Let's Talk K&C 2030






Your community Your voice

Let's Talk K&C 2030

Development of our Council Plan

Consultation Report – August 2026

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

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

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Introduction

Let's Talk K&C 2030

As we start to develop our Council Plan for the next four years, we wanted to have an open and honest conversation with local people about what services they value the most and how we can best meet the future challenges together and keep Kensington and Chelsea special.

The challenge

We are in a very different place to four years ago. We are facing an increasing demand in our services as well as the loss of more than £100m over four years following central Government cuts. This means we have to start doing things differently to meet these challenges, continue to support those residents most in need, and look after the borough.

We will need to make difficult choices about where we focus funding and what we prioritise. These difficult choices will include balancing a reduction in services against potential council tax increases. We will also be making it easier for residents to do more for themselves, allowing the Council to focus on what's most important to them.

Our commitment

The Council was elected on a commitment to protect and maintain the services that matter most to local people. We, therefore, remain committed to the four Conservative manifesto priorities:

- clean streets and amazing spaces
- value for money
- getting the basics right
- making your life easier

Better ways of working together

As the Council faces increasing financial pressure and difficult choices, the Public Participation Commitments will help ensure local people are part of the conversation about priorities, rather than simply being informed of decisions after they are made.

Consultation methodology and reporting

Surveys

An online survey, open to all stakeholders, was available on the Council's Consultation and Engagement Hub. It was promoted via a wide range of avenues including: social media, e-newsletters, posters, leaflets and direct to organisations.

The same survey was also conducted with the Citizens' Panel, the Citizens' Panel is a 2,000 strong broadly representative group of residents that agree to take part in regular Council consultations. Each of the surveys were also available in paper format or in alternative formats on request (e.g. large print or in other languages).

A total of 584 responded to the surveys (259 to Citizens' Panel survey and 325 to open to all survey) and results have been combined for analysis

Events and meetings

In addition to the surveys, a series of meetings and events were held to gather the views of residents. This events and meetings often took the form of understanding what residents value in Kensington and Chelsea, what the focus should be between now and 2030 to keep Kensington and Chelsea at its best, informing the vision for the Council Plan and thinking about relationships between residents, the Council and other organisations. The following events and meetings took place:

- **Youth Council discussion**, 29 June 2026, 16 attendees
- **Citizens' Panel event**, 7 July 2026, 53 attendees:
- **Muslim Cultural Heritage Centre discussion**, 29 July 2026, 11 attendees:
- **Action Disability Kensington and Chelsea, Voice of Experience Group**, 10 August 2026, seven attendees
- **Tenants' Consultative Committee,** 24 August 2026, approximately 25 attendees

A total of 112 residents participated in the sessions overall. A summary of these activities is also included in this report.

The Council also received a detailed response from some residents from the World's End Estate, which again is included in this report.

Consultation methodology and reporting

Analysis approach and demographic differences

The survey results in this report show overall percentages for each survey question.

A section of the report highlights demographic differences. Where results are broken down, the results show breakdowns based on a range of demographic factors (geography, sex, age, ethnicity and whether the respondent has a physical or mental health condition or illness lasting or expected to last 12 months or more).

Commentary is only included below where there is a difference of support of at least eight per cent between characteristics.

A form of AI called large language models (LLMs) was used to assist theming comments made in the survey. All comments received have been read by a Council officer who also reviewed and amended themes where needed, no data is shared with external entities and no data is used for future training of large language models (LLM)

Appendix

An appendix document is also available on request, containing data tables and all comments made by respondents to the survey and more detail from each of the events and meetings.

Acknowledgements

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

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Results at a glance

Summary of findings from surveys, meetings and events

Results at a glance

The below is a summary of findings from the survey and events that took place as part of the consultation. More detail can be found in the main body of the report.



Value about living in Kensington and Chelsea

When asked about what residents value most about living in Kensington and Chelsea, the themes receiving the most comments in the survey were: ***parks, green spaces and environment*** (372 comments), ***cleanliness, waste and street maintenance*** (243 comments) and ***shops, restaurants, markets and local amenities*** (207 comments).

Helping Kensington and Chelsea reach its best

Respondents to the survey were asked to imagine it's 2030 and Kensington and Chelsea is at its best, and to describe what would need to be different to reach this. The most common themes were: ***Transport, traffic, cycling and e-bikes*** (221 comments), ***community safety, policing and anti-social behaviour*** (204 comments) and ***Council services, governance, transparency and value for money*** (200 comments).



At the events and meetings a wide range of answers and suggestions came forward from conversations with local people about what they value about living in Kensington and Chelsea and where the focus should be for Kensington and Chelsea to be at its best by 2030. Popular themes included: ***housing and access to affordable housing***, ***the environment (parks, green spaces, trees and clean streets)***, ***community safety and tackling anti-social behaviour***, ***transport (including accessible public transport and e-bikes)***, ***services for young people***, ***supporting local businesses and access to jobs***, ***services for disabled and vulnerable residents***, ***Council culture,*** **trust and accountability** and ***involvement of residents and co-designing services***.



Getting the basics right

Respondents to the survey were asked to select the three most important things residents should expect from the Council. The most selected answers were: ***that the borough is kept clean and safe*** (76 per cent), ***that problems are dealt with quickly and effectively*** (63 per cent) and ***services are easy to use and accessible*** (44 per cent).

Results at a glance



A reasonable ask of residents and communities

Respondents to the survey were asked what was reasonable to ask residents and communities to do. The most selected answers were: ***to tell us when something is wrong and when something is working*** (67 per cent), ***to take part in decisions and shape services*** (46 per cent) and ***to use online services where you can, so we can focus help on those who need it most*** (36 per cent).

At the events and meetings residents suggested ways that residents could play their part. This included ***being an active partner of the Council***, working more closely together and co-designing with the Council; ***providing feedback to the Council*** when things are working well or on areas for improvement; ***volunteering*** and playing an active part in their community and ***buying locally*** to support local businesses.



Protecting services from reductions

The services that respondents to the survey would most like to protect from reductions were: ***community safety and tackling anti-social behaviour*** (65 per cent), ***keeping streets clean and well-kept*** (55 per cent), ***care and support for older and vulnerable people*** (44 per cent) and ***parks and green spaces*** (44 per cent).



Balancing reducing services and increasing Council Tax

More respondents to the survey were in favour of ***raising Council Tax to protect services residents value the most*** (25 per cent) than ***keeping Council Tax as low as possible, even if it means significant reductions in services*** (16 per cent). However, more than half (57 per cent) responded ***it depends somewhere in between***.



Contacting the Council

When contacting the Council, the three most important areas to respondents to the survey were: ***being able to speak to a real person when they need to*** (85 per cent), ***getting the issue resolved first time*** (52 per cent) and ***clear information and updates throughout*** *(50 per cent).*



Support using online services

As more services move online, respondents to the survey were asked what support would help residents the most. The three most selected areas were: ***being able to speak to someone when they need to*** (84 per cent), ***clear, simple guidance on how to use online services*** (55 per cent) and ***confidence that personal data is secure*** (47 per cent).

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Results at a glance

Dealing with the Council in person

The factors that matters most to respondents to the survey when dealing with the Council in person were: ***being able to sort things in one visit*** (65 per cent), ***staff who know the local area*** (57 per cent) and ***being able to get in and out quickly*** (43 per cent).

Use of online services

Respondents to the survey were asked to think about other things they do online and what makes it most easy for them. The most selected answers were: ***tracking a query as it progresses from start to finish*** (67 per cent), ***accessing services from any device*** (67 per cent) and ***checking the preferred method of contact*** (57 per cent).

Supporting communities

Respondents to the survey were asked, where they live, are there any things their community does that the Council should support, rather than try to do itself. The most selected answers were: ***looking after shared spaces like gardens, estates, streets*** (46 per cent), ***helping neighbours who are older, isolated or struggling*** (41 per cent) and ***running local events and bringing people together*** (30 per cent).

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Analysis of survey responses

Value the most about living in Kensington and Chelsea

Respondents were asked what they most value about living in Kensington and Chelsea. Comments made have been themed and are summarised in the table below. The most common themes were: ***'Parks, green spaces and environment'*** (372 comments) and ***'cleanliness, waste and street maintenance'*** (243 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following pages, with the full list of themes and comments found in the appendices.

Theme	Count
Parks, green spaces and environment	372
Cleanliness, waste and street maintenance	243
Shops, restaurants, markets and local amenities	207
Transport, parking and accessibility	198
Council services, value for money and governance	190
Community, diversity and belonging	187
Safety, crime and antisocial behaviour	182
Culture, heritage, architecture and landmarks	118
Other /general positive comments	35
Housing, affordability and social housing	26

Value the most about living in Kensington and Chelsea

Parks, green spaces and environment

Residents repeatedly value the borough's parks, garden squares, tree-lined streets, open spaces, planting, river access and sense of greenery. Parks and open spaces are important places for relaxation, walking, exercise, family activity and wellbeing. Some comments also raise the importance of maintaining these spaces, improving biodiversity, protecting trees and ensuring green spaces are useful, accessible and well cared for. Examples of comments include:



"The green spaces are dotted around and are well maintained with Holland Park being a particularly lovely spot."

"Access to the beautiful parks."

Cleanliness, waste and street maintenance

Many residents specifically mention clean streets, well-maintained pavements, street sweeping, reliable rubbish collection and recycling services that improve quality of life. Twice-weekly refuse collection is repeatedly highlighted as a service residents value highly. Alongside positive feedback, some comments identify concerns about litter, dog fouling, fly-tipping, overflowing bags, uneven standards between neighbourhoods and the impact of e-bikes or other pavement obstructions on the public realm. Examples of comments include:



"Clean streets, rubbish collection twice a week, library and the greenery."

Shops, restaurants, markets and local amenities

Local amenities are a central part of residents' positive experience of the borough. Comments frequently mention independent shops, cafés, pubs, restaurants, food shops, markets, supermarkets and high streets. Cultural venues, leisure centres, libraries, healthcare and schools also appear alongside retail and hospitality as part of a broader local offer. Some comments express concern about empty shops, declining high streets, business rates, tourist-oriented retail and the loss of local businesses. Examples of comments include:



"The variety of shops, museum and galleries, which can be explored in a safe environment."

Transport, parking and accessibility

Residents place a high value on the borough's central location, public transport links, walkability and ability to reach shops, services, parks, hospitals, cultural venues and other parts of London easily. Buses, Underground stations, rail connections and proximity to central London are frequently mentioned as practical strengths, particularly for older, disabled or less mobile residents. The borough-wide residents' parking permit is strongly valued. Accessibility also appears in relation to pavements, crossings, disabled parking, mobility needs, cycle safety and the impact of bikes or scooters obstructing footways. Some comments raise concerns about traffic management, speed limits, parking costs, congestion and changes to road layouts. Examples of comments include:



"Streets and terraces look nice. Roads and pavements usually clean and clear. But e-bikes blot on landscape and dangerous to us on foot."

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Value the most about living in Kensington and Chelsea

Council services, value for money and governance

Many residents value the quality, reliability and efficiency of Council services. Positive comments refer to a range of services, e.g. refuse collection, street cleaning, libraries, leisure facilities, schools, social services and parking. A number describe the borough as well run or good value for money with low or reasonable council tax. However, this theme also includes more critical comments about complaints handling, fairness, accessibility, participation, governance, equality, transparency and whether the Council listens consistently to residents. Example comments include:



"I value that the Council delivers an efficient service in everything it does to satisfy the residents, safety, lighting, also refuse collection and the repairs. I would not choose to live any where else, once again even after Grenfell it is great living in the borough."

Community, diversity and belonging

A strong sense of community, diversity and belonging runs through many of the comments. Residents describe neighbourhoods with a village-like feel, friendly neighbours, active residents' associations, community groups and voluntary organisations. Diversity is often valued as a defining strength, with comments referring to a mix of cultures, backgrounds, ages, social groups and local histories. Some respondents highlight the importance of community and religious spaces, events, Carnival, markets, libraries and activities for older people, families and children. Alongside this, some comments refer to inequality, social division or a need for stronger inclusion. Example comments include:



"I'm lucky to live in such a vibrant and culturally rich part of the country"

Safety, crime and antisocial behaviour

Feeling safe is a recurring and important part of what residents value about living in Kensington and Chelsea. Many comments refer to low crime, safe streets, good lighting, CCTV, visible police presence, quiet residential areas and the ability to walk around comfortably, including in the evening. At the same time, a number of residents use this theme to raise concerns about anti-social behaviour, drugs, dangerous cycling and e-scooters, noise nuisance, homelessness-related anxiety, perceived decline in some areas and the need for stronger enforcement or more visible patrols. Example comments include:

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"I always feel safe in RBKC."

"It's a nice safe clean place to live."

Culture, heritage, architecture and landmarks

The borough's heritage, architecture and cultural offer are repeatedly mentioned as important sources of pride and enjoyment. Residents value the historic streets, conservation areas, garden squares, attractive buildings, churches, landmarks, museums, galleries, theatres, music venues and institutions. Some comments emphasise the need to protect historic character from inappropriate development, excessive density or visual decline, suggesting that heritage is valued both aesthetically and as part of residents' sense of place. Example comments include:



"Living walking distance from the V&A, Science Museum, Royal Albert Hall and beautiful churches like the Oratory and St Mary Abbots and St Stephen's. It is Green and full of art, culture and beautiful architecture. And Leighton House is my favourite museum!"

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Helping Kensington and Chelsea reach its best

Respondents were asked to imagine it's 2030 and Kensington and Chelsea is at its best and to describe what would need to be different to reach this. Comments made have been themed and are summarised in the table below. The most common themes were: '***Transport, traffic, cycling and e-bikes'*** (221 comments) and ***'community safety, policing and anti-social behaviour'*** (204 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following pages, with the full list of themes and comments found in the appendices.

Theme	Count
Transport, traffic, cycling and e-bikes	221
Community safety, policing and anti-social behaviour	204
Council services, governance, transparency and value for money	200
Environment, green spaces and climate resilience	177
High streets, local businesses, planning and development	166
Clean streets, waste, recycling and fly-tipping	122
Community, inclusion, culture and local events	120
Public realm, pavements, accessibility and street furniture	120
Health, social care, children, young people and vulnerable residents	117
Housing, homelessness and affordability	111
Cost of living, council tax and local finances	94
Education, libraries, skills and employment	87
No major change / maintain current standards	57

Helping Kensington and Chelsea reach its best

Transport, traffic, cycling and e-bikes

Transport, traffic, cycling and e-bikes form the largest group of comments, reflecting concern about how people move through the borough and how streets are shared. Residents raise congestion, bridge closures, roadworks, bus reliability, step-free access, speeding, noisy vehicles and the balance between cars, pedestrians and cyclists. E-bikes and scooters are a particularly strong sub-theme, with repeated calls for better regulation, designated parking, enforcement against pavement riding, and action where dockless bikes obstruct pavements, crossings or parking bays. Example comments include:



"I would like to see far less motorised traffic, especially fewer SUVs and other large private vehicles. Better facilities for pedestrians and cyclists is a must. Less noise and pollution leading to a much better environment."

Community safety, policing and anti-social behaviour

Respondents frequently link a successful borough to feeling safe in streets, parks, town centres and transport hubs, including at night. Comments call for more visible policing, better CCTV, stronger action on theft, shoplifting, phone snatching, burglary, drug dealing, rough sleeping linked to vulnerability, nuisance behaviour and disorder around specific locations. Safety is often discussed alongside confidence in public spaces, support for vulnerable residents, and the need for joined-up action between the Council, police, local businesses and communities. Example comments include:



"Crime down. Safer streets and police who prevent and investigate crimes."

Council services, governance and value for money

Comments focus on trust, transparency, responsiveness and prioritisation. Residents want clearer communication, faster responses, better digital services, stronger complaint handling, efficient use of public money and visible follow-through after consultation. Some comments call for the Council to focus on core services such as safety, waste, housing, highways, planning enforcement and public realm maintenance, while others emphasise engagement, accountability and residents having a stronger voice in decisions that affect their neighbourhoods. Example comments include:



"An efficiently run council."

"Costs controlled without a drop in services."

Environment, green spaces and climate resilience

Comments show a strong desire for more trees, planting, shade, biodiversity, cleaner air, green infrastructure and climate resilience. Residents mention hotter summers, flooding, sustainable drainage, retrofit, energy efficiency, greener streets and better use of small spaces for planting. These comments often overlap with transport and public realm issues, as residents connect reduced traffic, cleaner air, more walkable streets and more attractive green spaces with health, wellbeing and livability. Example comments include:



"Cleaner streets especially pavements, cleaner air, less traffic, safer streets."

"Cleaner and safer environment around Ladbroke Grove and Latimer Road tube stations."

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Helping Kensington and Chelsea reach its best

High streets, local businesses, planning and development

Many respondents want thriving, distinctive high streets with independent shops, useful local services, fewer empty units and better protection of local character. Concerns include overdevelopment, luxury schemes, tall buildings, chain stores, betting shops, vape shops, tourist-focused retail and the impact of major development on traffic, infrastructure and neighbourhood identity. Planning is frequently linked to fairness, transparency and the need to balance growth with heritage and livability. Example comments include:



"Higher occupancy of shops on high street and less touristy shops"

Clean streets, waste, recycling and public realm

Residents focus on the visible condition of pavements, refuse bags left outside, commercial waste, fly-tipping, chewing gum, graffiti, dog fouling, food waste, overflowing bins and the need for more regular cleansing or better enforcement. These comments often frame cleanliness as part of the borough's identity and quality of life, with some residents praising existing standards while others argue that specific high streets, town centres and residential areas need more consistent attention. Example comments include:



"All dogs held on a leash on public footpaths or pavements, no dog poo on pavements, no rubbish nor rubbish bags left on pavements, bike shares tidy, more trees, less petrol cars, no noise pollution."

Community, inclusion, health, education and cost of living

Residents value libraries, schools, youth services, adult education, cultural life, community spaces and opportunities for people to connect. At the same time, comments point to pressures on families, older people, disabled residents, care leavers, people with mental health needs and those affected by poverty or isolation. Overall, the responses suggest that residents want the borough to retain its strengths while addressing everyday concerns in a visible, fair and practical way. Example comments include:



"Funding into community events and keeping community spaces funded for youth."

"Keeping the culture of the borough."

