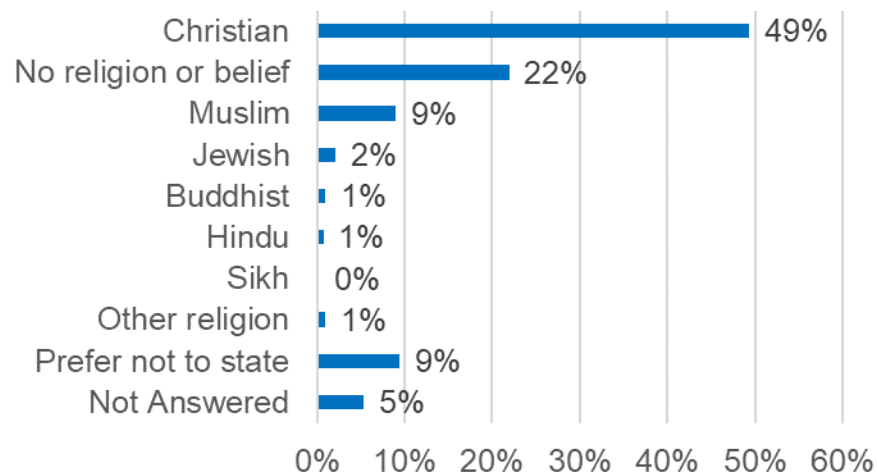
Base: 415 (all responses)

About respondents: Demographic breakdown

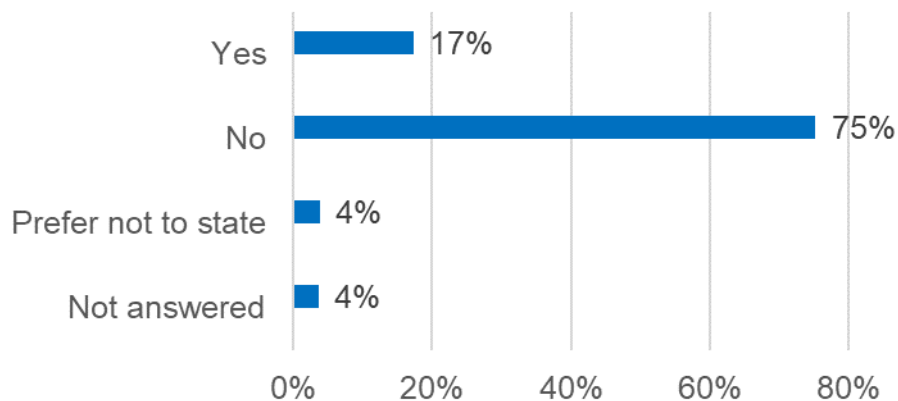
Which age group do you belong to?



What is your religion or belief?



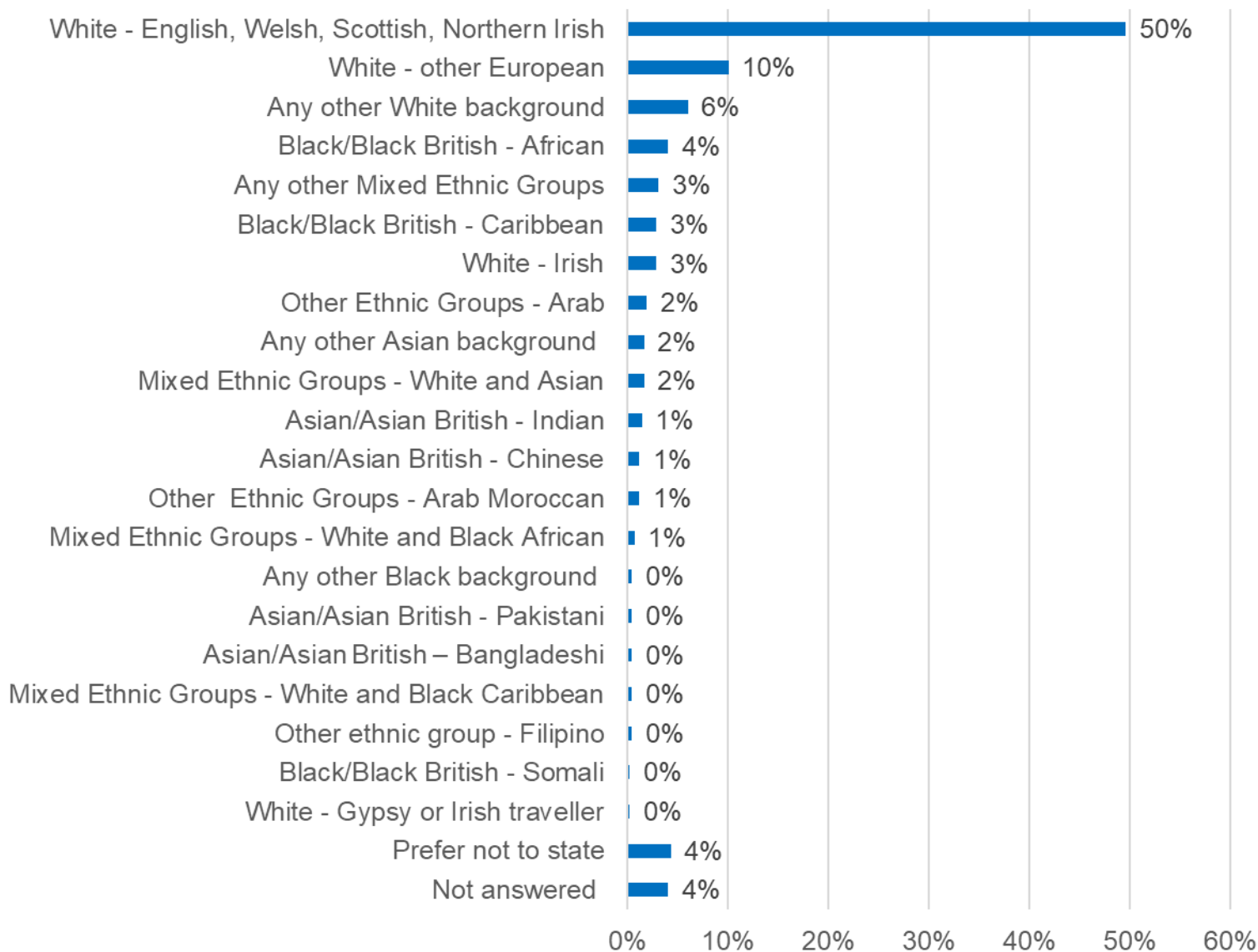
Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?