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Public realm, pavements, accessibility and street furniture

Comments focus on pavements, step-free access, benches, public toilets, street lighting, crossings, street furniture and clutter from bikes, tables or signage. Accessibility, pedestrian safety and the condition of pavements are recurring concerns. Example comments include:



"I hope that in the following years, there will be more street furniture such as benches and bins. Another thing that would be great is public water fountains. Also I think that we should use a variety of streetscaping methods such as roundabouts, speed bumps and cameras to dissuade dangerous driving, which puts children, cyclists, disabled people and more at risk."

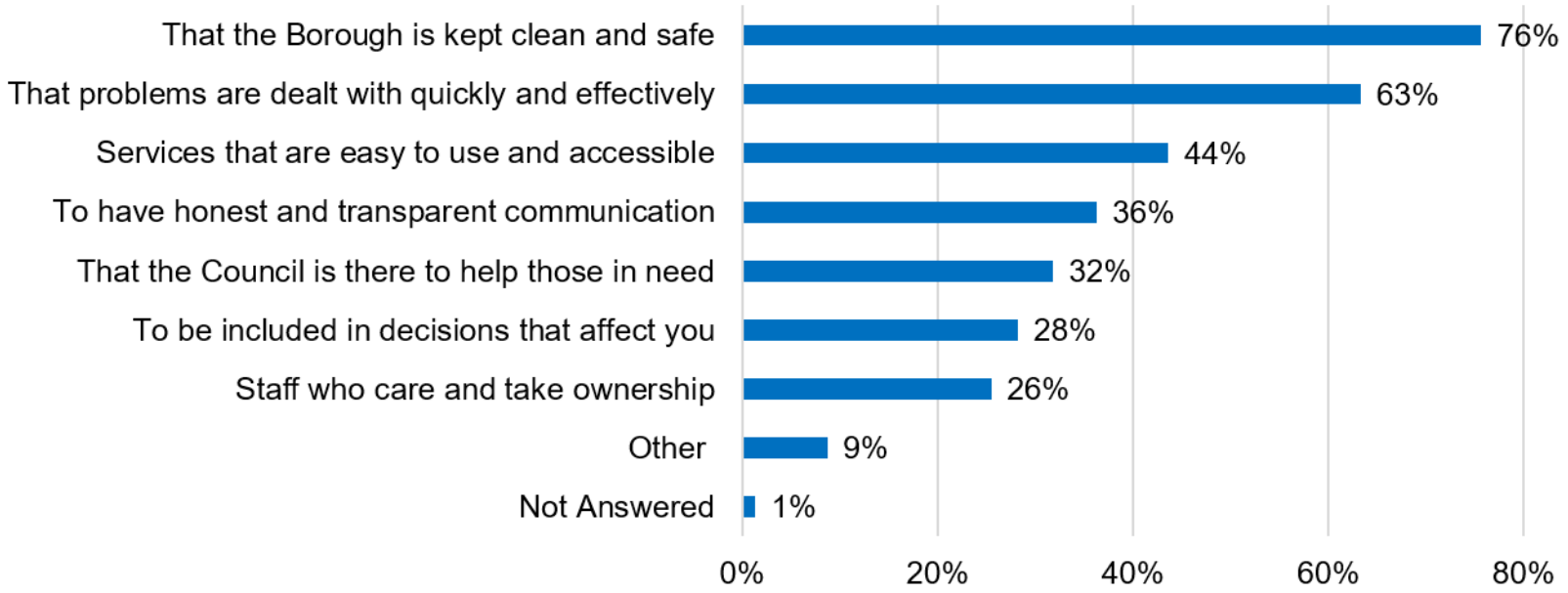
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Getting the basics right

The Council has promised to ‘get the basics right’, respondents were asked to select from a list the three most important things residents should expect from the Council every time. Respondents were able to select up to three answers.

Residents prioritise a ***clean and safe borough*** (76 per cent) and ***problems being dealt with quickly and effectively*** (63 per cent) as the most important things they should be able to expect from the Council. ***Accessibility of services*** (44 per cent) is the next highest priority.

The Council has promised to “get the basics right”. What are the three most important things residents should be able to expect from the Council, every time?



Base: All respondents (584)

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Getting the basics right – Other answers

Respondents that indicated an 'other' answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Governance, accountability, transparency and decision making*** (24 comments) and ***transport, highways, parking and planning*** (16 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Governance, accountability, transparency and decision-making	24
Transport, highways, parking and planning	16
Housing, care, community support and local services	14
Communication, consultation and resident engagement	12
Environment, cleanliness, parks and public spaces	12
Community safety, policing and anti-social behaviour	10
Finance, value for money, digital services and administration	10

Getting the basics right – Other answers

Governance, accountability, transparency and decision-making

Residents in this theme emphasise the importance of honest, lawful and accountable decision-making. Many comments call for clear ownership of issues, stronger follow-through, fair treatment, ethical leadership and a council culture that listens, takes responsibility and applies policies consistently. Examples of comments include:

"Clear ownership and follow-through: residents should not have to repeat themselves, chase multiple teams, or work out for themselves who is responsible. Where the Council cannot provide the outcome requested, it should give a clear, honest explanation and make the next steps easy to understand."

Transport, highways, parking and planning

Residents raise concerns about the impact of highways decisions, construction, congestion and development, alongside calls for better consultation and planning that considers cumulative local impacts. Examples of comments include:

"Planning is holistic and looks at ward levels cumulative effects not just each application separately. I want to feel listened to and not feel like objecting does not matter and business prevails vs residents' views."

Housing, care, community support and local services

Responses focus on core services that affect residents' quality of life, particularly housing, care, libraries, schools and support for people in need. Comments call for safe and affordable housing, responsive estate management, support for older or vulnerable residents, and protection of valued local services. Examples of comments include:

"Good quality social and affordable housing."

"Care for the elderly."

Communication, consultation and resident engagement

Responses in this theme focus on the need for clearer, more responsive and genuinely two-way communication. Residents refer to consultation on decisions that affect them, acknowledgement of emails and complaints, better explanations about service changes, and stronger evidence that feedback is listened to and acted upon. Examples of comments include:

"Direct consultation with residents over changes to highways and services that impact on them."

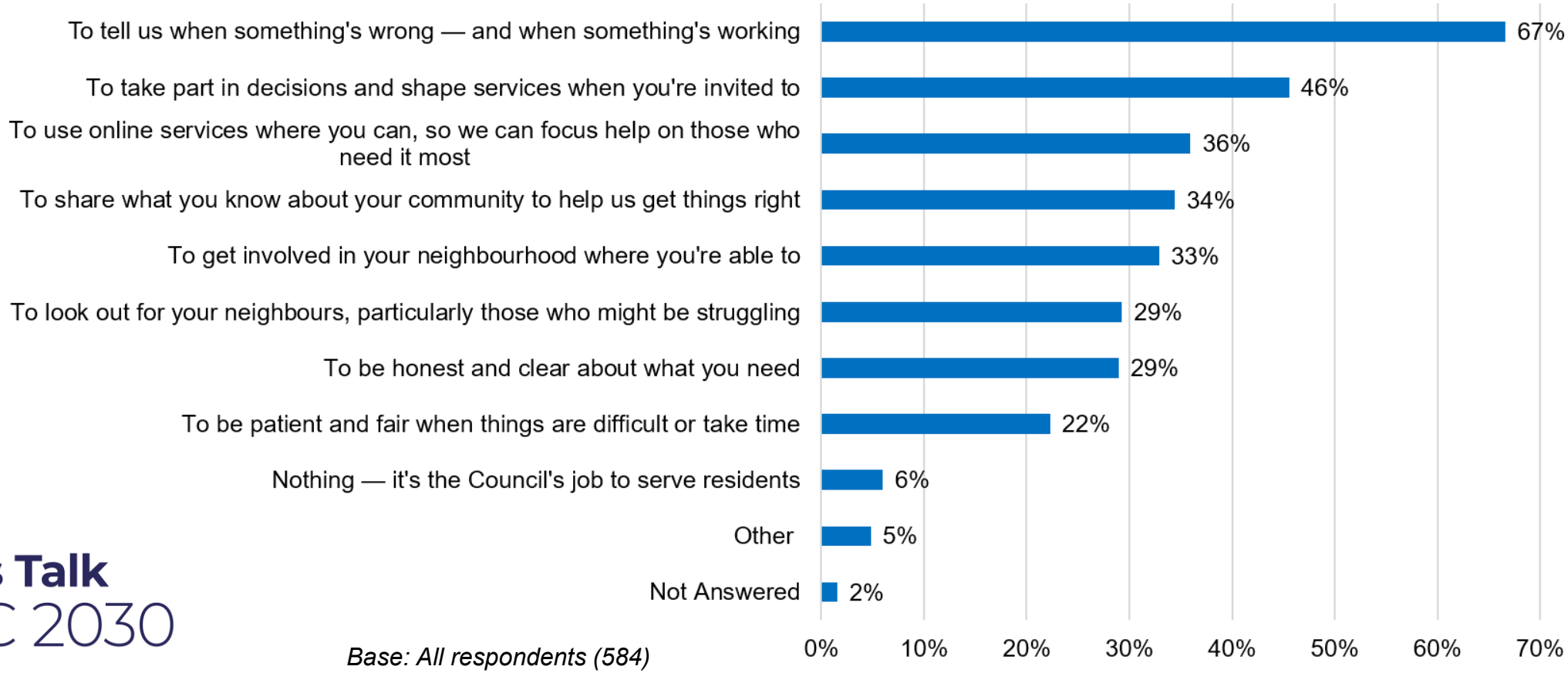
"Residents to have greater influence regarding planning decisions."

Reasonable ask of residents and communities

Given the need to work with residents and communities differently, respondents were asked what they thought was reasonable for the Council to ask residents and communities to do. Respondents were able to select up to three answers.

Residents see the strongest role for themselves in ***telling the Council when something is wrong or working*** (67 per cent), followed by ***taking part in decisions and shaping services*** (46 per cent). ***Using online services where possible*** (36 per cent) and ***sharing local community knowledge*** (34 per cent) are also seen as important contributions.

Which of the following do you think is reasonable for the Council to ask residents and communities to do? (PLEASE SELECT UP TO THREE MOST IMPORTANT)



Base: All respondents (584)

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Reasonable ask of residents and communities – Other

Respondents that indicated an ‘other’ answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Resident involvement, consultation and co-design*** (22 comments) and ***Council responsiveness, trust and accountability*** (20 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Resident involvement, consultation and co-design	22
Council responsiveness, trust and accountability	20
Community responsibility, neighbourliness and volunteering	10
Digital access, communication and reporting issues	10
Housing, planning, estates and local infrastructure	10
Environment, community safety and public realm	10

Reasonable ask of residents and communities – Other

Resident involvement, consultation and co-design

This theme reflects residents' views on taking part in decision-making, consultations and service design. Responses suggest support for meaningful involvement, but also stress that engagement should be genuine, accessible and early enough to influence outcomes. Example comments include:



"But you need to listen. You don't. You hold endless consultations then make your own mind up."

"For the Council to genuinely engage with residents on co-design and not simply to pay lip service to the concept."

Council responsiveness, trust and accountability

This theme captures concerns about whether the Council listens, responds and follows through on issues raised by residents. Many comments emphasise the importance of trust, accountability, clear communication and visible action, particularly where residents feel previous concerns have not been addressed. Example comments include:



"Deal with complaints when majority of actually real residents are complaining and finding a middle ground to resolve issues. Ask every household to give opinion on particular issues."

Community responsibility, neighbourliness and volunteering

This theme covers expectations around residents supporting each other, contributing to community life and taking part in local activity. Some comments support neighbourliness and volunteering, while others caution that community action should not replace the Council's core responsibilities. Example comments include:



"As a local resident or council tax payer your duty is to get involved in your local community - just living here and living off others is not acceptable."

"Help each other would be good. You can't expect the council to help with everything."

Digital access, communication and reporting issues

This theme focuses on how residents report issues and communicate with the Council, including the use of online services, apps and direct contact with staff. Several comments highlight the need for accessible, reliable and inclusive communication channels for residents who may not be digitally confident. Example comments include:



"Invite residents to use an app to report issues such as illegal posters glued to vacant shop windows, broken street lights, graffiti, etc. I have used a similar app in other places that I've lived and they are easy for residents to use and speed up the process of alerting the appropriate dept. to issues. They also allow for helpful like a photo to be included with the report."

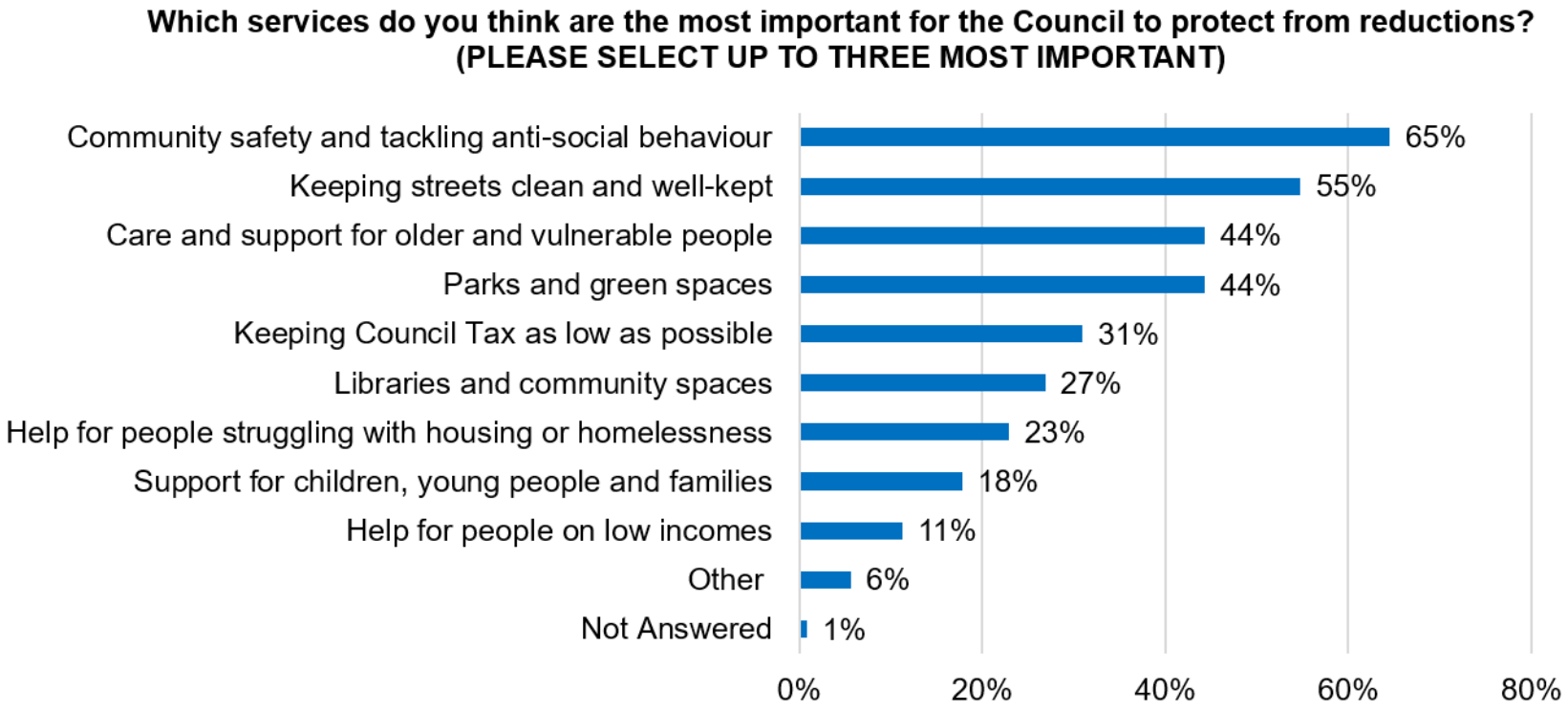
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Protecting services from reductions

Respondents were asked which services they thought were most important for the Council to protect from reductions. Respondents were able to select up to three answers.

Residents see ***community safety and tackling anti-social behaviour*** (65 per cent) and ***keeping streets clean and well-kept*** (55 per cent) as the most important services to protect from reductions. ***Care and support for older and vulnerable people*** and ***parks and green spaces*** are the next highest priorities, both at 44 per cent.



Base: All respondents (584)

Protecting services from reductions – Other answers

Respondents that indicated an 'other' answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Council tax, finance, efficiency and governance*** (16 comments) and ***Protecting all essential services/core council responsibilities*** (13 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Council tax, finance, efficiency and governance	16
Protecting all essential services/core council responsibilities	13
Adult social care, disability support and vulnerable residents	10
Environment, streets, parks and public realm	10
Housing and homelessness	8
Transport, parking, highways and active travel	8
Community safety, policing and CCTV	7

Protecting services from reductions – Other answers

Council tax, finance, efficiency and governance

This theme included views on keeping Council Tax low, raising revenue, avoiding waste, improving efficiency, financial transparency and fair allocation of resources. Several respondents questioned how choices were framed and called for clearer information about budgets, trade-offs, participation and the differing needs of communities across the borough. Examples of comments included:



"You cannot do all these things, so focus on the core responsibilities of a council."

"As well as keeping Council tax levies reasonable."

Protecting all essential services/core council responsibilities

Respondents emphasised that many council services are interconnected and should be regarded as essential rather than placed in competition with one another. Several comments expressed concern about being asked to choose only a small number of priorities, arguing that reductions to core services could affect overall quality of life and the Council's ability to meet its basic responsibilities. Examples of comments included:



"All of these are important, and basic. It shouldn't come down to a choice, depending on any individual's current levels of income/interest."

Adult social care, disability support and vulnerable residents

Respondents highlighted the importance of protecting support for older residents, disabled people, people with mobility issues, families, children and residents on low incomes. Comments stressed the need to safeguard essential human support, accessibility, public health provision and spaces that help people live independently and remain connected to their communities. Examples of comments included:



"We need more spaces for young adults who have learning difficulties where they can learn independent living skills."

Environment, streets, parks and public realm

Responses emphasised the importance of maintaining clean streets, parks, green spaces, the built environment, refuse collection and climate-related measures. Several comments framed the public realm as central to community wellbeing, while others raised concerns about planning, street cleaning consistency and ensuring investment benefits local residents. Examples of comments included:



"Ensuring the built environment is kept in good order."

"Help with measures tackling climate change."

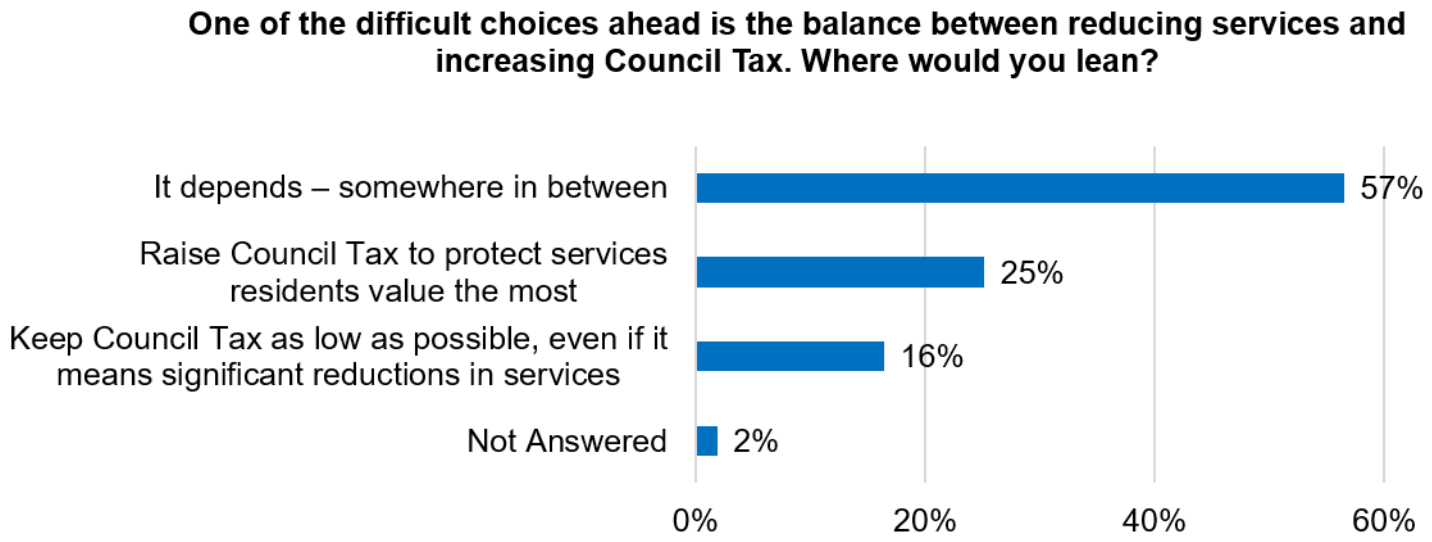
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THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Balancing reducing services and increasing Council Tax

One of the difficult choices ahead is the balance between reducing services and increasing Council Tax. Respondents were asked which way they leaned.

Most residents (57 per cent) ***take a balanced view on the trade-off between service reductions and Council Tax***. More residents would prefer ***to raise Council Tax to protect services*** (25 per cent) than ***keep it as low as possible if it meant significant service reductions*** (16 per cent).



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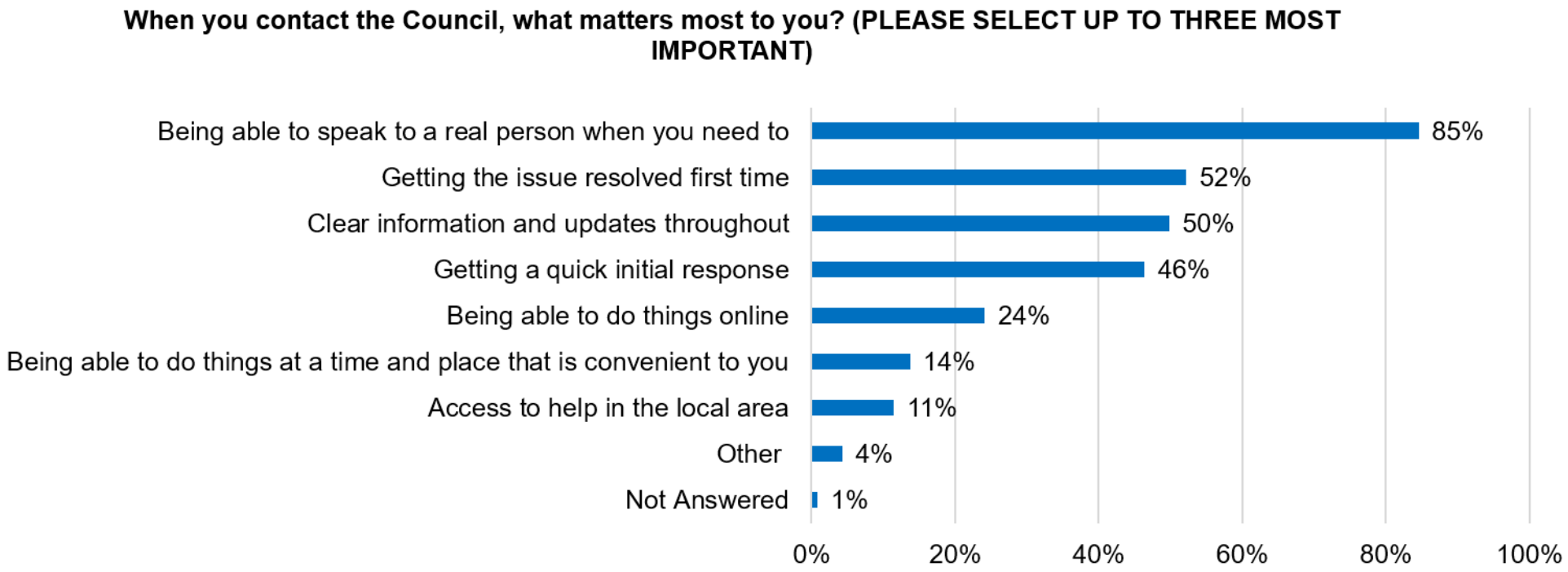
Base: All respondents (584)

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Contacting the Council

Respondents were asked when they contact the Council, what matters most to them. Respondents were able to select up to three answers.

Respondents said that ***being able to speak to a real person when contacting the Council*** is the most important factor (85 per cent). ***Getting issues resolved first time*** (52 per cent), receiving ***clear information and updates*** (50 per cent), and ***getting a quick initial response*** (46 per cent) were the next highest priorities.



Base: All respondents (584)

Contacting the Council – Other answers

Respondents that indicated an 'other' answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Responsiveness, follow-up and resolution*** (19 comments) and ***clear ownership, accountability and escalation*** (13 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Responsiveness, follow-up and resolution	19
Clear ownership, accountability and escalation	13
Knowledgeable, courteous and effective staff	12
Accessible, human and inclusive contact	11
Housing, repairs, planning and estates	7
Environment, waste, noise and public realm	4

Contacting the Council – Other answers

Responsiveness, follow-up and resolution

This theme highlights residents' desire for timely, efficient and meaningful responses when they contact the Council. Many comments emphasise the importance of acknowledgement, regular updates, clear next steps and practical resolution, rather than simply being directed through a process. Example comments include:



"If the issue can't be resolved straight away, showing how the Council intends to resolve the problem or matter in question would be good. People get frustrated having to chase up their queries."

"Efficient, prompt response that resolves the problem."

Clear ownership, accountability and escalation

Residents want clear responsibility for their enquiry, with a named person or team taking ownership until the issue is concluded. Respondents stress accountability, effective escalation routes and confidence that concerns will not be passed between services or left unresolved. Example comments include:



"A named person in the office to deal with the issue, up to its conclusion not different people."

"Most important thing is getting the thing resolved - there is too much focus on process and not enough on outcome."

Knowledgeable, courteous and effective staff

Comments focus on the quality of staff interaction. Residents value speaking to staff who are polite, informed, able to understand the issue, communicate clearly and take practical action, with several comments contrasting this with automated or poorly informed responses. Example comments include:



"To speak with an informed and helpful member of staff not a bot."

"Important to me is to feel, believe, the council rep on the other end of the phone is listening carefully and fully hopes to solve your problem, will take action, and at least send an email to inform of result or ongoing status of the situation."

Accessible, human and inclusive contact

Comments reflect the importance of being able to contact the Council in ways that are accessible, inclusive and human. Residents raise concerns about over-reliance on digital channels, difficulties reaching staff by phone, inaccessible communications and the need for appropriate support for older and disabled residents. Example comments include:



"As time has passed by job titles, descriptions and positions within the council have changed but residents are not informed. Communications are often not accessible and QR codes at times don't work."

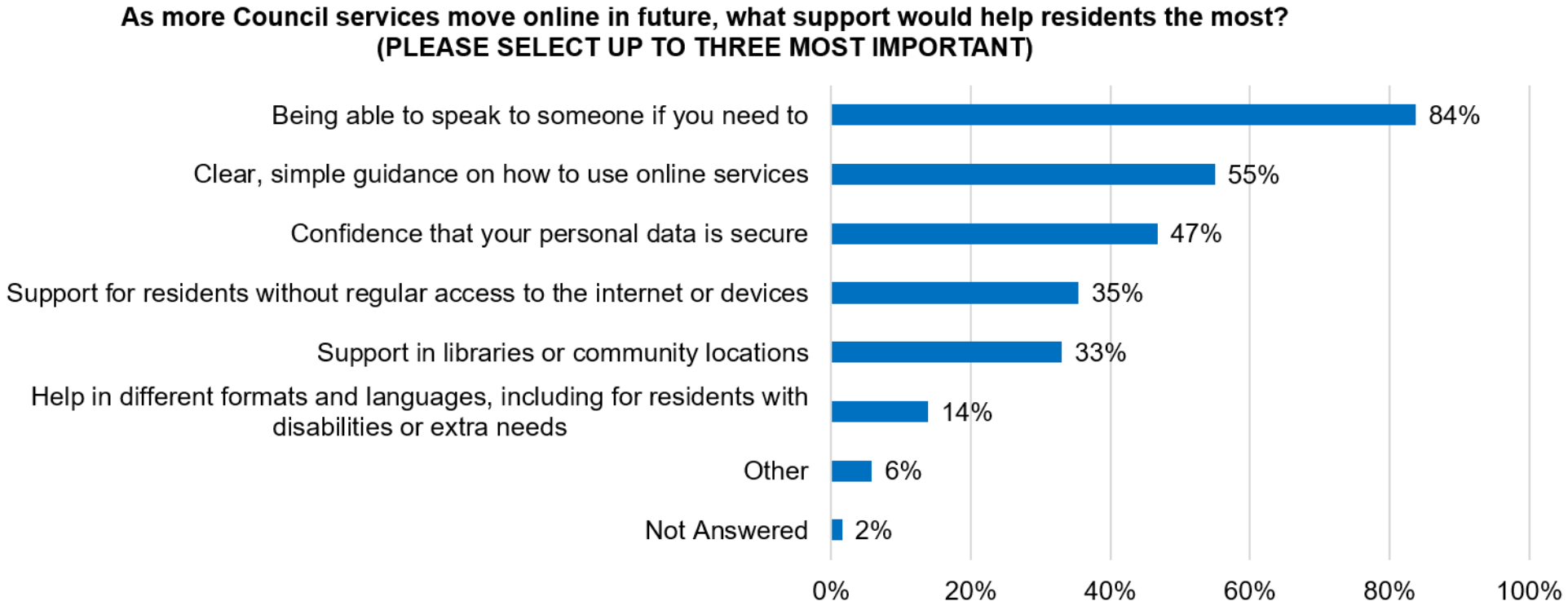
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Support using online services

As more Council services move online, respondents were asked what support would help residents the most. Respondents were able to select up to three answers.

Respondents said that ***being able to speak to someone if needed*** would be the most important support as more Council services move online (84 per cent). ***Clear, simple guidance on using online services*** (55 per cent) and ***confidence that personal data is secure*** (47 per cent) were the next highest priorities.



Base: All respondents (584)

Support using online services– Other answers

Respondents that indicated an ‘other’ answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***website, forms and digital service design*** (14 comments) and ***human support, empathy and local knowledge*** (13 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Website, forms and digital service design	14
Human support, empathy and local knowledge	13
Access, inclusion and non-digital routes	10
Communication, tracking and accountability	10
Cyber security, data protection and trust	8
Digital skills, equipment and community-based support	6

Support using online services– Other answers

Website, forms and digital service design

Residents wanted online services that are reliable, user-friendly, easy to navigate and designed around resident needs. Several comments raised concerns about poor websites, confusing forms, unreliable portals and systems that create additional barriers. Example comments include:



"Investment in a genuinely functional, logical and easy-to-use online platform. Residents should not need to navigate confusing systems, duplicate information or work out for themselves how different Council services connect. Digital services should be designed around the user, easy to navigate, and not designed around the Council's internal and overly complex bureaucratic structures."

Human support, empathy and local knowledge

Many comments called for real people to remain available, with staff who are empathetic, knowledgeable, locally informed and able to take responsibility for resolving issues rather than directing residents back to automated or self-service routes. Example comments include:



"A guaranteed non-digital route to every essential Council service. Moving services online must never become a means of excluding residents who, because of disability, cognitive impairment, age or vulnerability, cannot reliably navigate online or telephone self-service systems."

Access, inclusion and non-digital routes

Residents emphasised that online services should increase choice rather than replace existing routes. Many wanted face-to-face, telephone and assisted support to remain available, especially for disabled, older or vulnerable residents and those who struggle with digital access. Example comments include:



"Online can't just be a way for the council workers to hide. There needs to be some people available to speak to those who struggle with online access. Phones need to be answered."

Communication, tracking and accountability

Residents wanted better acknowledgement, reference numbers, named responses, regular updates, case tracking and clear ownership so that issues are followed through to an outcome and do not disappear into a "black hole". Example comments include:



"An actual outcome rather than things disappearing into a void with no ownership of the issue, no response or effective outcome making it necessary to put in a subsequent official complaint to get the original issue addressed. It's an enormously inefficient process at the moment."

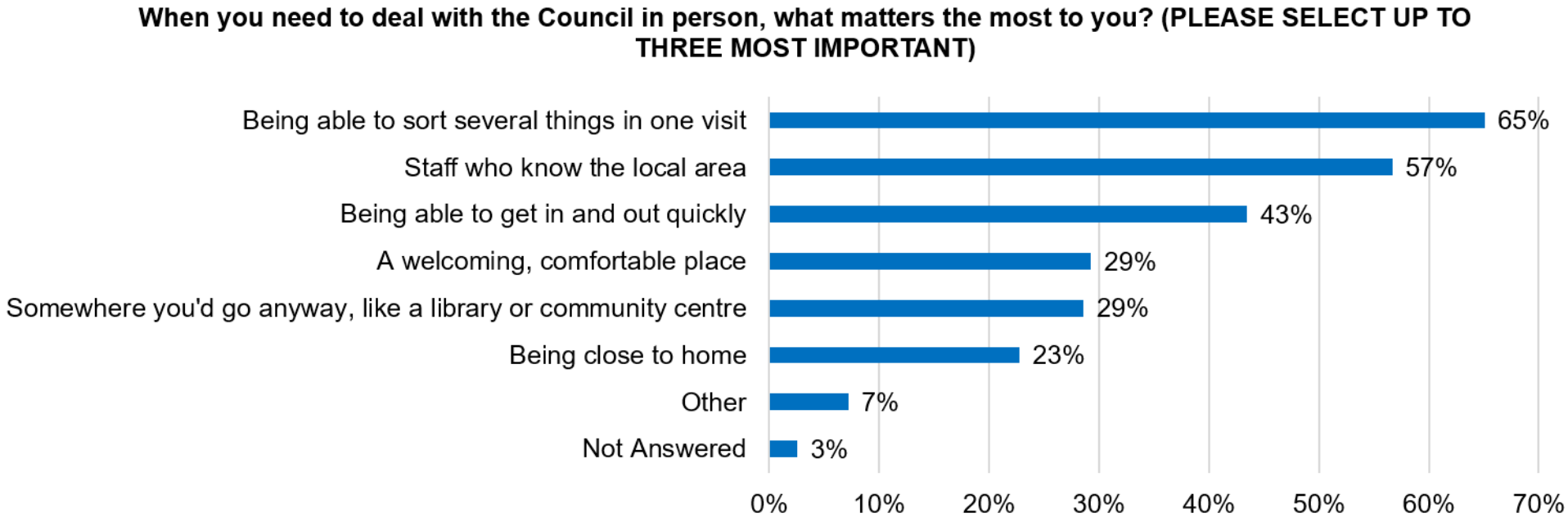
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Dealing with the Council in person

Respondents were asked when they deal with the Council in person, what matters most to them. Respondents were able to select up to three answers.

Respondents said that ***being able to sort several things in one visit*** is the most important aspect of dealing with the Council in person (65 per cent), followed by ***having staff who know the local area*** (57 per cent). ***Being able to get in and out quickly*** was the next highest priority (43 per cent).



Base: All respondents (584)

Dealing with the Council in person – Other answers

Respondents that indicated an ‘other’ answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Knowledgeable, empowered and helpful staff*** (35 comments) and ***respectful, empathetic and courteous treatment*** (19 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Knowledgeable, empowered and helpful staff	35
Respectful, empathetic and courteous treatment	19
Speed, efficiency and resolution at first contact	17
Choice of access channel and location	16
Clear communication and accountability	15
Accessibility, inclusion and reasonable adjustments	8

Dealing with the Council in person – Other answers

Knowledgeable, empowered and helpful staff

Residents repeatedly said that the most important part of in-person contact is being able to deal with staff who know Council services, understand the issue, and are empowered to help. Many comments stress the need for staff to take ownership, make decisions, provide accurate information and avoid simply redirecting residents to websites, telephones or other departments. Example comments included:

"Informed and efficient staff who know what they are talking about and how to sort things out."

Respectful, empathetic and courteous treatment

Many responses focus on how residents are treated when they contact the Council. The comments point to the importance of staff being courteous, patient, respectful, sincere and compassionate, with good listening skills and an understanding that residents may be stressed or dealing with difficult circumstances. Example comments included:

"Having someone who is polite, kind and cares about the area and my concerns, pretty much none of the current staff that I have ever encountered at the town hall."

Speed, efficiency and resolution at first contact

A strong theme is the importance of getting matters resolved quickly and effectively, preferably in one visit or first contact. Respondents are concerned about delays, repeat chasing, being passed between departments and promises not being followed by action. Example comments included:

"To get the matter resolved in good time and not to be pushed around from department to department. Departments should answer phones and emails promptly, emails within the hour."

Choice of access channel and location

Residents mention the need for different ways to contact or access the Council, including telephone, online, video and in-person routes. Some want fewer unnecessary in-person visits, while others value the Town Hall or physical access when needed. Location, appointments, parking, drop-off points and public transport also feature in this theme.

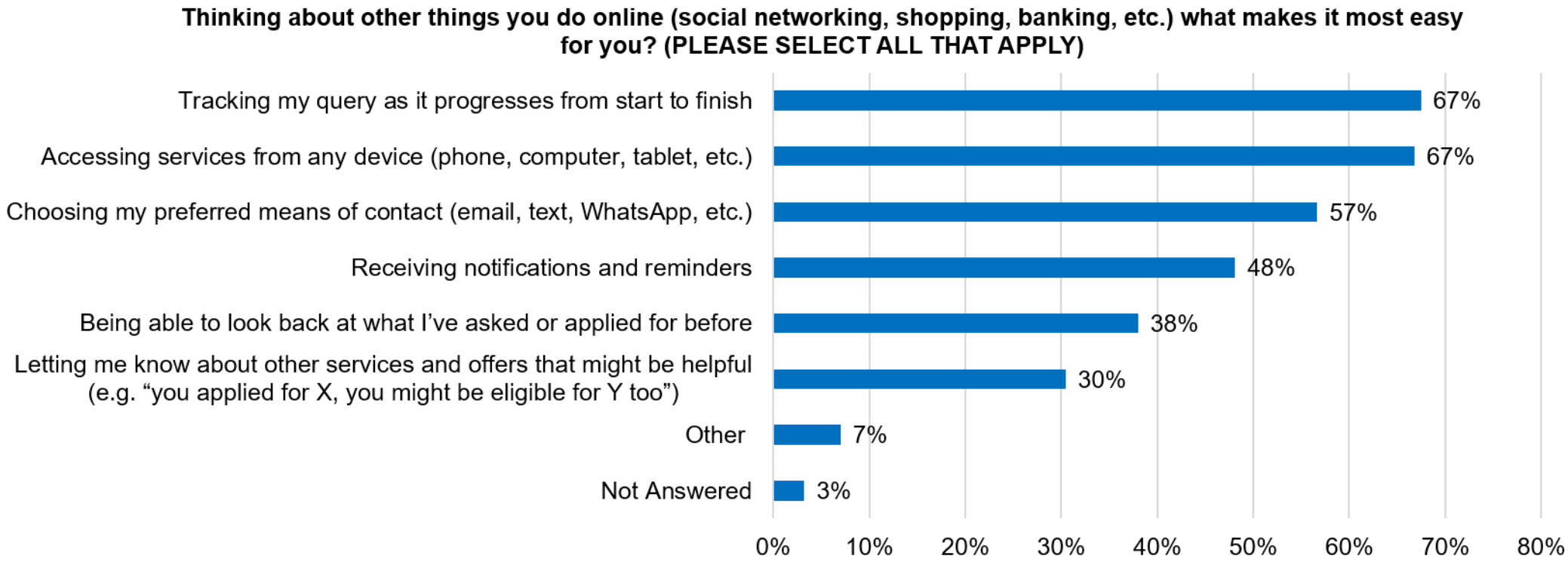
"Access by telephone to an informed human being."

"Somewhere easily accessible by public transport."

Use of online services

Respondents were asked to think about other things they do online (social networking, shopping, banking, etc.) what makes it most easy for them. Respondents were able to select up to three answers.

Respondents said that ***tracking a query from start to finish*** and ***being able to access services from any device*** are the most important features of online services (both 67 per cent). ***Choosing a preferred means of contact*** was the next highest priority (57 per cent), followed by receiving notifications and reminders (48 per cent).



Base: All respondents (584)

Use of online services – Other answers

Respondents that indicated an ‘other’ answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Access to human support and offline choice*** (19 comments) and ***digital exclusion and preference not to use online services*** (19 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Access to human support and offline choice	19
Digital exclusion and preference not to use online services	15
Ease of use, plain language and accessibility	14
Reliability, efficiency and service quality	13
Wider impacts, communication preferences and other concerns	10
Integrated accounts, tracking and case history	9
Trust, data security and online safety	7

Use of online services – Other answers

Access to human support and offline choice

Respondents stressed that online services should not replace telephone, face-to-face or named human support, particularly when issues are complex, urgent or residents are less confident online. Examples of comments include:

"Having the choice not to do it online but in person."

"Not everyone does these things online, people need to be able to talk to a person to sort out their issues."

Digital exclusion and preference not to use online services

A number of respondents said they do not use, cannot use or prefer not to use online services for shopping, banking or social networking, with some referring to age, skills, access or lifestyle preferences. Example comments include:

"I do not shop online except occasionally for books, I do not bank online or use social media."

Ease of use, plain language and accessibility

Comments highlighted the importance of simple, clear, easy-to-navigate services, plain English, accessible design, saved progress and support for people who find online forms, attachments or links difficult. Examples of comments include:

"On online interactions, easy to use platform or interface most important."

"Simple standard English with organised structure clear guidance."

Reliability, efficiency and service quality

Comments focused on services needing to work consistently, reduce duplication, avoid silos, provide quick responses, and improve Council systems such as portals, websites, apps and operational follow-through. Examples of comments included:

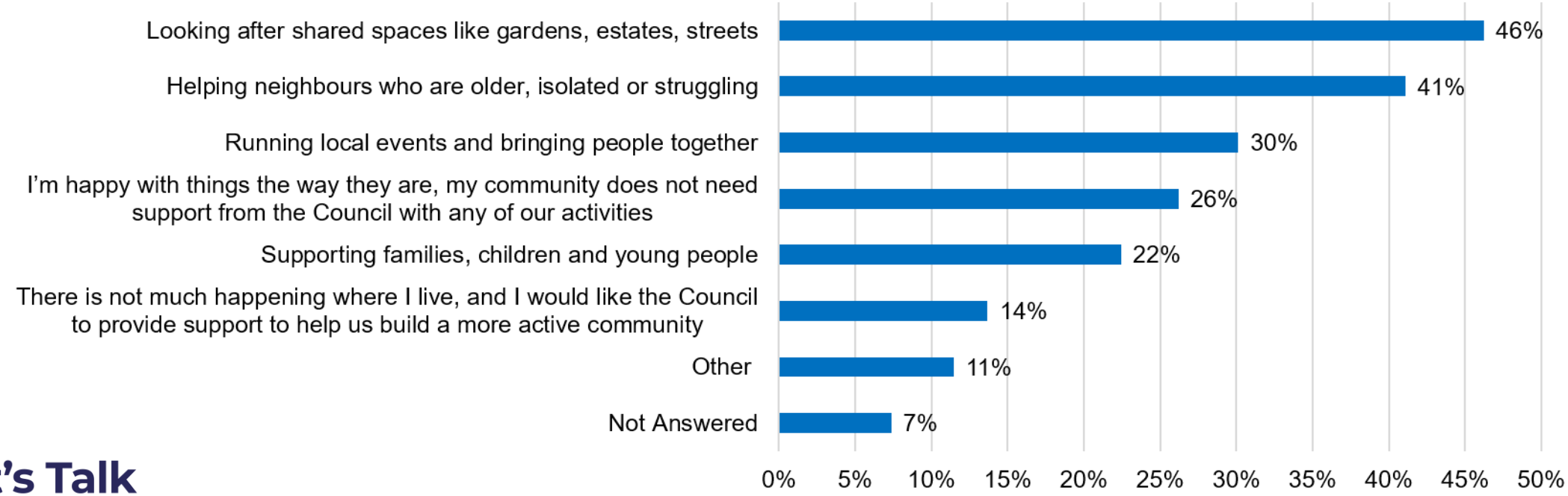
"Proper efficient support when something goes wrong and being able to speak to a human easily and quickly about it. A really good user experience with user centred design and a proper app."

Supporting communities

Kensington and Chelsea has really strong communities. Respondents were asked, where they live, are there any things their community does that the Council should support, rather than try to do itself. Respondents were able to select as many answers that applied.

Respondents said that community activities the Council should support, rather than lead itself, are ***looking after shared spaces such as gardens, estates and streets*** (46 per cent) and ***helping neighbours who are older, isolated or struggling*** (41 per cent). ***Running local events and bringing people together*** was the next most selected activity (30 per cent).

Where you live, are there any things your community does that the Council should support, rather than try to do itself? (PLEASE SELECT ANY THAT APPLY)



Base: All respondents (584)

Supporting communities – Other answers

Respondents that indicated an 'other' answer were asked to detail their answer. Comments made have been themed and are summarised in the table below. The most common themes were: ***Community groups, volunteering and social connection*** (33 comments) and ***Council role, funding, partnership and accountability*** (30 comments).

A more detailed summary of comments made relating to the most mentioned themes, alongside examples of comments made, can be seen on the following page, with the full list of themes and comments found in the appendices.

Theme	Count
Community groups, volunteering and social connection	33
Council role, funding, partnership and accountability	30
Clean streets, waste, environment and public realm	20
Community safety, crime and anti-social behaviour	18
Children, young people, families and vulnerable residents	15
Housing, estates, repairs and landlord issues	13
Local economy, transport, parking and development	13

Supporting communities – Other answers

Community groups, volunteering and social connection

This theme includes comments about residents' associations, community organisations, local hubs, neighbourliness, volunteering, events and informal community networks. Responses suggest that trusted local groups already play an important role in bringing people together and supporting residents, but that they need practical help, funding, publicity, access to space and clearer information from the Council. Example comments include:



"Individual area residents' associations which meet regularly and have regular social functions really make a difference to many. The Cherry Tree Residents' Association has terrific leadership and is one of the best."

Council role, funding, partnership and accountability

Responses focus on the boundary between community action and Council responsibility. Some residents support the Council enabling communities, charities and residents' associations to do more, while others strongly caution against transferring core statutory or essential services onto volunteers. Several comments also raise issues of transparency, communication, consultation design, accountability and trust. Example comments include:



"I think that community and council should work closely but ultimately the council needs to be responsible for most of the points above."

Clean streets, waste, environment and public realm

Comments focus on street cleanliness, waste collection, fly-tipping, dog fouling, drains and flooding, parks, green spaces, shared outdoor areas and the general condition of streets and pavements. Many respondents emphasise that community effort can help, but they also expect the Council to maintain core public realm standards and take enforcement action where needed. Example comments include:



"Thanking anyone who do more than their share for the environment. For example, on Holland Road a resident picks up all the rubbish on Holland Park Ave, Holland Road, Addison Lower and Upper Addison Gdns. She is truly amazing."

Community safety, crime and anti-social behaviour

This theme includes concerns about crime, policing, anti-social behaviour, drug and gambling-related issues, knife crime, safety in shared spaces and road safety. Residents call for visible enforcement, better liaison with police, support for preventative community activity and action to ensure neighbourhoods feel safe. Example comments include:



"Support for community groups trying to prevent knife crime. The council could at least fund youth clubs."

"The Council could help maintain good behaviour in communal or shared outdoor spaces."

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Your community Your voice

Survey Analysis
Demographic differences

Demographic differences

This section of the report highlights demographic differences to each of the questions. Where results are broken down, the results show breakdowns based on geography, sex, age, ethnicity and whether the respondent has a physical or mental health condition or illness lasting or expected to last 12 months or more.

Please note:

- Age information was collected differently in the survey open to all and the Citizens' Panel survey, so age range analysis has been analysed separately for each survey
- Where analysis is broken down by geography, results are split between North, South and Centre of the borough, with the following wards included in each split:
    - **North** – Dalgarno, 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

Highlighted cells within the tables indicate that there is a difference of at least eight per cent between characteristics.

The Council has promised to “get the basics right”. What are the most important things residents should expect from the Council, every time?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Services that are easy to use and accessible	**Male** (38%) **Female** (47%)	**White** (45%) **Ethnically Diverse** (39%)	**Under 55** (47%) **55 or older** (40%)	**Under 60** (41%) **60 or older** (45%)	**Yes** (49%) **No** (43%)	**Centre** (42%) **South** (40%) **North** (47%)
Staff who care and take ownership	**Male** (30%) **Female** (23%)	**White** (26%) **Ethnically Diverse** (29%)	**Under 55** (26%) **55 or older** (26%)	**Under 60** (27%) **60 or older** (27%)	**Yes** (25%) **No** (26%)	**Centre** (22%) **South** (27%) **North** (30%)
That problems are dealt with quickly and effectively	**Male** (68%) **Female** (64%)	**White** (65%) **Ethnically Diverse** (65%)	**Under 55** (60%) **55 or older** (67%)	**Under 60** (64%) **60 or older** (65%)	**Yes** (55%) **No** (69%)	**Centre** (61%) **South** (75%) **North** (62%)
That the Borough is kept clean and safe	**Male** (79%) **Female** (76%)	**White** (80%) **Ethnically Diverse** (65%)	**Under 55** (72%) **55 or older** (80%)	**Under 60** (76%) **60 or older** (77%)	**Yes** (62%) **No** (81%)	**Centre** (86%) **South** (78%) **North** (67%)
That the Council is there to help those in need	**Male** (32%) **Female** (33%)	**White** (31%) **Ethnically Diverse** (43%)	**Under 55** (29%) **55 or older** (28%)	**Under 60** (42%) **60 or older** (34%)	**Yes** (47%) **No** (30%)	**Centre** (30%) **South** (29%) **North** (37%)
To be included in decisions that affect you	**Male** (25%) **Female** (31%)	**White** (29%) **Ethnically Diverse** (31%)	**Under 55** (29%) **55 or older** (28%)	**Under 60** (29%) **60 or older** (31%)	**Yes** (35%) **No** (27%)	**Centre** (25%) **South** (27%) **North** (34%)
To have honest and transparent communication	**Male** (39%) **Female** (36%)	**White** (33%) **Ethnically Diverse** (51%)	**Under 55** (30%) **55 or older** (34%)	**Under 60** (46%) **60 or older** (38%)	**Yes** (43%) **No** (34%)	**Centre** (33%) **South** (39%) **North** (40%)

What do you think is reasonable for the Council to ask residents and communities to do?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Nothing — it's the Council's job to serve residents	**Male** (8%) **Female** (4%)	**White** (5%) **Ethnically Diverse** (8%)	**Under 55** (9%) **55 or older** (5%)	**Under 60** (4%) **60 or older** (5%)	**Yes** (8%) **No** (5%)	**Centre** (3%) **South** (8%) **North** (7%)
To be honest and clear about what you need	**Male** (30%) **Female** (30%)	**White** (27%) **Ethnically Diverse** (39%)	**Under 55** (32%) **55 or older** (27%)	**Under 60** (41%) **60 or older** (23%)	**Yes** (38%) **No** (27%)	**Centre** (26%) **South** (30%) **North** (33%)
To be patient and fair when things are difficult or take time	**Male** (24%) **Female** (22%)	**White** (22%) **Ethnically Diverse** (21%)	**Under 55** (21%) **55 or older** (26%)	**Under 60** (22%) **60 or older** (21%)	**Yes** (24%) **No** (22%)	**Centre** (22%) **South** (23%) **North** (22%)
To get involved in your neighbourhood where you're able to	**Male** (32%) **Female** (34%)	**White** (35%) **Ethnically Diverse** (32%)	**Under 55** (25%) **55 or older** (32%)	**Under 60** (36%) **60 or older** (38%)	**Yes** (29%) **No** (35%)	**Centre** (35%) **South** (32%) **North** (34%)
To look out for your neighbours, particularly those who might be struggling	**Male** (28%) **Female** (31%)	**White** (29%) **Ethnically Diverse** (33%)	**Under 55** (25%) **55 or older** (25%)	**Under 60** (36%) **60 or older** (32%)	**Yes** (28%) **No** (30%)	**Centre** (30%) **South** (26%) **North** (31%)

What do you think is reasonable for the Council to ask residents and communities to do? (cont.)

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
To share what you know about your community to help us get things right	**Male** (33%) **Female** (36%)	**White** (35%) **Ethnically Diverse** (36%)	**Under 55** (32%) **55 or older** (36%)	**Under 60** (41%) **60 or older** (30%)	**Yes** (40%) **No** (34%)	**Centre** (33%) **South** (36%) **North** (36%)
To take part in decisions and shape services when you're invited to	**Male** (40%) **Female** (51%)	**White** (48%) **Ethnically Diverse** (43%)	**Under 55** (49%) **55 or older** (45%)	**Under 60** (49%) **60 or older** (48%)	**Yes** (50%) **No** (47%)	**Centre** (45%) **South** (50%) **North** (45%)
To tell us when something's wrong — and when something's working	**Male** (67%) **Female** (70%)	**White** (68%) **Ethnically Diverse** (68%)	**Under 55** (63%) **55 or older** (70%)	**Under 60** (71%) **60 or older** (65%)	**Yes** (65%) **No** (69%)	**Centre** (69%) **South** (73%) **North** (63%)
To use online services where you can, so we can focus help on those who need it most	**Male** (39%) **Female** (36%)	**White** (38%) **Ethnically Diverse** (34%)	**Under 55** (43%) **55 or older** (35%)	**Under 60** (48%) **60 or older** (26%)	**Yes** (22%) **No** (41%)	**Centre** (40%) **South** (38%) **North** (33%)

Which services do you think are the most important for the Council to protect from reductions?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Care and support for older and vulnerable people	**Male** (38%) **Female** (49%)	**White** (42%) **Ethnically Diverse** (56%)	**Under 55** (22%) **55 or older** (46%)	**Under 60** (52%) **60 or older** (52%)	**Yes** (57%) **No** (41%)	**Centre** (35%) **South** (47%) **North** (54%)
Community safety and tackling anti-social behaviour	**Male** (65%) **Female** (66%)	**White** (66%) **Ethnically Diverse** (67%)	**Under 55** (64%) **55 or older** (69%)	**Under 60** (59%) **60 or older** (69%)	**Yes** (53%) **No** (69%)	**Centre** (71%) **South** (69%) **North** (57%)
Help for people on low incomes	**Male** (10%) **Female** (12%)	**White** (11%) **Ethnically Diverse** (17%)	**Under 55** (15%) **55 or older** (7%)	**Under 60** (21%) **60 or older** (6%)	**Yes** (18%) **No** (10%)	**Centre** (7%) **South** (12%) **North** (16%)
Help for people struggling with housing or homelessness	**Male** (22%) **Female** (25%)	**White** (22%) **Ethnically Diverse** (37%)	**Under 55** (22%) **55 or older** (19%)	**Under 60** (31%) **60 or older** (28%)	**Yes** (34%) **No** (22%)	**Centre** (19%) **South** (21%) **North** (30%)
Keeping Council Tax as low as possible	**Male** (36%) **Female** (28%)	**White** (28%) **Ethnically Diverse** (37%)	**Under 55** (31%) **55 or older** (32%)	**Under 60** (39%) **60 or older** (19%)	**Yes** (37%) **No** (30%)	**Centre** (34%) **South** (40%) **North** (23%)

Which services do you think are the most important for the Council to protect from reductions? (cont.)

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Keeping streets clean and well-kept	**Male** (61%) **Female** (52%)	**White** (60%) **Ethnically Diverse** (40%)	**Under 55** (61%) **55 or older** (54%)	**Under 60** (55%) **60 or older** (53%)	**Yes** (40%) **No** (60%)	**Centre** (63%) **South** (65%) **North** (41%)
Libraries and community spaces	**Male** (21%) **Female** (31%)	**White** (28%) **Ethnically Diverse** (27%)	**Under 55** (27%) **55 or older** (25%)	**Under 60** (28%) **60 or older** (31%)	**Yes** (29%) **No** (27%)	**Centre** (26%) **South** (24%) **North** (30%)
Parks and green spaces	**Male** (48%) **Female** (44%)	**White** (47%) **Ethnically Diverse** (35%)	**Under 55** (49%) **55 or older** (44%)	**Under 60** (40%) **60 or older** (47%)	**Yes** (41%) **No** (46%)	**Centre** (48%) **South** (49%) **North** (43%)
Support for children, young people and families	**Male** (13%) **Female** (20%)	**White** (15%) **Ethnically Diverse** (26%)	**Under 55** (21%) **55 or older** (14%)	**Under 60** (24%) **60 or older** (16%)	**Yes** (17%) **No** (18%)	**Centre** (11%) **South** (12%) **North** (29%)

One of the difficult choices ahead is the balance between reducing services and increasing Council Tax. Where do you lean?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Keep Council Tax as low as possible, even if it means significant reductions in services	**Male** (22%) **Female** (12%)	**White** (14%) **Ethnically Diverse** (22%)	**Under 55** (13%) **55 or older** (19%)	**Under 60** (20%) **60 or older** (11%)	**Yes** (15%) **No** (16%)	**Centre** (20%) **South** (16%) **North** (11%)
Raise Council Tax to protect services residents value the most	**Male** (30%) **Female** (23%)	**White** (29%) **Ethnically Diverse** (16%)	**Under 55** (30%) **55 or older** (27%)	**Under 60** (25%) **60 or older** (25%)	**Yes** (28%) **No** (27%)	**Centre** (24%) **South** (26%) **North** (31%)
It depends – somewhere in between	**Male** (46%) **Female** (64%)	**White** (56%) **Ethnically Diverse** (59%)	**Under 55** (55%) **55 or older** (53%)	**Under 60** (52%) **60 or older** (64%)	**Yes** (57%) **No** (56%)	**Centre** (55%) **South** (58%) **North** (57%)

When you contact the Council, what matters most to you?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Access to help in the local area	**Male** (6%) **Female** (14%)	**White** (10%) **Ethnically Diverse** (15%)	**Under 55** (14%) **55 or older** (12%)	**Under 60** (12%) **60 or older** (8%)	**Yes** (16%) **No** (10%)	**Centre** (9%) **South** (15%) **North** (13%)
Being able to do things at a time and place that is convenient to you	**Male** (17%) **Female** (11%)	**White** (13%) **Ethnically Diverse** (18%)	**Under 55** (14%) **55 or older** (13%)	**Under 60** (12%) **60 or older** (15%)	**Yes** (16%) **No** (12%)	**Centre** (11%) **South** (15%) **North** (14%)
Being able to do things online	**Male** (23%) **Female** (25%)	**White** (25%) **Ethnically Diverse** (23%)	**Under 55** (30%) **55 or older** (26%)	**Under 60** (26%) **60 or older** (18%)	**Yes** (14%) **No** (28%)	**Centre** (27%) **South** (25%) **North** (22%)
Being able to speak to a real person when you need to	**Male** (82%) **Female** (88%)	**White** (86%) **Ethnically Diverse** (86%)	**Under 55** (75%) **55 or older** (88%)	**Under 60** (87%) **60 or older** (89%)	**Yes** (93%) **No** (85%)	**Centre** (86%) **South** (82%) **North** (87%)
Clear information and updates throughout	**Male** (45%) **Female** (54%)	**White** (50%) **Ethnically Diverse** (51%)	**Under 55** (44%) **55 or older** (50%)	**Under 60** (59%) **60 or older** (50%)	**Yes** (49%) **No** (51%)	**Centre** (45%) **South** (55%) **North** (56%)
Getting a quick initial response	**Male** (55%) **Female** (44%)	**White** (49%) **Ethnically Diverse** (47%)	**Under 55** (36%) **55 or older** (46%)	**Under 60** (50%) **60 or older** (54%)	**Yes** (50%) **No** (48%)	**Centre** (48%) **South** (45%) **North** (46%)
Getting the issue resolved first time	**Male** (54%) **Female** (52%)	**White** (53%) **Ethnically Diverse** (52%)	**Under 55** (54%) **55 or older** (50%)	**Under 60** (58%) **60 or older** (48%)	**Yes** (48%) **No** (54%)	**Centre** (52%) **South** (55%) **North** (52%)

As more Council services move online in future, what support would help residents most?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Being able to speak to someone if you need to	**Male** (86%) **Female** (85%)	**White** (88%) **Ethnically Diverse** (73%)	**Under 55** (76%) **55 or older** (86%)	**Under 60** (86%) **60 or older** (91%)	**Yes** (88%) **No** (87%)	**Centre** (85%) **South** (86%) **North** (86%)
Clear, simple guidance on how to use online services	**Male** (61%) **Female** (54%)	**White** (56%) **Ethnically Diverse** (64%)	**Under 55** (45%) **55 or older** (58%)	**Under 60** (61%) **60 or older** (59%)	**Yes** (52%) **No** (58%)	**Centre** (59%) **South** (54%) **North** (52%)
Confidence that your personal data is secure	**Male** (40%) **Female** (50%)	**White** (44%) **Ethnically Diverse** (52%)	**Under 55** (50%) **55 or older** (49%)	**Under 60** (52%) **60 or older** (32%)	**Yes** (41%) **No** (48%)	**Centre** (47%) **South** (50%) **North** (45%)
Help in different formats and languages, including for residents with disabilities or extra needs	**Male** (12%) **Female** (16%)	**White** (11%) **Ethnically Diverse** (26%)	**Under 55** (14%) **55 or older** (11%)	**Under 60** (23%) **60 or older** (9%)	**Yes** (20%) **No** (12%)	**Centre** (11%) **South** (15%) **North** (16%)
Support for residents without regular access to the internet or devices	**Male** (34%) **Female** (39%)	**White** (37%) **Ethnically Diverse** (37%)	**Under 55** (31%) **55 or older** (36%)	**Under 60** (34%) **60 or older** (46%)	**Yes** (47%) **No** (34%)	**Centre** (29%) **South** (36%) **North** (46%)
Support in libraries or community locations	**Male** (32%) **Female** (35%)	**White** (35%) **Ethnically Diverse** (30%)	**Under 55** (31%) **55 or older** (33%)	**Under 60** (38%) **60 or older** (35%)	**Yes** (34%) **No** (33%)	**Centre** (33%) **South** (32%) **North** (36%)

When you need to deal with the Council in person, what matters the most to you?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
A welcoming, comfortable place	**Male** (38%) **Female** (27%)	**White** (29%) **Ethnically Diverse** (42%)	**Under 55** (30%) **55 or older** (29%)	**Under 60** (43%) **60 or older** (26%)	**Yes** (34%) **No** (31%)	**Centre** (28%) **South** (36%) **North** (31%)
Being able to get in and out quickly	**Male** (43%) **Female** (44%)	**White** (45%) **Ethnically Diverse** (40%)	**Under 55** (54%) **55 or older** (45%)	**Under 60** (44%) **60 or older** (34%)	**Yes** (31%) **No** (48%)	**Centre** (44%) **South** (50%) **North** (41%)
Being able to sort several things in one visit	**Male** (63%) **Female** (70%)	**White** (65%) **Ethnically Diverse** (73%)	**Under 55** (68%) **55 or older** 66%)	**Under 60** (73%) **60 or older** (61%)	**Yes** (74%) **No** (65%)	**Centre** (65%) **South** (65%) **North** (71%)
Being close to home	**Male** (20%) **Female** (26%)	**White** (22%) **Ethnically Diverse** (28%)	**Under 55** (20%) **55 or older** (21%)	**Under 60** (27%) **60 or older** (25%)	**Yes** (28%) **No** (21%)	**Centre** (18%) **South** (28%) **North** (25%)
Somewhere you'd go anyway, like a library or community centre	**Male** (28%) **Female** (29%)	**White** (30%) **Ethnically Diverse** (25%)	**Under 55** (27%) **55 or older (**27%)	**Under 60** (28%) **60 or older** (32%)	**Yes** (33%) **No** (27%)	**Centre** (31%) **South** (25%) **North** (31%)
Staff who know the local area	**Male** (60%) **Female** (58%)	**White** (61%) **Ethnically Diverse** (53%)	**Under 55** (48%) **55 or older** (65%)	**Under 60** (58%) **60 or older** (62%)	**Yes** (61%) **No** (58%)	**Centre** (63%) **South** (56%) **North** (55%)

Thinking about other things you do online (social networking, shopping, banking, etc.) what makes it most easy for you

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Accessing services from any device (phone, computer, tablet, etc.)	**Male** (68%) **Female** (69%)	**White** (68%) **Ethnically Diverse** (71%)	**Under 55** (74%) **55 or older** (71%)	**Under 60** (68%) **60 or older** (60%)	**Yes** (70%) **No** (68%)	**Centre** (72%) **South** (66%) **North** (67%)
Being able to look back at what I've asked or applied for before	**Male** (36%) **Female** (43%)	**White** (40%) **Ethnically Diverse** (38%)	**Under 55** (39%) **55 or older** (35%)	**Under 60** (45%) **60 or older** (42%)	**Yes** (43%) **No** (39%)	**Centre** (36%) **South** (35%) **North** (47%)
Choosing my preferred means of contact (email, text, WhatsApp, etc.)	**Male** (58%) **Female** (59%)	**White** (58%) **Ethnically Diverse** (61%)	**Under 55** (48%) **55 or older** (64%)	**Under 60** (57%) **60 or older** (63%)	**Yes** (64%) **No** (58%)	**Centre** (56%) **South** (63%) **North** (60%)
Letting me know about other services and offers that might be helpful (e.g. "you applied for X, you might be eligible for Y too")	**Male** (23%) **Female** (37%)	**White** (29%) **Ethnically Diverse** (41%)	**Under 55** (29%) **55 or older** (28%)	**Under 60** (33%) **60 or older** (38%)	**Yes** (42%) **No** (28%)	**Centre** (27%) **South** (28%) **North** (37%)
Receiving notifications and reminders	**Male** (53%) **Female** (49%)	**White** (51%) **Ethnically Diverse** (44%)	**Under 55** (48%) **55 or older** (54%)	**Under 60** (50%) **60 or older** (48%)	**Yes** (44%) **No** (52%)	**Centre** (47%) **South** (48%) **North** (54%)
Tracking my query as it progresses from start to finish	**Male** (71%) **Female** (70%)	**White** (71%) **Ethnically Diverse** (66%)	**Under 55** (76%) **55 or older** (73%)	**Under 60** (65%) **60 or older** (66%)	**Yes** (69%) **No** (71%)	**Centre** (71%) **South** (67%) **North** (71%)

Where you live, are there things your community does that the Council should support, rather than try to do itself?

Answer	Sex	Ethnicity	Age (open)	Age (panel)	Long term health issue or disability	Location
Helping neighbours who are older, isolated or struggling	**Male** (40%) **Female** (48%)	**White** (42%) **Ethnically Diverse** (51%)	**Under 55** (30%) **55 or older** (44%)	**Under 60** (50%) **60 or older** (49%)	**Yes** (50%) **No** (43%)	**Centre** (35%) **South** (39%) **North** (59%)
I'm happy with things the way they are, my community does not need support from the Council with any of our activities	**Male** (34%) **Female** (24%)	**White** (29%) **Ethnically Diverse** (25%)	**Under 55** (26%) **55 or older** (34%)	**Under 60** (21%) **60 or older** (27%)	**Yes** (27%) **No** (27%)	**Centre** (36%) **South** (35%) **North** (12%)
Looking after shared spaces like gardens, estates, streets	**Male** (53%) **Female** (50%)	**White** (50%) **Ethnically Diverse** (52%)	**Under 55** (43%) **55 or older** (53%)	**Under 60** (47%) **60 or older** (54%)	**Yes** (58%) **No** (49%)	**Centre** (44%) **South** (54%) **North** (57%)
Running local events and bringing people together	**Male** (27%) **Female** (35%)	**White** (32%) **Ethnically Diverse** (38%)	**Under 55** (34%) **55 or older** (29%)	**Under 60** (41%) **60 or older** (32%)	**Yes** (35%) **No** (32%)	**Centre** (28%) **South** (23%) **North** (43%)
Supporting families, children and young people	**Male** (23%) **Female** (24%)	**White** (22%) **Ethnically Diverse** (32%)	**Under 55** (29%) **55 or older** (18%)	**Under 60** (26%) **60 or older** (25%)	**Yes** (23%) **No** (24%)	**Centre** (17%) **South** (22%) **North** (32%)
There is not much happening where I live, and I would like the Council to provide support to help us build a more active community	**Male** (14%) **Female** (16%)	**White** (14%) **Ethnically Diverse** (22%)	**Under 55** (18%) **55 or older** (13%)	**Under 60** (19%) **60 or older** (11%)	**Yes** (20%) **No** (13%)	**Centre** (15%) **South** (16%) **North** (14%)

Let's Talk
K&C 2030





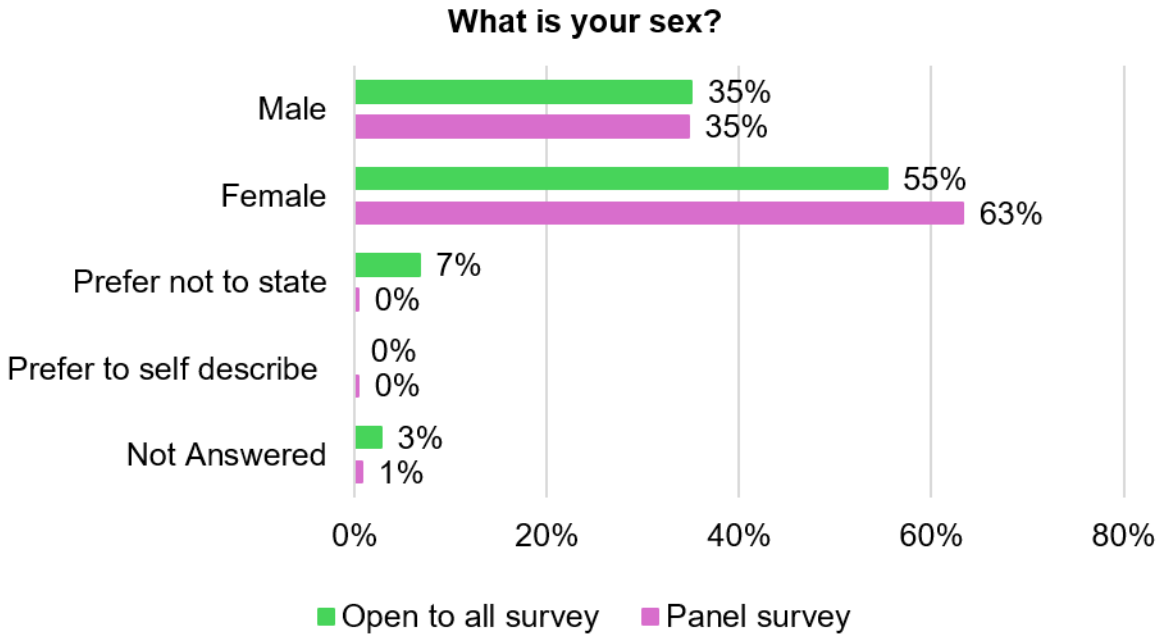

Your community Your voice

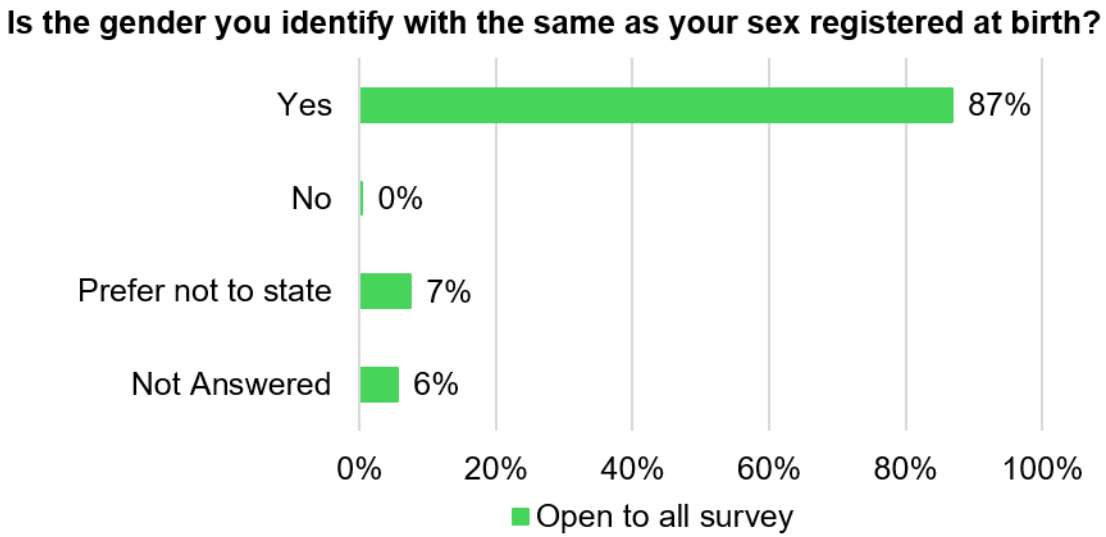
Profile of survey respondents

Profile of respondents

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

Female respondents made up the majority in both surveys, higher in the panel survey (63 per cent) than the open to all survey (55 per cent), with male respondents equal at 35 per cent in both. Among open to all respondents, 87 per cent said their gender matched their sex registered at birth, with none saying no and small proportions preferring not to state (7 per cent) or not answering (6 per cent).





Let's Talk K&C 2030

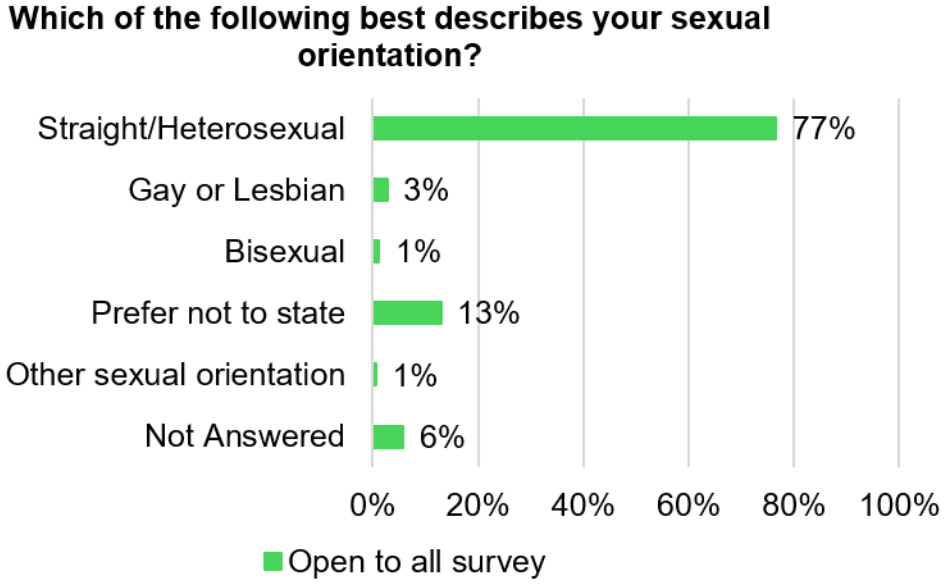
Base: All respondents (584)

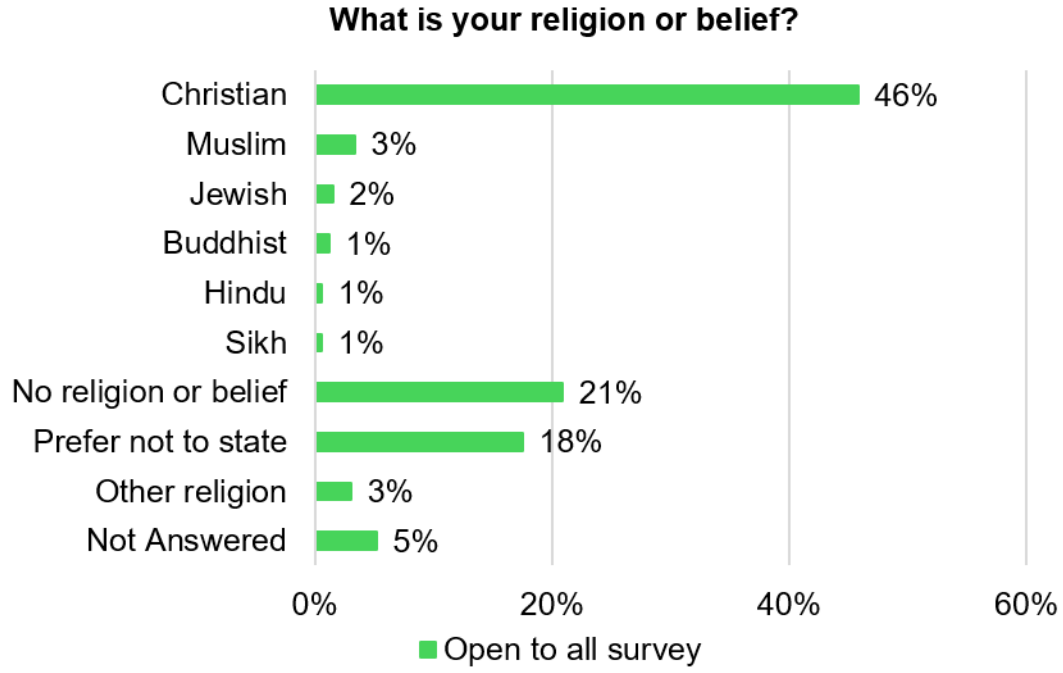
Base: Respondents to the open to all survey (325)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Profile of respondents

Most open to all respondents identified as straight/heterosexual (77 per cent), with 13 per cent preferring not to state and small proportions identifying as gay/lesbian (three per cent) or bisexual (one per cent). On religion, Christian was the largest group (46 per cent), followed by no religion or belief (21 per cent) and prefer not to state (18 per cent), with all other faiths each accounting for three per cent or less.





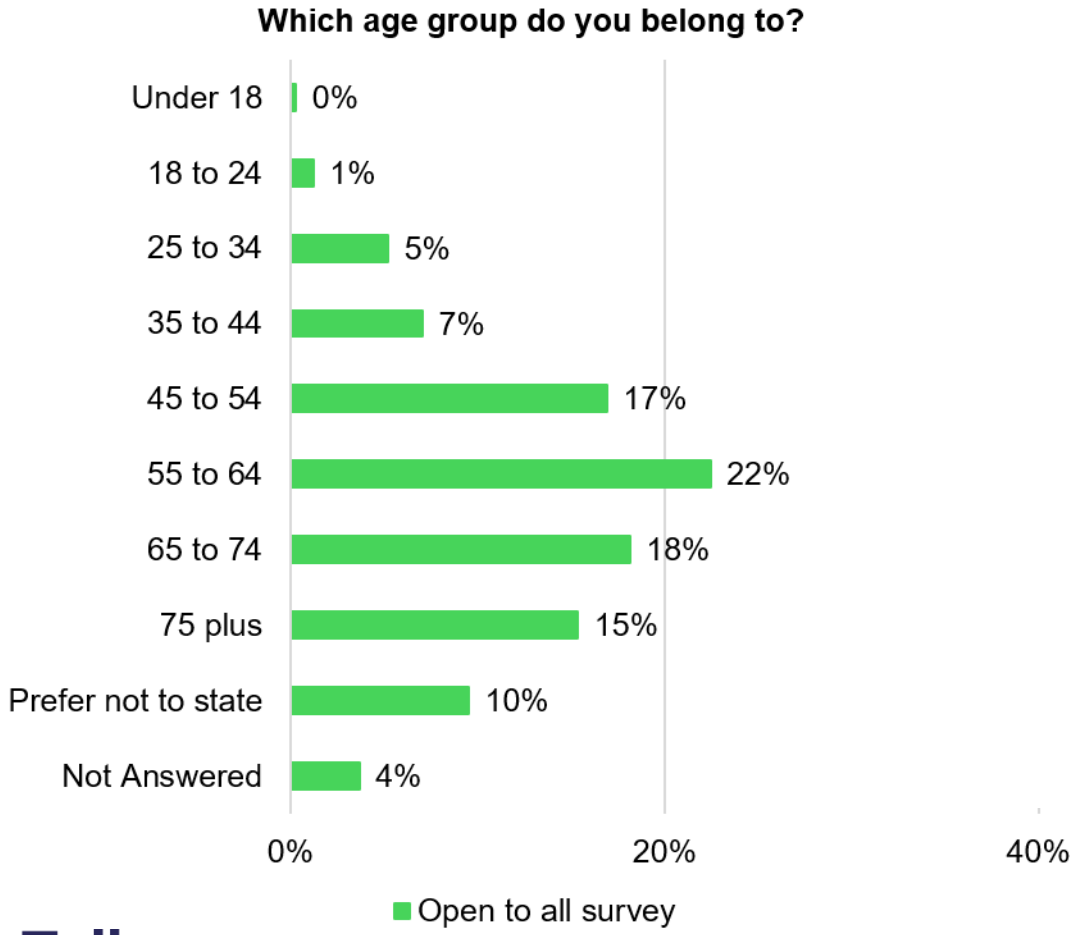
Let's Talk K&C 2030

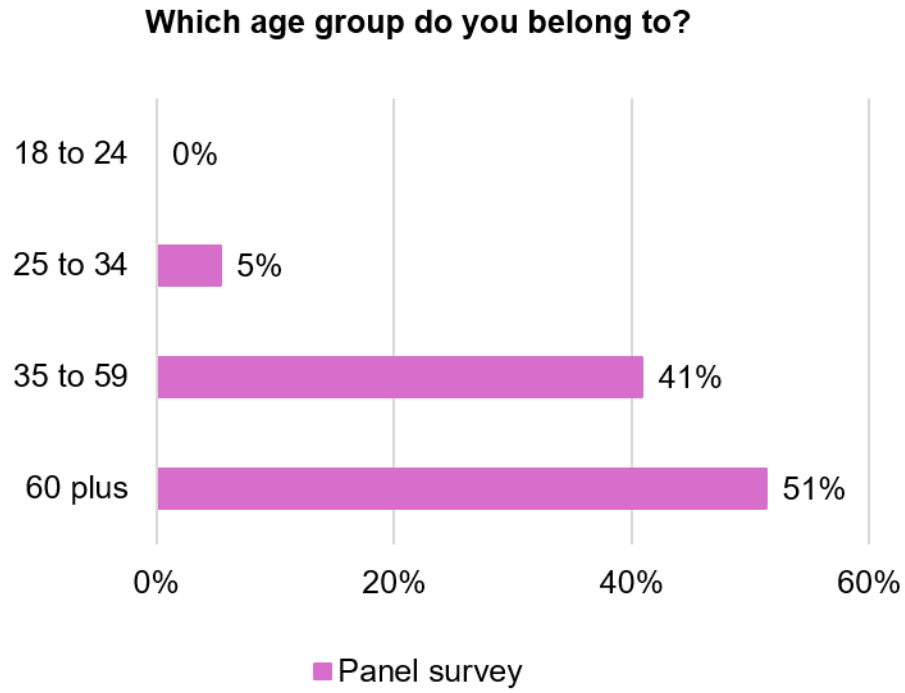
Base: Respondents to the open to all survey (325)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Profile of respondents

On age, the panel and open to all surveys used different age bands, so figures aren't directly comparable. In the open to all survey, respondents skewed older, peaking at 55-64 (22 per cent), with 45-74 year olds together making up over half of respondents. The panel survey skewed even older, with 60 plus accounting for 51 per cent and 35-59 for 41 per cent, leaving very few respondents under 35 in either survey.





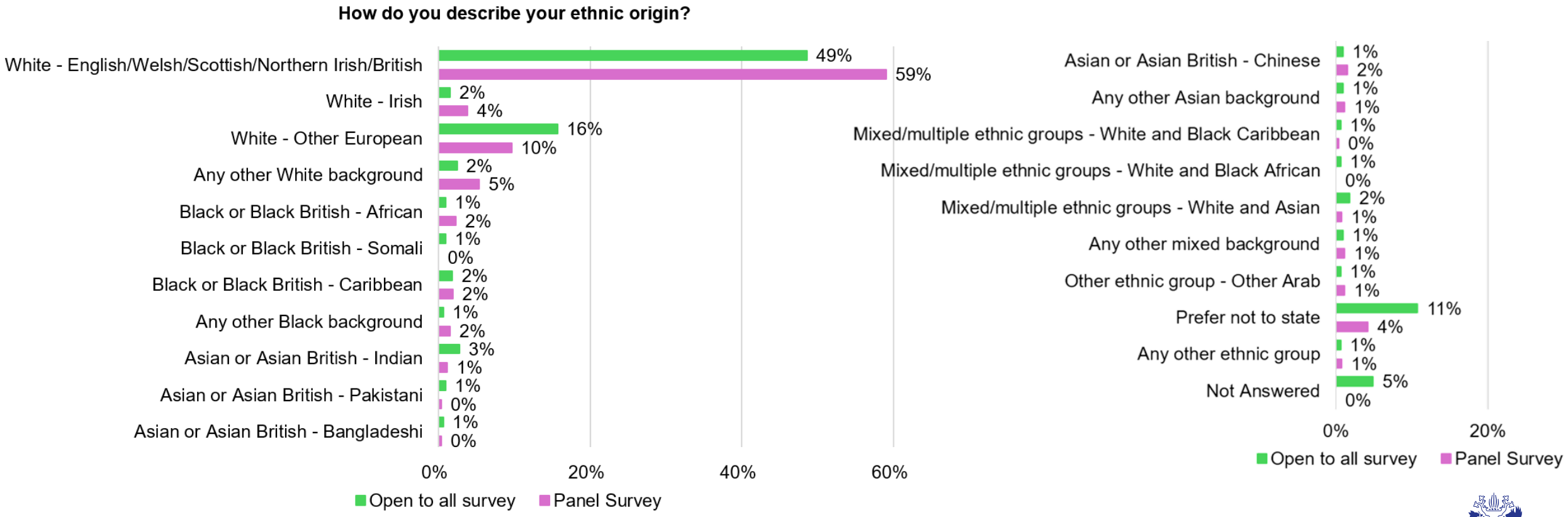
Base: All respondents (584)

Let's Talk K&C 2030

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Profile of respondents

White British was the largest ethnic group in both surveys, higher in the panel survey (59 per cent) than the open to all survey (49 per cent). The open to all survey showed a wider spread across other groups, notably White - Other European (16 per cent vs 10 per cent) and Prefer not to state (11 per cent vs four per cent), while all remaining ethnic groups each accounted for 5 per cent or less in both surveys.



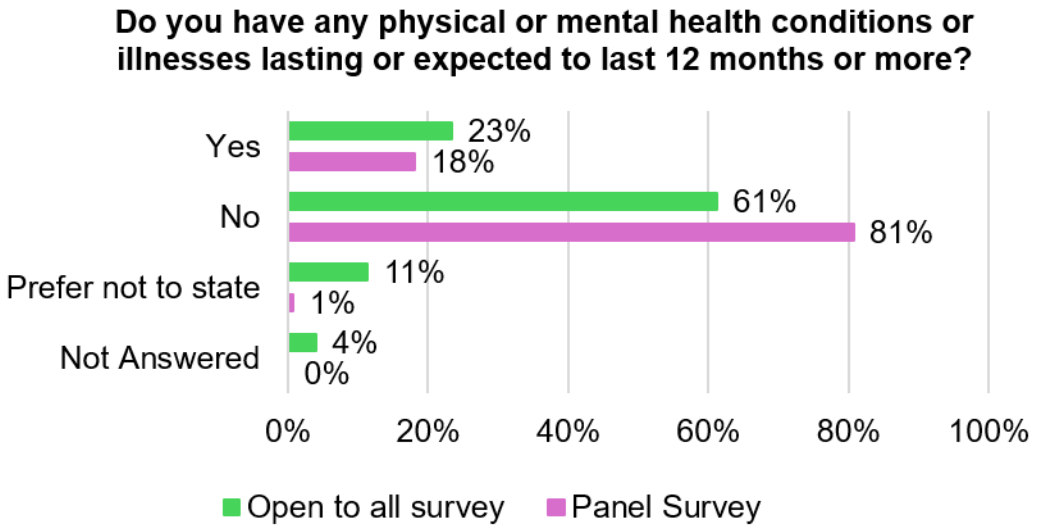
Let's Talk K&C 2030

Base: All respondents (584)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Profile of respondents

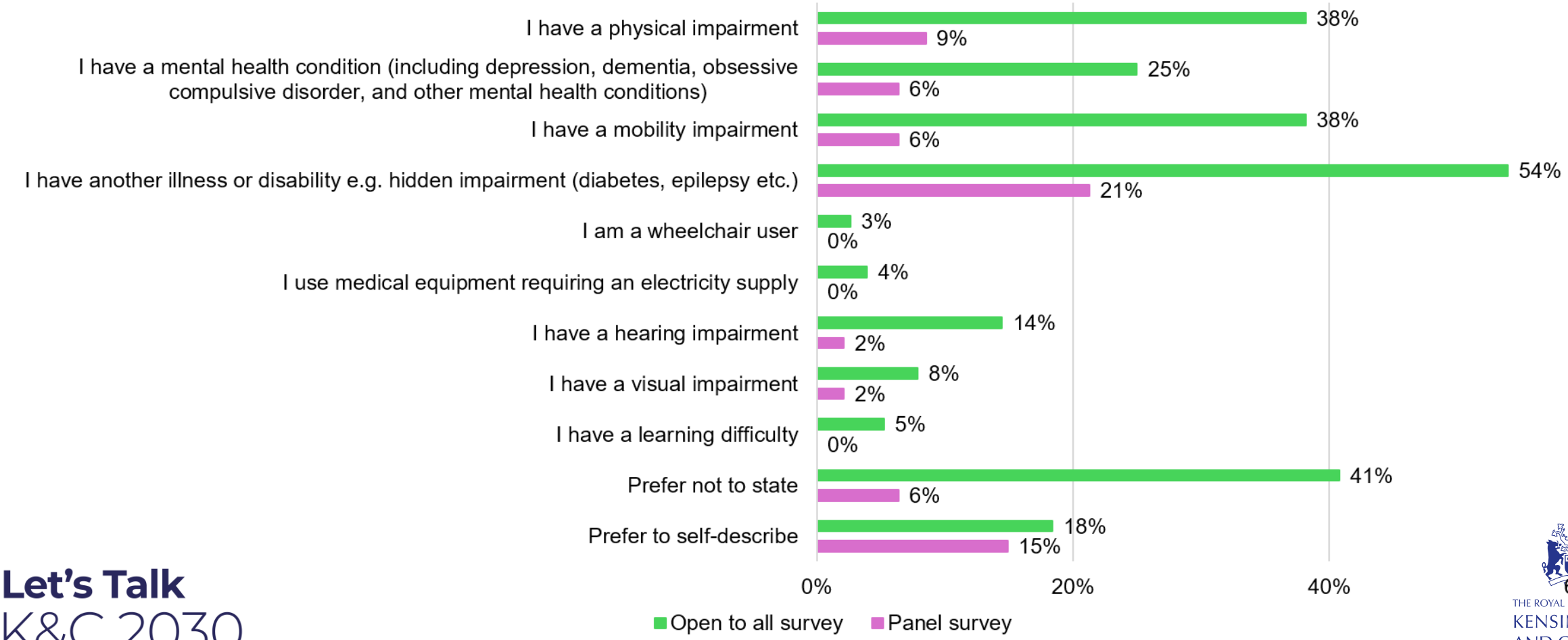
Most respondents in both surveys reported no long-term physical or mental health condition, though this was more common in the panel survey (81 per cent) than the open to all survey (61 per cent). Correspondingly, more open to all respondents said yes (23 per cent, vs 18 per cent) or preferred not to state (11 per cent, vs one per cent).



Base: All respondents (584)

Profile of respondents

If yes, what is the nature of your physical or mental health condition or illness? (Select all that apply)



Base: All who said they had a disability or long-term health condition (123)

Let's Talk K&C 2030

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Profile of respondents

Responses were received across all wards, with Campden (50) and Chelsea Riverside (43) generating the highest numbers of responses, and Brompton & Hans Town (11) and Dalgarno (20) the lowest. Response volumes were broadly similar between the open to all and panel surveys in most wards, though some showed notable imbalances, such as Courtfield (28 open to all vs six panel) and St Helen's (seven open to all vs 20 panel).

Ward	Open to all survey	Panel survey	Total
Abingdon	15	16	31
Brompton & Hans Town	8	3	11
Campden	26	24	50
Chelsea Riverside	24	19	43
Colville	21	13	34
Courtfield	28	6	34
Dalgarno	8	12	20
Earl's Court	17	17	34
Golborne	11	15	26

Base: All who gave a valid RBKC postcode (544)

Profile of respondents

Wards (continued)

Ward	Open to all survey	Panel survey	Total
Holland	25	12	37
Norland	13	15	28
Notting Dale	12	12	24
Pembridge	13	10	23
Queen's Gate	21	12	33
Redcliffe	14	14	28
Royal Hospital	12	16	28
St Helen's	7	20	27
Stanley	11	22	33

Base: All who gave a valid RBKC postcode (544)

Let's Talk
K&C 2030






Your community Your voice

Events and meetings

Events and meetings

In addition to the surveys, a series of meetings and events were held to gather the views of residents. This events and meetings often took the form of understanding what residents value in Kensington and Chelsea, what the focus should be between now and 2030 to keep Kensington and Chelsea at its best, informing the vision for the Council Plan and thinking about relationships between residents, the Council and other organisations. The following events and meetings took place:

- **Citizens' Panel event:**

On 7 July 2026, the annual Citizens' Panel event was held at Kensington Town Hall. A total of 89 members of the Citizens' Panel pre-registered for the event and 53 attended on the day. The Citizens' Panel is made up of over 2,000 broadly representative residents of the borough.

- **Youth Council discussion:**

On 29 June 2026, Council colleagues attended a meeting of the Youth Council. The Youth Council is made up of young people aged 12 to 19 (or 25 with special educational needs) that live or study in Kensington and Chelsea and is organised and facilitated by the Youth Participation Team. A total of 16 young people participated in the session.

- **Muslim Cultural Heritage Centre discussion:**

On 29 July 2026, Council colleagues attended a session at Almanaar, the Muslim Cultural Heritage Centre, with members of the Elderly Wellbeing Project. A total of 11 residents participated in the session.

Action Disability Kensington and Chelsea, Voice of Experience Group:

On 10 August 2026, Council colleagues attended a meeting of the Voice of Experience Group, organised by Action Disability Kensington and Chelsea. A total of seven residents participated in the session.

- **Tenants' Consultative Committee:**

On 24 August 2026, Council colleagues attended a meeting of the Tenants' Consultative Committee. Approximately 25 residents participated in the session.

- **Response from World's End Residents:**

The Council also received a detailed response from some residents from the World's End Estate, which is included in this section of the report.

Let's Talk
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Your community Your voice

Citizens' Panel event

Let's Talk
K&C 2030

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

On 7 July 2026, the annual Citizens' Panel event was held in the Great Hall at Kensington Town Hall. The event was delivered in partnership with the Council's Corporate Strategy team and the Consultation and Participation team. It was supported by colleagues volunteering from across multiple Council service areas. The purpose of the event was to discuss the development of a new Council Plan for the next four years and how residents and the Council should work together to deliver the plan.

The Citizens' Panel currently has a membership of 2176 Kensington and Chelsea residents. The Panel is broadly representative of the borough population, across age, gender and ethnicity. It is also representative in relation to wards. Eighty-nine members of the Citizens' Panel pre-registered for the event and 53 attended on the day.

The session was an opportunity for Citizens' Panel members to discuss their vision for the borough in 2030, including what would need to be different to reach this and what an ideal borough would be like. After a short refreshment break, the second part of the session covered how residents, communities and the Council should work together to achieve shared goals.

The session is part of a wider consultation on the development of the Council Plan, 'Let's Talk K&C 2030'.

Part one of the Citizens' Panel event asked residents to discuss:

A Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…

- **Can you describe what would need to be different to reach this?**
- **What could our shared ambition look like?**
- **What would the ideal borough be like?**

Residents were asked to think about the services they value and what needs to happen in order to become an ideal version of Kensington and Chelsea by 2030. On individual tables, residents discussed their ideas with a facilitator, and a scribe captured notes. A summary of feedback is captured under distinct themes.

We have included direct quotes from panel members where possible – please note that in some places, these quotes may have been paraphrased by the scribe on the table.

Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…



Children and Young People

Supporting young people was a key priority for 2030, with residents wanting more youth programmes, activities, work experience and employment for young people.

It was expressed that "young people need somewhere to go" and need access to study spaces and trusted adults who aren't their parents.

Residents called for partnerships with local businesses and VCS organisations to create pathways to work.

They felt investment in young people would help reduce anti-social behaviour – residents wanted "more things to do to keep them off the streets".

"You need to create opportunities for young people with local businesses and charities"

"Work for young people is very important"

"We need consistent regulation of housing associations"



Housing

Residents wanted a borough where everyone has access to safe and affordable housing. They wanted to see an increased provision of affordable homes, and pressure on developers to provide a greater proportion of affordable housing.

Residents wanted better oversight of housing associations and landlords, including quicker repairs and clear information about tenants' rights.

"Home is a starting point for a good life"

Many felt rising housing costs were pushing residents out of the borough and weakening the community, with concerns that this creates "short-term tenants and no sense of connection".

While supporting more affordable housing, residents wanted development to respect the borough's character and protect the borough's heritage and local identity – they do "not want RBKC to resemble Vauxhall".

Residents highlighted the importance of "safe and secure housing to build and sustain families and communities".

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…

Neighbourhoods and Communities

Residents wanted a more "community led borough" with stronger local identity, trust and community spirit. The borough's "village feel" was valued, with comments like "villages are so important for people to have a community". Residents wanted communities to feel more connected.

"Share learning from Lancaster West with other parts of the borough"

Greater support for grassroots organisations, community groups, charities, and arts and culture organisations were highlighted as priorities. Residents also wanted better use of community spaces, allowing organisations to make use of underused space.

Residents wanted more opportunities for coproduction, meaningful engagement and collaboration between the Council, residents, local businesses and community partners.

"Want more of a community – it feels fragmented"

"I think street cleaning is wonderful and reduces the likelihood of people littering"

Environment

Residents highlighted the importance of "beautiful parks, trees, green spaces and cleaner streets".

Climate change and sustainability were key priorities, including climate resilience, greener infrastructure, wildflower planting and sustainable homes. Residents also wanted "preparation for heatwaves and extreme weather changes".

Residents valued waste services, including "regular rubbish collection twice a week" and street cleaning. They praised existing services, noting "clean streets have improved over the years" and "street cleaning is wonderful".

There were calls for better promotion of food waste disposal, more bins on the streets, stronger enforcement against fly-tipping and improved management of waste associated with Airbnb properties. Residents supported a future with "no fly-tipping and rubbish".

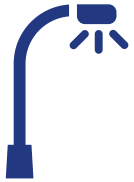
"The Council needs to promote the option of putting out food waste"

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…



Safety and Crime

Safety was key to many residents' vision for the borough. Some residents said "I feel totally safe here" but others wanted improvement.

Residents wanted more visible policing, including "bringing back police stations and front desks". There were also calls for action on anti-social behaviour, drug use in parks, speeding and dangerous driving.

Residents highlighted the importance of residents, the Council and police working together to create "a culture of safety in all parts of the borough". They also shared concerns about security on housing estates, asking the Council to work more closely with housing associations to improve this.

"More visible policing to improve safety"

"Council staff should be trained to recognise domestic abuse in its early stages"



Local businesses, economy and culture

"In procurement, you should look in the borough first"

Residents wanted a "thriving business community" that creates opportunities for residents and contributes to vibrant neighbourhoods. They also wanted links between businesses, charities and youth employment opportunities.

There were calls for procurement and employment practices that better support local businesses and people –residents suggested that local businesses were having to "rent spaces outside of the borough" due to a lack of Council support.

Arts, culture and creative organisations were highlighted as important for wellbeing, community cohesion and the borough's identity – residents talked about a "culture forward place accessible to all residents in the borough".

Residents expressed concern about reduced funding for grassroots cultural organisations, noting "a lack of investment" and calls to "support grassroots instead of outsourcing".

"Provide follow up support after giving grants"

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…

Transport and accessibility

"More needs to be done to tackle hire e-bikes"

Residents wanted safer, more accessible streets and improved pedestrian safety. They supported "more cycle routes" and "more people-centric/pedestrian spaces".

The strongest concerns focused on bikes for hire, particularly dockless bikes such as Lime bikes. Residents described bikes "parked everywhere", creating accessibility barriers, safety concerns and clutter. Many asked for designated parking bays, docking stations and stronger enforcement, including a "zero tolerance" approach.

Other concerns highlighted were riders going through red lights, riding on pavements, and creating hazards for wheelchair users, pushchairs and the elderly.

Residents discussed accessible tube stations, with improved lift access.

Other priorities included reducing disruption from roadworks, with comments that residents were "fed up" with digging up of roads and temporary traffic lights. Residents did value the parking permits and state the importance of resident parking and easy movement around the borough.

"Improved lift access and infrastructure for people with disabilities"

Communication and engagement

"Residents have a clear understanding of what the Council can and can't do"

Residents consistently asked for more transparency, communication and accountability from the Council. They wanted clearer information about finances including "a list of what the Council spends its money on" that is easy to understand.

Residents requested better communication during major incidents, improved websites and "more visibility of what the Council is doing".

The issue of digital exclusion was highlighted, with calls for "printed resources in more public spaces" and more local engagement including "drop-in sessions" before decisions are made.

Residents wanted to be more involved in the management of contractors, with more opportunities for them to provide feedback before commencement and completion of works.

They emphasised the importance of retaining "human services" and support alongside the use of technology.

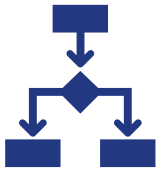
"Services are available, but it's about people knowing about it"

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Vision for Kensington and Chelsea: Please imagine it's 2030 and the borough of Kensington and Chelsea is at its best…



Governance, trust and decision-making

A recurring theme raised was the need to build trust between residents and the Council. Residents wanted Council officers who "really understand the borough" and are "approachable and authentic".

Residents asked for a more responsive and empathetic culture, with a "what can we do" attitude rather than a "computer says no" attitude. Concerns were raised around delays, the handling of complaints, poor communication and residents feeling excluded from decisions which affect them.

Residents highlighted the need for more co-production, strong consultation and clear evidence that feedback is acted upon. They described a feeling that there was a "wall between residents and Council services".

They called for greater accountability, better complaints and grievance procedures, and stronger resident influence over Council decisions.

"Use technology to improve Council services and save money"



Overall Vision for 2030

"Want an inclusive culture between staff, the Council and residents"

These ideas are a summary of some of the themes that came out of the first part of discussions with residents when imagining a vision for Kensington and Chelsea.

1. A greener, safer, fairer borough which is more community-led
2. Affordable, secure housing which supports communities
3. Thriving neighbourhoods with strong community connections and local pride
4. Greater opportunities for young people and families
5. Accessible, responsive and inclusive services for all residents
6. Beautiful parks, clean streets and improved climate resilience
7. Stronger partnerships between residents, the Council, the police, businesses and voluntary and community sector organisations
8. Residents involved in shaping decisions through co-production and meaningful engagement
9. The preservation of the borough's distinct character, heritage and sense of place
10. An inclusive culture between the Council and residents, with residents empowered to understand their rights and responsibilities

"A 'what can we do' attitude rather than 'computer says no' attitude"

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Part two of the Citizens' Panel event asked residents to discuss:

Working together: How can residents, communities and the Council work together to achieve our shared vision?

- **What do you think the resident's role is in achieving this?**
- **What do you think is the Council's role?**
- **Are there any other key roles to be played by other organisations in the borough?**

Residents were asked to think about how residents, the Council and other organisations need to work in partnership to achieve the vision. Again, residents discussed their ideas with a facilitator, and a scribe captured notes. A summary of feedback is captured under distinct themes.

Working together: How can residents, communities and the Council work together to achieve our shared vision?



Role of the residents

"Representation of residents on panels"

Residents saw themselves as active partners, with a role in "participation", "inclusion" and helping to shape local decisions.

Many wanted residents to "give feedback", raise issues early and be involved in co-design, scrutiny and deciding priorities. There was a strong desire for a better feedback loop, with residents wanting evidence their views lead to action.

Volunteering was highlighted as important, including community projects, mentoring, fundraising, and activities such as litter picking and supporting neighbours.

Residents emphasised personal responsibility, including "buying local", supporting the community and helping keep the borough a welcoming place to live.

"Giving realistic feedback – thinking about how things work in practice"



Role of the Council

"Work out in the borough and meet residents more"

Residents felt the Council should provide leadership, transparency and accountability, including being clear about spending, decision-making and service delivery.

Better communication was a key priority, with calls for "clear messaging", improved engagement and more face-to-face contact with residents.

The Council was seen as an "enabler bringing together statutory and community" organisations to solve local challenges.

Residents wanted the Council to "advocate for what residents need", including lobbying on issues involving partners such as TfL, the police and e-bike operators.

There were calls for a more resident-focused culture, with "intelligent and empathetic decision making", visible action on complaints and a willingness to listen and learn from residents.

"It's important for the Council to lobby for us"

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Working together: How can residents, communities and the Council work together to achieve our shared vision?



"Citizens' Advice used to host surgeries out of Council spaces – they should do this more"

Role of other organisations

Community organisations, charities, and the voluntary sector were viewed as key partners because they have trusted relationships with residents.

Organisations such as Age UK were seen as important for tackling isolation and helping to build stronger communities.

The police were identified as essential partners in improving safety and community confidence.

Local businesses were seen as having a role in creating employment, mentoring and work experience opportunities, particularly for young people.

Residents wanted stronger partnership working between the Council, housing associations, schools, health services, libraries and community groups.

"RBKC can work smart not hard through meaningful collaboration"



Summary

Residents described achieving the borough's vision as a shared responsibility between residents, the Council and local partners.

There was a strong call for "working together", co-production and collaboration rather than top-down decision-making.

Trust, transparency and accountability were seen as essential to successful partnerships.

Residents wanted more opportunities for meaningful involvement, with "voices heard" and clear evidence that feedback influences decisions.

Overall, respondents envisaged a borough where communities, public services, businesses and voluntary organisations work together to create a safer, greener and more connected Kensington and Chelsea.

Let's Talk K&C 2030

Citizens' Panel
Your community your voice

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Let's Talk
K&C 2030






Your community Your voice

Youth Council discussion

What type of borough would you ideally like to live, work or study in by 2030?

Young people were asked to think about the services they value and what needs to happen in order to become an ideal version of Kensington and Chelsea by 2030. In small groups young people discussed their ideas and captured feedback on post-it notes. A summary of feedback is captured below.



Housing

Affordable housing was a priority, with young people calling for cheaper homes, affordable rents linked to income, and housing schemes that help them rent or buy locally.

Suggestions included ring-fencing a proportion of new builds for young people and making it easier for younger residents to remain in the borough.



Community Safety/Safety

Young people want a safer borough, with a focus on reducing crime, antisocial behaviour and harm, particularly for younger people and women.

Practical suggestions included better street lighting, more cameras, knife bins, and stronger visible action to improve community safety.



Environment and transport

Young people want a greener, more sustainable borough with more public green spaces, trees and environmentally friendly infrastructure such as solar panels and electric buses.

Transport affordability and accessibility were also important, including cheaper travel for young people, more accessible public transport and more e-bike options.

What type of borough would you ideally like to live, work or study in by 2030?



Education, schools and learning

Young people want a broader and more practical education offer, including stronger core learning, political and environmental education, life skills such as taxes, first aid, and more hands-on subjects beyond STEM.

They also highlighted the need for more qualified teachers, safe education settings and free or affordable quiet study spaces, especially in the evenings.



Services for young people/social activities

Young people want more accessible and affordable spaces to socialise, study and spend time safely, including youth spaces, third spaces, university hangouts, skate parks and children's play areas.

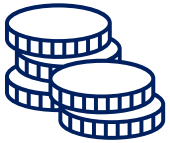
They also want continued funding for youth provision, longer library opening hours, more after-school childcare, social clubs and nightlife options.



Economy, jobs, prosperity

Young people want better access to employment, including more entry-level jobs, youth work opportunities, scholarships, graduate opportunities and workspaces within the borough. They raised concerns about barriers to work, including age restrictions, lack of experience and the need for fairer approaches such as competence-based tests.

Wider economic priorities included reducing inequality between richer and poorer areas, improving job security, supporting liveable wages, and helping young people and working families build stability in the borough.



Finance/budgeting

Young people want the borough to be financially resilient, safer and less dependent on central government.

Vision ideas/statements

Following the first session, each group came up with their own vision statement or ideas to feed into a vision statement.

"A liveable, affordable and prosperous borough."



"Employ, enjoy, rejoice (employment and housing)."

"Kensington and Chelsea people have greater independence and increased autonomy."

Future vision and relationships

Young people were asked to think about what a different, mutual relationship between residents and the Council would look like, and what each commit to in order to achieve the vision for the borough. In small groups young people discussed their ideas and captured feedback on post-it notes. A summary of feedback is captured below.



Housing

Young people wanted more homes to be built, with a stronger focus on affordability and reducing the costs associated with temporary accommodation. They also suggested using stronger incentives to encourage social housing tenants to downsize where appropriate, helping to free up larger homes for families who need them.

Community Safety/Safety

Young people suggested that community safety could be strengthened by involving volunteers in local patrols and visible safety activity.



Environment, transport

Feedback suggested that existing rubbish bins and seating in parks and streets are viewed positively. Young people proposed adding rooftop gardens on Council estates to increase greenery, with volunteers helping to maintain them.



Education, schools and learning

Young people emphasised the need for more practical education, including life skills, financial management, employability, politics and voting. They felt PSHE and activities in schools or youth clubs should move beyond theory and help young people develop responsibility, work ethic and confidence in preparing for adult life.



Economy, jobs, prosperity

Young people wanted stronger local employment pathways, particularly for young residents. Suggestions included attracting more businesses to the borough, encouraging employers to recruit locally, creating entry-level and part-time roles, offering more work experience, shadowing and networking opportunities, and reserving some graduate or Council roles for local young people. They also suggested clearer information for schools about available opportunities and greater support for childcare to help parents work longer hours and improve financial stability.

Finance/budgeting

Young people felt the Council should look for creative ways to use its funding and become less dependent on central government support.

Let's Talk
K&C 2030






Your community Your voice

Muslim Cultural Heritage Centre Discussion

Let's Talk
K&C 2030

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Residents were asked to think about the services they value and what needs to happen in order to become an ideal version of Kensington and Chelsea by 2030. A summary of feedback is captured below.

Summary of feedback



Housing

Participants were concerned about the lack of affordable housing in the borough and the risk that future generations may be unable to remain in the area where they grew up. Concerns were also raised about the condition of Council housing, including poor-quality windows that were felt to be unsafe, let in too much noise and in need of replacement with double glazing.



Community Safety/Safety

Participants raised concerns about anti-social behaviour in the area, particularly involving young people, including drug use and smoking in parks. Notting Hill Carnival was also referenced in relation to wider community safety and anti-social behaviour concerns.



Environment and transport

Participants highlighted the need to improve transport accessibility, particularly at underground stations where stairs and lack of lifts make travel difficult for people with mobility issues and parents with prams. They also wanted investment in public transport, including air conditioning on buses and tube lines, alongside continued focus on street cleaning and better recycling facilities.

What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Summary of feedback (continued)



Business and economy

Participants wanted to see more affordable shopping options in the local area, including larger supermarkets, as smaller shops were felt to be more expensive. They also felt that Westfield Shopping Centre had affected Kensington High Street and wanted the Council to do more to support small businesses, including keeping business rates affordable.



Community, community/leisure spaces and social activities

Participants emphasised the importance of community spaces such as the Muslim Community Heritage Centre. They wanted more provision for older people to help reduce loneliness, including centres offering exercise classes, coffee mornings and other activities, and also stressed the value of cultural activities in bringing communities together.

Leisure facilities were seen as important, though concerns were raised about access to female-only swimming sessions, the timing of lessons for older people and delays resolving issues with the Grenfell leisure scheme. Views on Notting Hill Carnival were mixed, with some recognising its cultural importance and others raising concerns about safety, anti-social behaviour and its impact on the local area.



Digital Services

Participants were keen to see the Council's digital services expanded.

How could residents (or other organisations) help to keep Kensington and Chelsea at its best?

Residents were asked to think about what a different, mutual relationship between residents and the Council would look like, and what residents, or other organisations, could contribute to keeping Kensington and Chelsea at its best. A summary of feedback is captured below.





Summary of feedback

Working together

Participants felt that residents could volunteer to support others or services in the borough. Participants recounted how residents had come together and volunteered in the immediate aftermath of the Grenfell tragedy.

One participant shared the proverb *'You need two fingers to kill lice'*, i.e. the Council and community need to work together to continue to keep Kensington and Chelsea at its best.

One participant had developed their own vision statement for London (which could equally be applied to Kensington and Chelsea), which was shared the group:

> ***"Our vision is for London to become the world's leading smart, sustainable, inclusive and innovative city by 2030 – a city where every resident has access to affordable housing, excellent public services, clean air, safe neighbourhoods, high-quality education and equal opportunities to succeed."***

Let's Talk
K&C 2030






Your community Your voice

Action Disability Kensington and Chelsea – Voice of Experience Group

Let's Talk
K&C 2030

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Introduction

On 10 August 2026, colleagues from the Council's Corporate Strategy Team and Consultation and Participation Team attended a meeting of the Voice of Experience Group, organised by Action Disability Kensington and Chelsea, to discuss the development of a new Council Plan for the next four years.

The session was an opportunity for Voice of Experience Group members to feed in their views on the services they value most and how to best meet the future challenges to keep Kensington and Chelsea special. A total of seven residents participated in the session.

The session is part of a wider consultation on the development of the Council Plan, 'Let's Talk K&C 2030'.

What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Residents were asked to think about the services they value and what needs to happen in order to become an ideal version of Kensington and Chelsea by 2030. A summary of feedback is captured under some headings below.



Summary of feedback

Adult Social Care and services for disabled residents

The importance of services provided by Social Services was highlighted, protecting Social Services mitigates the risk to disabled residents.

Participants also felt improving the accessibility of services and venues is important to disabled residents, families and carers. Helping to ensure residents live life with dignity.



Housing

The importance of social housing and affordable housing was emphasised by members of the group.

Participants wanted to see the Council have more power over Housing Associations, so that residents can take up issues with the Council when they are not resolved via Housing Associations.



Transport

The importance of public transport was emphasised by the group.



Community Safety

Focus on safety of residents, tackling hate crime and safeguarding was emphasised.

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THE ROYAL BOROUGH OF
KENSINGTON
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What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Summary of feedback (continued)



Culture of the Council

Concern was expressed that the culture of the Council has not changed, despite the Grenfell Inquiry report.
It was felt the Council should be more open to listening to residents, challenges posed and generally being less defensive.



Council Services

Participants were keen to see Council services remain in-house. Participants felt this gave the Council more control over service delivery and they shared examples where outsourcing had not worked before.

Council complaints process



Concerns were raised about the handling of complaints. Participants wanted it to be easier to make a complaint and support provided for disabled residents to complain.

Participants felt that complaints process takes too long and they didn't want to see generic responses to complaints. Complaints should be seen as a source of learning for the Council.

Participants would also like to see a standardised complaints process with other organisations, for example Housing Associations.



Involving residents and voluntary sector

Participants were keen to see more co-production with residents and working with voluntary sector organisations like Action Disability Kensington and Chelsea.

Participants wanted to see more support for local voluntary sector organisations.

How could residents (or other organisations) help to keep Kensington and Chelsea at its best?

Residents were asked to think about what a different, mutual relationship between residents and the Council would look like, and what residents, or other organisations, could contribute to keeping Kensington and Chelsea at its best. A summary of feedback is captured below.

Summary of feedback

Role of the Council

One participant used the analogy that the Council was like ‘mother’ providing safety, security and development to residents but on occasion had to show discipline and educate residents, whereas residents fulfil the ‘child’ role.

Involving residents and role of residents

The importance of co-production and involving residents was emphasised. Participants felt that the Council should be looking to involve a wide range of residents, not just the same small group of residents every time – as they could be seen as an extension of the Council. Transparency of how residents were selected was important.

In the past participants felt residents have been more inclined to be a good neighbour and citizen and provide support to neighbours. This was felt to be more challenging now, people are busy, people don’t always know their neighbours and there is more movement in the borough.

Participants also felt there may be concerns both from the person checking on neighbours and those being checked on. It was suggested that perhaps the Council could provide advice and training on how to safely do this.

How could residents (or other organisations) help to keep Kensington and Chelsea at its best?

Summary of feedback (continued)



Working with local businesses

It was felt the Council could work with businesses, for example to improve accessibility in their businesses. The group shared how Action Disability Kensington and Chelsea's Accessibility Group had provided advice to local businesses in the past.

Participants shared details of the 'Sit/Stop' Scheme that operated in Richmond and other locations to provide a space for residents to take a seat and have a rest without the need to be a customer. This is particularly useful to disabled residents, older residents and pregnant residents.

Let's Talk
K&C 2030






Your community Your voice

Tenant Consultative Committee

Let's Talk
K&C 2030

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

On 24 August 2026, colleagues from the Council's Corporate Strategy Team attended a special meeting of the Tenants' Consultative Committee (TCC), to discuss the development of a new Council Plan for the next four years.

The Tenants' Consultative Committee is made up of a representative from each of the recognised tenants' or residents' associations in the borough, in addition to Council staff and Councillors.

The session was an opportunity for Committee Members to feed in their views on the services they value most and how to best meet the future challenges to keep Kensington and Chelsea special. Approximately 25 residents participated in the session.

In addition, following the meeting, a resident submitted a detailed written response which has been shared with the Corporate Strategy Team. The submission focused on how the consultation had been conducted and asked for information and clarification on a number of areas.

The session is part of a wider consultation on the development of the Council Plan, 'Let's Talk K&C 2030'.

What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Residents were asked to think about the services they value and what needs to happen in order to become an ideal version of Kensington and Chelsea by 2030. Residents worked in groups, online or in person, to capture feedback. A summary of feedback is captured under headings below.



Summary of feedback

Resident voice, trust and accountability

Residents want a stronger relationship with the Council based on trust, openness and accountability. They want to be listened to earlier and more meaningfully, with clear evidence that their views have shaped decisions. There is also a need for better follow-up, more transparent engagement methods and a clearer role for councillors, officers and resident groups.



Housing and supporting vulnerable residents

Residents want housing services to be treated as a core priority, with better repairs, stronger tenancy management and more consistent support. There is concern that vulnerable residents are not always receiving the help they need. The comments also highlight the importance of investing in quality and avoiding short-term savings that create bigger problems later.



Communication, transparency and digital access

Residents want communication from the Council to be clearer, more timely and more respectful. They want transparent processes, published responsibilities and systems that allow them to track issues and understand who is accountable. Digital access is important, but residents also want human support to remain available when issues are complex or urgent.

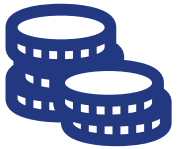


Council culture and service quality

Residents want a Council culture that is more respectful, proactive and accountable. They want staff to be well trained, informed and supported to resolve issues properly, while senior managers ensure cases are followed through. Concerns were raised about silo working, high staff turnover and inconsistent service standards.

What should the Council focus on over the next four years to keep Kensington and Chelsea at its best?

Summary of feedback (continued)



Value for money, procurement and resources

Residents want the Council to show that public money is being used responsibly and effectively. They are concerned about false economies, inefficient duplication and procurement processes that do not always appear to deliver long-term value. There is also a call for clearer information about budgets, stronger scrutiny and better enforcement where income or resources are at risk.



Clean, green and accessible places

Residents want the borough to be cleaner, greener, more attractive and easier to access. They highlight everyday improvements such as more bins, better street maintenance, accessible public spaces, clearer disabled bays and more public toilets. There is also a wider ambition for the borough to feel well cared for, welcoming and environmentally responsible.



Community facilities, partnerships and learning

Residents want stronger local facilities, better use of community buildings and more opportunities for learning and skills development. They see value in partnerships with the NHS, voluntary sector, community organisations and services within the Council. They also suggest that local areas should be more empowered and better connected to the support and opportunities available.



Local economy and high streets

Residents want more vibrant and varied high streets that support local businesses and entrepreneurs. They are concerned about empty shops, limited range of businesses and costs such as business rates and parking that may discourage activity. They suggest a desire for more creative approaches to markets, enterprise support and local economic growth.

Let's Talk
K&C 2030






Your community Your voice

Response from World's End Residents

Response from World’s End Residents

The below is a detailed response to the consultation from residents on the World’s End Estate. Facilitated by a resident from World’s End Estate, the submission is on behalf of residents on the estate and was signed by 10 local residents (in order to protect anonymity, the signatures and names of those submitting the response has been removed from the below).

1. Introduction and Methodology of This Submission

- We are submitting this document on the consultation closing date as a formal collective objection to the strategic direction of the Council's Five-Year Plan.
- While formal notification was previously given, of an intent to host a structured focus group, local conditions required a pivot to an organic, grassroots methodology over the last 48 hours.
- This response is built directly upon qualitative data, observational notes, and testimonies gathered through spontaneous, chance conversations held "over a cuppa" with various residents of diverse backgrounds across the World's End Estate.
- This submission represents verified, hyper-local community feedback collected up to the final hours of the consultation window, to include voices from residents who do not usually engage.

2. Direct Evidence of Community Confusion and Digital Exclusion

- During our chance community conversations, residents from all backgrounds and demographics, consistently expressed deep confusion, alienation, and frustration regarding how the official questionnaire has been presented.
- We report that the consultation framework relies on a flawed design that forces vulnerable residents to make impossible, artificial choices between protecting public services, relied on or protecting their local environment. This in the light that for many the high street is inaccessible, due to socioeconomic disparity.
- Our direct fieldwork exposed the immediate barriers of the "digital-first" system, requiring personal intervention today to support multiple residents to navigate the complex QR code interface so they could successfully submit their feedback.
- We state that without intensive, localized, one-to-one assistance over a hot drink, these residents would have been entirely excluded from the process, proving that the Council's automated consultation model actively silences the very community it claims to engage.

Response from World's End Residents

3. Contradictions to RBKC Constitutional and Post-Grenfell Commitments

- We formally highlight that the framing of this consultation and the proposed five-year cuts stand in direct, irreconcilable contradiction to the Council's statutory commitments and the cultural legacy of the Grenfell Inquiry Phase 2 Report.
- Contradiction to Public Participation Commitments: The Council has constitutionally committed to meaningful public participation, yet this survey uses leading questions and pre-determined forced choices to engineer consent for service retrenchment rather than facilitating open democratic involvement.
- Contradiction to Co-Designed Service Standards: True "co-design" requires equal access to information and early, face-to-face collaboration. Expecting residents to co-design budget cuts while hiding internal administrative hierarchies and withholding operational transparency is a procedural contradiction.
- Contradiction to Grenfell Recommendations: The Grenfell Inquiry demanded an absolute cultural shift toward localized visibility, embedded housing management, and active listening. Shifting frontline personnel across multiple departments behind an online portal directly violates the promise to move away from desk-bound, detached governance.

4. Rejecting the Rationale for "Desk-Bound" Corporate Convenience

- We explicitly challenge the internal operational rationale that underpins the Council's increasingly desk-bound approach to housing management, social care, and environmental health.
- We note that internal strategies to optimise central office real estate, mandate digital-first target operating models, and utilise desk-booking apps are designed for administrative convenience, not public service delivery.
- We state that satisfying back-office cost metrics at Kensington Town Hall must never take precedence over public safety, service accessibility, and estate visibility.
- We demand that central corporate office optimisation targets must not be achieved by dismantling face-to-face service delivery standard guarantees on our estate.

Response from World's End Residents

5. The Core Mandate: Residents Before Borough Vanity ("People Before Paving")

- We demand that the Council place resident wellbeing before borough vanity over the next five-year cycle.
- We reject being forced to choose between cutting competing frontline lifelines while the Council actively shields its own discretionary capital projects and cosmetic spends.
- We call for an immediate five-year freeze on public realm vanity projects, including multi-million-pound aesthetic paving schemes and cosmetic upgrades in affluent commercial high streets.
- We demand that the Council absorb funding deficits through central corporate overhead efficiencies-cutting excessive senior executive management structures and reducing reliance on expensive third-party consultants.

6. Exposing the Flawed Narrative of Low Council Tax Amid Extreme Disparity

- We strongly object to the consultation question prompting residents to agree to keeping Council Tax "as low as possible."
- We argue that minimizing Council Tax provides an insignificant financial saving to multi-million-pound properties while creating a devastating revenue hole for essential services, which impact on our most vulnerable residents
- We state that using a generic "low tax" narrative to justify service cuts weaponizes the borough's wealth inequality against its most vulnerable pockets.
- We demand that the Council explore progressive revenue generation and property-base wealth levers to fund essential services rather than abandoning Decile 1 communities.
- The Council needs to safeguard services meeting needs and consider social return for Chelsea Riverside ward.

7. Systemic Opacity and the Illusion of "Co-Design"

- We reject the use of "co-design" and "partnership" as buzzwords to justify structural retrenchment across all local authority directorates.
- Based on the questionnaire and residents experience, we report that residents feel completely detached from co-design principles because the Council has failed to provide foundational transparency regarding how its core directorates are structurally organised and approach when engaging residents.
- We highlight that the Council actively hinders community collaboration by failing to provide clear, plain-English role descriptions for estate-facing housing officers, Council structures with clear responsibilities and hierarchies within directorates and leadership accountability.
- We state that true co-design cannot occur when residents do not know who is structurally responsible or accountable for the management and upkeep of their immediate environment.

Response from World's End Residents

8. Verifiable National Deprivation Metrics (IMD/IoD Context)

- We demand that the Council explicitly evaluate this submission against the official English Indices of Deprivation (IoD) datasets, which establish our neighbourhood as a relative pocket of severe multi-dimensional need.
- National Deprivation Rank: The World's End Estate sits within the SW10 Postcode, squarely within the most deprived 10% of all neighbourhoods nationally (Decile 1). (LSOA Name: Kensington and Chelsea 021C / Code: E01002842)
- Living Environment Crisis: Our immediate estate ranks in the worst 1% of the entire United Kingdom for Living Environment stress, driven by acute historical failures in indoor housing quality, investment, and high localized air pollution.
- Barriers to Housing & Services: Our neighbourhood ranks in the worst 5% nationally due to extreme overcrowding and astronomical wider market housing cost gaps.
- The Mandate for Staffing: Because our community faces these severe, overlapping deprivation metrics; physical, localized staff are needed to navigate environmental health and housing maintenance. Moving these services to an automated system will push a Decile 1 estate into an unmanageable five-year crisis.

9. Formal Demands

- We demand a complete five-year freeze on discretionary public realm cosmetic projects and the absorption of funding deficits through central corporate overhead efficiencies. Placing "People before Paving".
- We demand that the Council stop using the "low council tax" narrative to justify defunding services and instead protect progressive revenue streams to shield vulnerable residents.
- We demand a halt to the cross-service digital migration and the maintenance of fully funded, physical, face-to-face estate-based housing services, social care access, and local community services and facilities.
- We demand the immediate publication of clear, plain-English structural breakdowns and operational role descriptions for all estate-facing teams.
- We demand the establishment of in-person accountability by shifting engagement teams out of Council headquarters and into regular, localised, in-person estate drop-ins.
- We demand that this consultation framework be referred to the independent Public Participation Oversight Group to review whether the biased framing, forced choices, and digital barriers of this survey violate the Council's constitutional participation commitments.