Base: 415 (all responses)

About respondents: Demographic breakdown

How do you describe your ethnic origin?

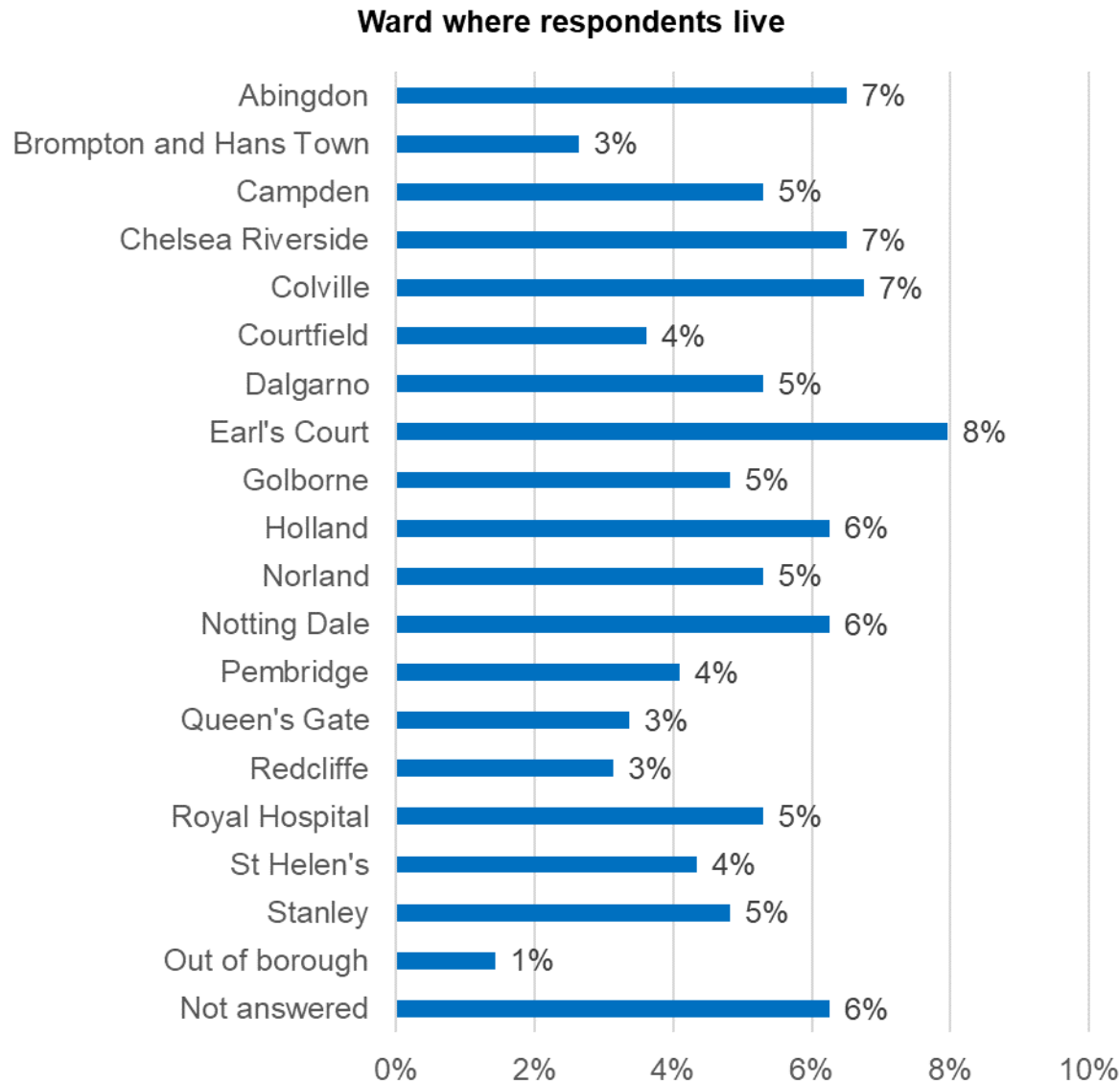


Base: 415 (all responses)



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

About respondents: Ward breakdown



Base: 415 (all responses)



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA