

Let's Talk K&C

Consultation Report

January 2023

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- Appendix one – Let's talk K&C events report
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Introduction

Background

Kensington and Chelsea Council has taken up the challenge to become the best Council, in all that we do, so the borough is greener, safer, and fairer for everyone who lives here. To achieve this, the Council Plan sets out the vision and priorities for the Council over a four-year period. A new Council Plan is being developed for 2023-27, therefore, the Council embarked on a far-reaching community conversation with residents to hear from them about the issues and challenges they face and what they feel the Council's priorities should be over the next four years.

The 'Let's Talk K&C' initiative was launched at our first ever Citizens' Panel event in September 2022 and included a variety of other events, staff conversations with residents and, also, a more formal consultation involving a survey of the Citizens' Panel and a survey of residents more generally.

Methodology and report

The 'Let's Talk K&C' Community conversation was launched at an event with members of the Citizen's Panel on 27 September. This was followed by two further resident events at Al Manaar on 23 November 2022 and at Chelsea Old Town Hall on 15 December 2022. Alongside this staff were encouraged to engage with residents on what the Council's priorities should be in the course of their work and, also at 'out and about' events at venues including libraries, sports centres and markets around the borough. This community conversation focussed on four main questions:

- What do you love and value most in Kensington and Chelsea and/or your local area?
- What are the biggest issues and challenges faced by residents/the community in Kensington and Chelsea and/or your local area?
- How can the Council best support the residents, businesses and partners to enhance their lives over the coming 10 years?
- Those affected by the Grenfell tragedy have challenged us to use the learning from Grenfell to be the best Council. What does being the best Council in light of Grenfell mean to you?



Introduction

The themes and issues from these community conversations were developed into a series of priorities under the following headings:

- Becoming the best Council in light of Grenfell
- Being a caring Council
- Fairer
- Greener
- A great place to live
- Being careful with your money

These priorities were subject to a more formal consultation through surveys with the Citizens' Panel and with residents and other stakeholders more generally.

This report contains the findings from the formal consultation and, also, summaries of the key themes which emerged from the more qualitative events and conversations. In total over 500 residents engaged with the Let's Talk K&C initiative, including 329 residents who responded to the formal consultation.

Additionally. Engagement was carried out with the Youth Council, businesses in the borough and the voluntary and community sector. Feedback from this is available in a separate report.

Appendices

A number of appendices are available on request. These include fuller reports on the Let's Talk K&C events and the staff conversations with residents. All comments made in response to the various engagement exercises are also available on request.

Acknowledgements

The Council would like to thank residents and stakeholders for their time and feedback during the Let's Talk K&C Community conversation.



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Summary



What residents told us

During the Let's Talk K&C community conversation, we heard from over 500 residents about what they love about Kensington and Chelsea, the challenges they face, how the Council can best support them and what becoming the best Council means. The following summarises the key themes that emerged:

Love and value about Kensington and Chelsea

- Parks and green spaces
- Sense of community and diversity within the borough
- The sense that it is generally cleaner and safer than other boroughs
- The range of local amenities, including shops, restaurants, markets and libraries
- Its central location and good transport links
- The history and culture of the borough

Challenges faced by residents and the community

- Continuing to keep the borough safe and the streets clean
- Traffic congestion and both air and noise pollution
- Availability of housing and maintaining existing housing stock
- Cost of living
- Support for local businesses and the High Streets
- Improved communication, transparency and customer service from the Council
- Support for young people and the more vulnerable in the community

How the Council can best support residents and the community

- To listen more to, and connect with, residents and act on what we hear
- Improved communication and transparency
- Improved customer service, making the Council easier to do business with
- Support for local businesses and community groups, young people and the more vulnerable in the community
- More affordable housing and being more responsive to housing reapers
- A more visible community safety presence and enforcement against antisocial behaviour



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What residents told us

What becoming the best Council means

- Listening to residents, encouraging engagement and treating residents with dignity and respect
- Council should lead by example and establish trust with the community
- More responsive customer service
- Ensuring building safety, monitoring contractors and having an improved emergency response
- Making Kensington and Chelsea the cleanest and safest borough
- Increasing the availability of social and affordable housing and being more responsive to housing repair issues
- Better support for young people in the borough as well as for the more vulnerable (elderly, less wealthy and community groups)

The qualitative data collected as part of the community conversations was used to develop a series of priorities under six themes. These then formed part of a survey. The priorities which received the highest percentage of residents viewing them as fairly or very important under each theme have been summarised below. However, it should be noted that each of the priorities presented to residents received a high level of support.

Becoming the best Council in light of Grenfell

- Listening to residents and properly understanding issues they raise (97 per cent)
- Putting the safety and wellbeing of our residents first (96 per cent)
- Treating all residents with respect and dignity (95 per cent)

Being a caring Council

- Creating opportunities for residents to tell us when something isn't working, ensuring we take complaints seriously and learn from them (96 per cent)
- Listening with empathy and understanding (95 per cent)
- Going the extra mile to get an issue resolved (94 per cent)



What residents told us

Fairer

- Increasing support for vulnerable and elderly residents (94 per cent)
- Ensuring our services are designed to meet the needs of all our residents and can be accessed in different ways (92 per cent)
- Improving access to good quality social housing and reducing homelessness (90 per cent)

Greener

- Investing in making Council-owned buildings energy efficient, for example, Council homes, schools and offices (88 per cent)
- Increasing and encouraging recycling, including food waste (87 per cent)
- The Council working with businesses, community groups and residents to support them to become greener (85 per cent)

A great place to live

- Clean streets, parks and green spaces (97 per cent)
- Improving collaboration between police and communities to improve safety in the borough (95 per cent)
- Making sure that residents can shape decision-making that affects their homes and neighbourhoods (91 per cent)

Being careful with your money

- Ensuring we consider the impact on the safety and wellbeing of our residents when we make decisions about spending (94 per cent)
- Addressing issues early to save money in the long-term (93 per cent)
- Invest more in frontline services (83 per cent)



Let's Talk K&C events



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Let's Talk K&C – resident events

Introduction

The Let's Talk K&C community conversation was launched at an event with members of the Council's Citizens' Panel on 27 September 2022. Two subsequent events were then held which were open to all residents, the first at Al Manaar on 23 November and the second at Chelsea Old Town Hall on 15 December. A total of 72 Panel members and at least 35 other residents (including members of the Youth Council) attended these events.

The events gave residents the opportunity to visit information stalls before the events were opened by Lead Members and senior Council officers. Residents were then invited to discussion tables to discuss what the Council's priorities should be over the next four years to inform the new Council Plan.

Tables were then invited to feedback key points from their discussions to the room and given the opportunity to ask questions before the event was closed. This following summarises the key themes from the table discussions at the three events.

Appendices

An appendix report is available on request which gives fuller details of the feedback received at the Let's talk K&C events.



Key themes from the Let's Talk K&C resident events

Love and value most about Kensington and Chelsea

- Community spirit and diversity in the borough
- Voluntary and community sector in the borough
- Feeling safe here compared to other boroughs
- Parks and open spaces
- Customer service and friendly Council staff
- History and culture of the borough

Biggest issues and challenges facing residents and the community

- Lack of affordable housing in the borough
- Lack of police visibility and concerns about antisocial behaviour
- Lack of independent businesses and empty shops on the high streets
- Challenges to meet net zero
- Lack of communication and transparency from the Council
- Customer service and ease of getting in touch with the Council
- Noise and pollution from traffic and construction
- Education and schools needing investment
- Nuisance and danger of bikes and scooters
- Lack of accessibility
- More support needed for young people (including those with SEN)
- Streets getting dirtier
- Too much focus on particular wards at the expense of others
- Notting Hill Carnival
- Lack of enforcement e.g. against cycling on pavement, e-scooters, dogs' mess, litter, recycling incorrectly.



Key themes from the Let's Talk K&C resident events

How Council can best support residents, businesses and partners:

- Support for independent businesses, shops and charities
- Improved Council communication and promotion of events, as well as support for community events
- Improving customer services and making it easier to get things done
- Improving support for young people in the borough as well as vulnerable/elderly residents living independently in the community
- Improving access to engagement (digital or otherwise)
- More visible community safety presence and more enforcement against antisocial behaviour
- More social housing
- Better protection against flooding
- Improved partnership working with voluntary and community sector including introducing Community Ambassadors
- Community use of empty properties/shops

Being the best Council in light of Grenfell

- Implementing recommendations of the Grenfell inquiry
- Improved emergency response planning
- Ensuring building safety
- Council should lead by example and needs to establish trust with the community
- Greater focus on customer service and responsiveness, including improvements to housing repairs
- Increased social housing and better service for tenants
- More community centres in the borough
- Support for young people in the borough
- Planning to consider residents' views ahead of vested interests
- Increase public participation and encourage more residents to get involved
- Improvements to social care



Staff conversations with residents



Staff conversations with residents

Introduction

Throughout October to December 2022, Council officers had conversations with residents at events at the following venues:

- Customer Services Centre, Kensington Town Hall
- Central Library
- North Kensington Library
- Brompton Library
- Portobello Road market
- Golborne market
- Chelsea Sports Centre
- Latymer Community Centre

A total of 101 residents gave their feedback on: what they love and value most about the borough, the biggest issues and challenges faced by them and their communities, how the Council can best support residents and businesses and, in light of the Grenfell tragedy, what being the best Council means.

The following summarises the key themes which emerged from these staff conversations with residents.

Appendices

An appendix report is available on request which gives fuller details of the feedback received from these staff conversations with residents.



Key themes from staff conversations with residents

Love and value most about Kensington and Chelsea:

- Parks and green spaces
- Sense of community, diversity and multi-cultural nature of Kensington and Chelsea
- The character and history of the borough
- Kensington and Chelsea feeling safer than other boroughs
- The range of local amenities, including restaurants, shops and libraries, independent shops were particularly appreciated
- Public transport and the ability to get around the borough easily
- Council staff and the service they provide

Biggest issues faced by residents and the community:

- Cost of living
- Council customer services and it not always being easy to get response from the Council
- The need for better communication from the Council
- Concerns raised about safety in the borough and perceived lack of police presence
- Rubbish and cleanliness and a sense that things were getting dirtier
- More community support for vulnerable needed
- Traffic congestion and concerns about road safety
- Lack of social housing and rising levels of homelessness
- More support needed for local businesses and shops



Key themes from staff conversations with residents

How the Council can best support residents, businesses and partners:

- Support with the cost of living
- Working with the police to make the borough safer
- Listen to residents more
- Need for more social housing and to be more responsive to housing repairs
- Maintain clean streets
- More support for children and young people
- Support for local business and shops
- Making the borough as accessible as possible

Being the best Council in light of Grenfell:

- Listen to the community and act on what you hear
- Ensure building safety
- Make Kensington and Chelsea the safest borough
- Make Kensington and Chelsea the cleanest borough
- Improve customer services, making the Council easier to do business with
- Improved community support for residents most in need
- More support for children and families
- More social and affordable housing



Formal Consultation



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Formal consultation - Introduction

Background

The emerging themes and priorities from the Let's Talk K&C community conversation were used to develop a series of priorities under the following six themes:

- Becoming the best Council in light of Grenfell
- Being a caring Council
- Fairer
- Greener
- A great place to live
- Being careful with your money

These priorities were subject to a more formal consultation through a survey with the Citizens' Panel and residents more generally. A total of 329 completed surveys were received and the results follow.

Summary

In general many of the same themes emerged from responses to the open questions within the surveys as had in the qualitative events. Parks and greenery, local amenities (such as shops, restaurants, markets and libraries), and the sense of community and diversity were the key things that respondents loved and valued most about their local area.

Some of the biggest challenges included making the area safer, traffic and air pollution, keeping the streets clean, cost of living, housing and supporting local businesses, young people and the more vulnerable in the community. Respondents wanted to see improved customer service from the Council as well as the Council improving their communication and listening to residents more.

The priorities were generally welcomed by respondents and the following contains detailed graphs of the responses.

Appendices

An appendix report containing all of the comments received in response to the surveys is available on request.



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Love and value most about your local area

Respondents were asked 'What do you love and value most about your local area?'

The comments made have been themed (comments may have more than one theme) and themes with 41 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Parks and greenery	141
Local amenities (including shops, restaurants, libraries and markets)	105
Sense of community/diversity	89
Clean streets	51
Central location/transport links	51
Community safety	41
History and culture	41



Word Cloud representing key mentioned themes



Love and value about your local area

“Plenty of trees and greenery plus a lively environment.”

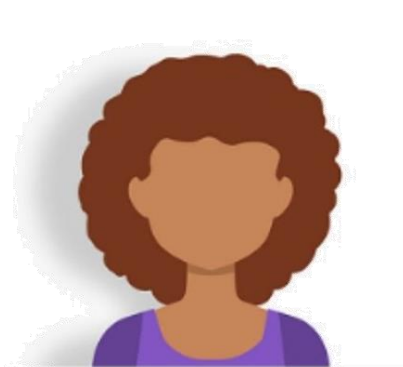
Parks and greenery

“The street trees. The parks. Portobello market. Small shops and cafes .”

Local amenities

“Diversity and sense of community with multiple races, religions and wealth living close to each other in a fundamentally stunning architectural environment.”

Sense of community/diversity/history and culture



“It is usually clean, multicultural and has tremendous amenities and of course Holland Park.”

Clean streets/local amenities

“It's central London with lots of parks gardens and facilities and good transport links.”

Central location/transport links

“The beautiful streets and parks, it's culture, galleries, music venues, and it's diversity. I feel privileged to live in the borough”

History and culture/parks and greenery/sense of community/diversity

“How safe it is.”

Community safety



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Biggest challenges facing residents and their community

Respondents were asked 'What do you think are the biggest issues and challenges facing you and your community?'

The comments made have been themed (comments may have more than one theme) and themes with 15 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.



*Word Cloud representing key
mentioned themes*

Theme	Count
Community safety/antisocial behaviour	97
Traffic/air pollution	64
Rubbish/dirty streets	49
Cost of living/poverty	45
Housing management/affordable housing	35
Planning/development	24
Local businesses	18
Loss of community	15

Biggest issues and challenges facing residents and their community

“I think the youth crime is my biggest issue and feeling safe in my own home.”

Community safety/antisocial behaviour

“Traffic: fumes, jumping red lights, no crossings where there should be, e.g. both ends of Marloes Road, pavement cyclists and electric scooters and cyclists jumping red lights. Pedestrians are at the bottom of the food chain.”

Traffic/air pollution

“The destruction of a basically attractive environment by littering and the dumping of rubbish. Excessive car usage which denies children the opportunity to play out in the street.”

Rubbish/dirty streets/Traffic/air pollution



“Expensive housing keeping essential workers from living close to work. Too many empty houses and absent residents.”

Housing management/affordable housing

“Over development that stifles community.”

Planning/development

“Cost of living, inflation, affordability etc.”

Cost of living/poverty

“Empty shops due to businesses closing down which leads to smaller amount of foot traffic. We need to make it easier and cheaper for shops to be filled so that residents shop locally.”

Local businesses



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How the Council can best support residents and their community

Respondents were asked 'How can the Council best support you and your community over the coming years?'

The comments made have been themed (comments may have more than one theme) and themes with 16 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.



*Word Cloud representing key
mentioned themes*

Theme	Count
Community safety/crime/Police	64
Housing management/homelessness/more social housing	44
Environment/climate change	38
Listen to residents	34
Clean and well maintained streets	33
Planning/development	26
Traffic management	23
Support for elderly/vulnerable	21
Council tax	18
Cycling/cycle lanes	16



Council support for residents and their community

“More visible policing required. More arrests, especially crimes committed by illegal electric scooter riders.”

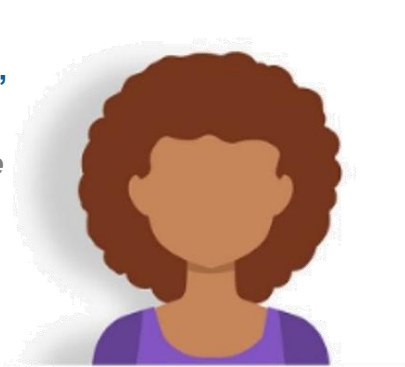
Community safety/crime/Police

“By providing good rubbish clearance services and sweeping the streets regularly.”

Clean and well maintained streets

“More social housing, particularly for rent.”

Housing management/homelessness/more social housing



“Strong control for planning applications.”

Planning/development

“By valuing and safeguarding our environments and habitats.”

Environment/climate change

“Traffic calming, traffic restrictions, cycle lanes, congestion charges.”

Traffic management

“By listening to the community and addressing their concerns.”

Listen to residents

“As I am in my eighties, I feel older people need to feel valued and able to get any help/assistance they might need as they get older.”

Support for elderly/vulnerable



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Lessons learnt from Grenfell

Respondents were asked 'What is the most important lesson the Council should learn from Grenfell?'

The comments made have been themed (comments may have more than one theme) and themes with 10 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Building safety/fire safety/cladding	103
Listen to residents	81
Monitoring contractors	33
Housing management/housing stock	29
Quality ahead of cost	25
Learning lessons from the tragedy	14
Take responsibility	14
Don't outsource	10
Fairness/equity	10



Word Cloud representing key mentioned themes



Lessons learnt from Grenfell

“Implementation of all safety standards and building regulations on all future builds and regular up to date maintenance inspections on council properties.”

Building safety/fire safety/cladding

“Better management and maintenance of its housing stock. Genuine involvement of councillors in that. Listening to residents.”

Housing management/housing stock/Listen to residents



“Cheapest does NOT provide safety or value for money. ”

Quality ahead of cost

“Residents should be listened to and have a way of reporting concerns that will be acted upon.”

Listen to residents

“Contracting requires active and constant monitoring to ensure the quality of the delivery.”

Monitoring contractors

“Be aware of what can go wrong and remind/train/ further educate housing team accordingly. Important also to await formal report of the Inquiry.”

Learning lessons from the tragedy

“Transparency and taking responsibilities for their actions”

Take responsibility



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Becoming the best Council in light of Grenfell

The Council is committed to using the learning from Grenfell to change for the better.

Respondents were asked how important, or unimportant, a range of suggestions heard from residents and stakeholders in conversations undertaken on what 'being the best Council in light of Grenfell means to them.'

At least 87 per cent of respondents felt that each suggestion was ***'very important'*** or ***'fairly important'***. No more than one per cent of respondents felt that each suggestion was ***'fairly unimportant'*** or ***'not important at all'***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Listening to residents and properly understanding issues they raise (97 per cent)
- Putting the safety and wellbeing of our residents first (96 per cent)
- Treating all residents with respect and dignity (95 per cent)

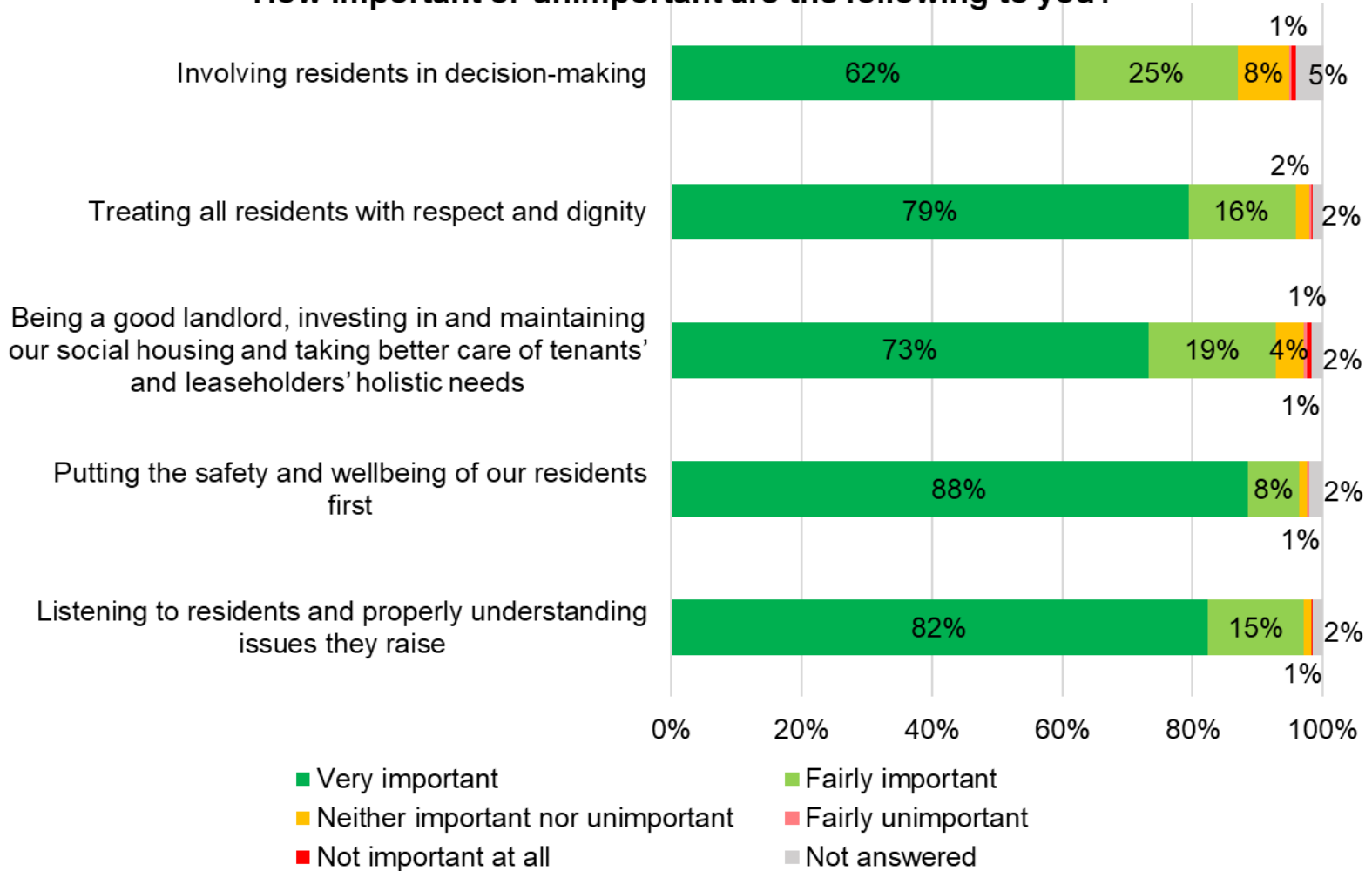
Suggestions with the lowest percentage of those indicating it was very or fairly important

- Involving residents in decision-making (87 per cent)

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



Becoming the best Council in light of Grenfell: How important or unimportant are the following to you?



Base: All respondents (329)

Becoming the best Council in light of Grenfell – ‘other’ comments

Respondents were asked ‘What would give them confidence that the Council is changing for the better in light of Grenfell?’

The comments made have been themed (comments may have more than one theme) and themes with 14 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Take responsibility/more action, less words	39
Building safety	37
Evidence/data on change	23
Listen to residents	20
Consultation/consultation methods/survey	18
Move forward/move on from Grenfell	16
Communication	16
Leadership	14



Word Cloud representing key mentioned themes



Becoming the best Council in light of Grenfell – ‘other’ comments

“If they actually do what they’re saying they want to do. There is too much waffle and not enough positive action.”

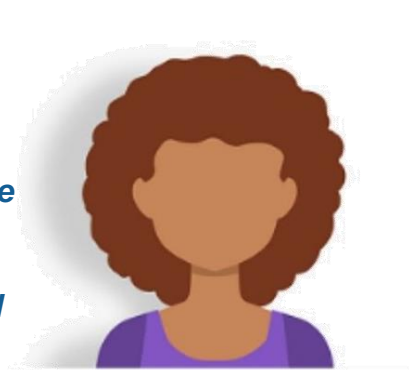
Take responsibility/more action, less words

“We need better metrics to track promises and commitments. Some time has passed and we should be able to review this more objectively. Success should be measurable with some hard stats, survey data, analysis.”

Evidence/data on change

“Consultation is important but not just to tick the box and carry on with the plans the council wishes to make.”

Consultation/consultation methods/survey



“Remove flammable cladding from all properties. Make the right checks for any property renovations in terms of health and safety. Put people first.”

Building safety

“Involving, understanding and listening to residents will give me that confidence also taking our views into consideration and put it into practice its the most important. Comment.”

Listen to residents

“Not having had the terrible experience I’ve had with the housing department.”

Housing management

“Creating the right policies through brave leadership.”

Leadership



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Being a caring Council

We want to make sure that everyone who contacts the Council and receives services from the Council is treated with respect and empathy, regardless of how they get in touch with us. We want to ensure that they feel listened to and that they have confidence that the issues they raise will be followed up. We want residents and businesses to be able to access Council services in whatever way works best for them.

Respondents were asked how important, or unimportant, a range of suggestions were to them. These were developed from what was heard from residents and stakeholders in conversations undertaken on what 'being a caring Council means to them.

At least 77 per cent of respondents felt that each suggestion was ***'very important'*** or ***'fairly important'***. No more than seven per cent of respondents felt that each suggestion was ***'fairly unimportant'*** or ***'not important at all'***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Creating opportunities for residents to tell us when something isn't working, ensuring we take complaints seriously and learn from them (96 per cent)
- Listening with empathy and understanding (95 per cent)
- Going the extra mile to get an issue resolved (94 per cent)

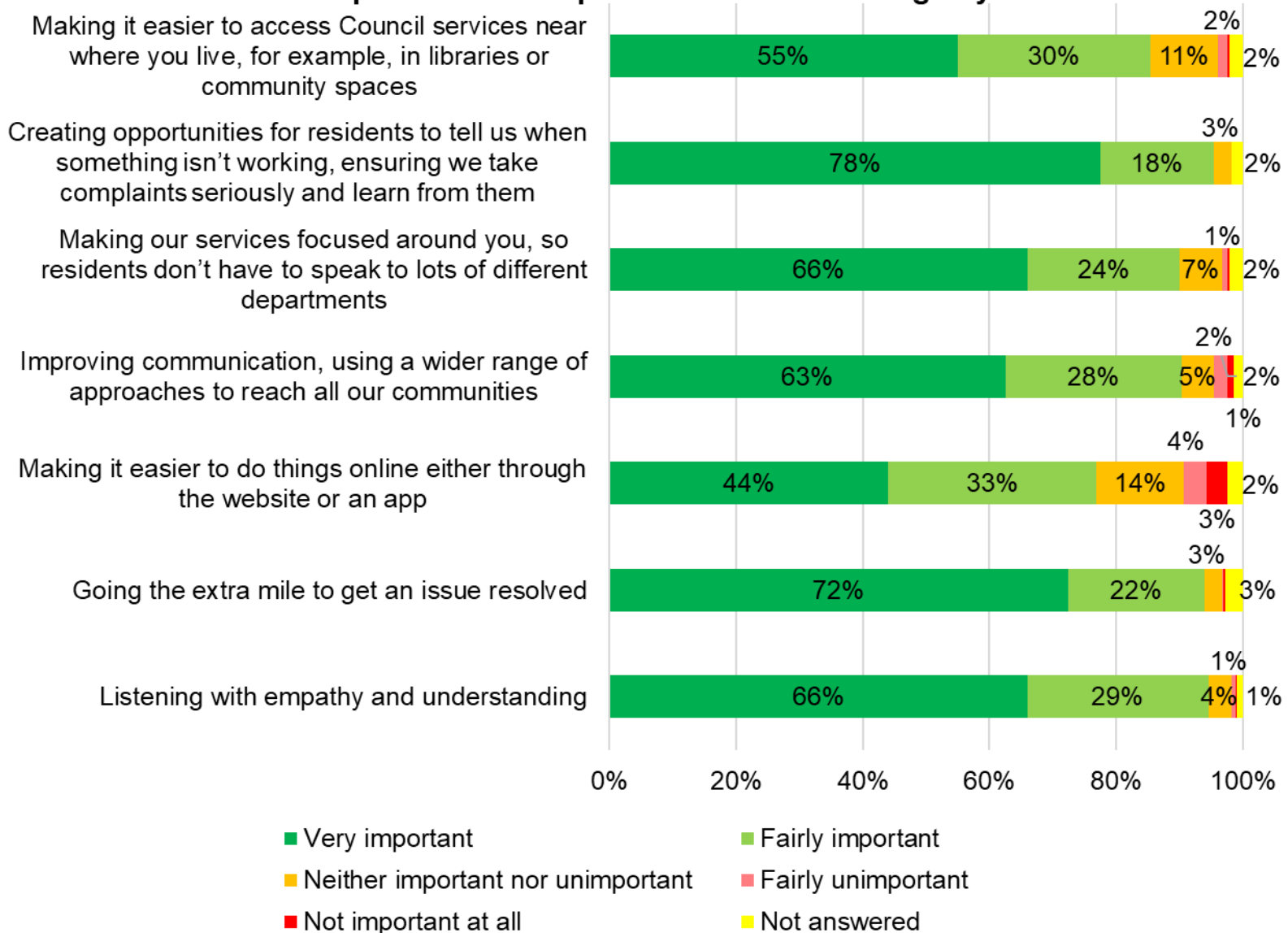
Suggestions with the highest percentage of those indicating it was fairly unimportant or not important at all

- Making it easier to do things online either through the website or an app (seven per cent).
- Improving communication, using a wider range of approaches to reach all our communities (three per cent)

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



A caring Council: How important or unimportant are the following to you?



Being a caring Council – ‘other’ comments

Respondents were asked 'Do you have any other suggestions for how we can ensure we are a caring Council?'

The comments made have been themed and themes (comments may have more than one theme) with six or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.



*Word Cloud representing key
mentioned themes*

Theme	Count
Customer service	46
Getting things done/more action, less words	28
Staff	14
Listen to residents	11
Communication	9
Consultation/engagement	8
Environmental issues/climate change	6
Support for young people	6
Council does a good job/has changed	6



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Being a caring Council – ‘other’ comments

“Just call the main council telephone and see what happens. “you are now in the queue and number 14”. I have waited over 30 minutes to speak to the base operator, only then put through to the planning line where no one answered. Most, not all, officers do not answer their phone and if you can leave a message and their in-box is not already full, they do not call you back. Same with emails.”

Customer service

“As long as residents feel they are listened to and it is proved by action, then we can ask for no more.”

Listen to residents



“Ensure that all staff, whatever department they work for, are empowered and encouraged to put residents' requirements ahead of meeting arbitrary rules. The goal should be to support residents and say yes wherever possible, rather than giving priority to council-created rules and regulations that are not actually statutory requirements or laws.”

Staff

“Stop spending so much on PR and actually DO things.”

Getting things done/more action, less words

“Giving all information and make it easier and available to all residents. Residents should be aware of all changes and hidden information so this way when there's a problem it will very easy to report to the right department.”

Communication



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Fairer

The borough is home to people from a range of backgrounds and communities, it has some of the richest areas in the country and some of the poorest. We want to make sure that everyone, regardless of their background, has access to the help and advice they need so that they can make the most of what the borough has to offer. We also want to do more to connect people across the borough, building on the skills, expertise and passion of our residents and ensuring all voices shape the decisions we make.

Respondents were asked how important, or unimportant, a range of suggestions were to them. These suggestions were developed from what was heard from residents and stakeholders in conversations undertaken on what fairness means to them.

At least 86 per cent of respondents felt that each suggestion was ***‘very important’*** or ***‘fairly important’***. No more than nine per cent of respondents felt that each suggestion was ***‘fairly unimportant’*** or ***‘not important at all’***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Increasing support for vulnerable and elderly residents (94 per cent)
- Ensuring our services are designed to meet the needs of all our residents and can be accessed in different ways (92 per cent)
- Improving access to good quality social housing and reducing homelessness (90 per cent)

Suggestions with the highest percentage of those indicating it was fairly unimportant or not important at all

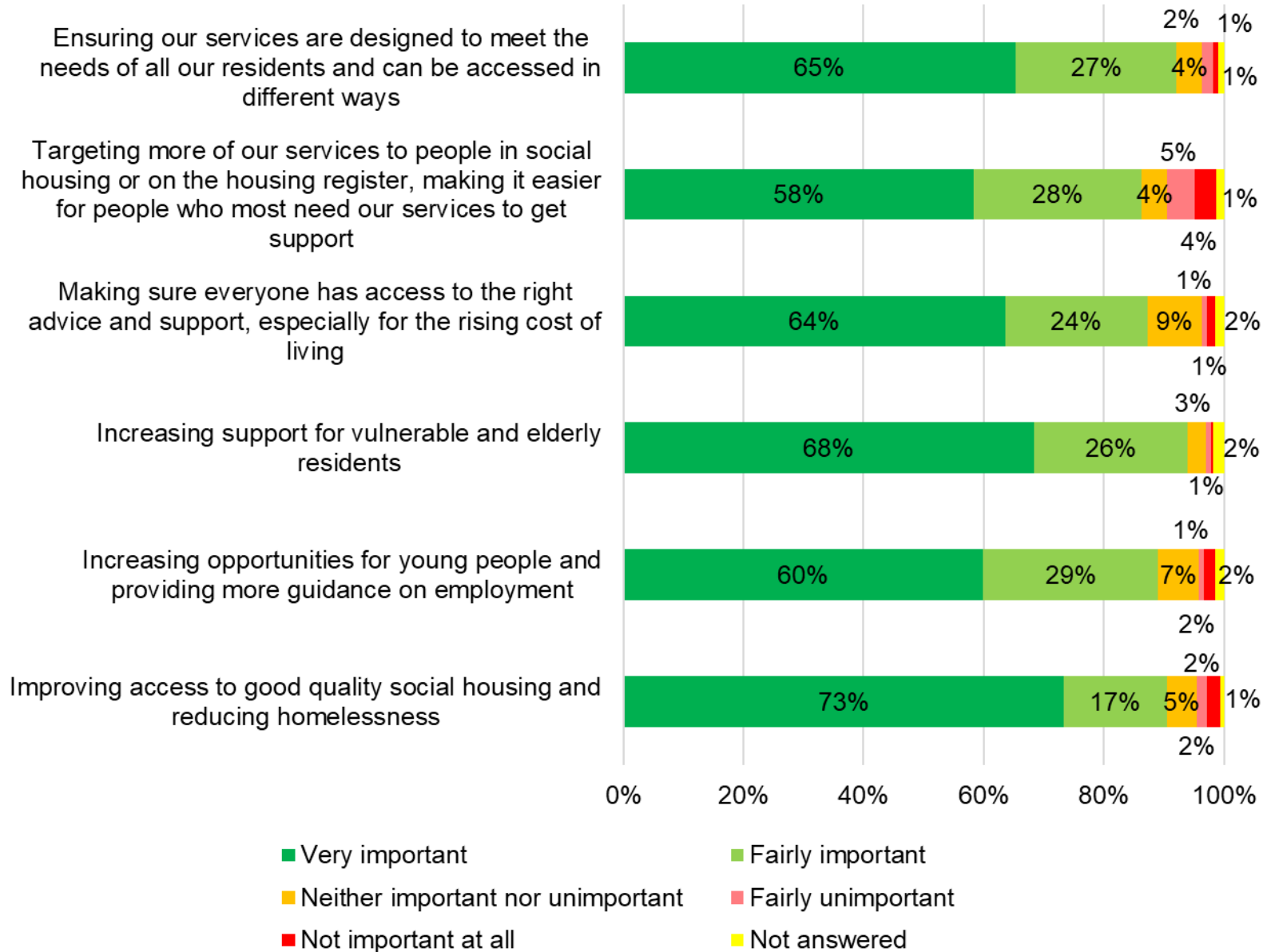
- Targeting more of our services to people in social housing or on the housing register, making it easier for people who most need our services to get support (nine per cent).
- Improving access to good quality social housing and reducing homelessness (four per cent)

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



Fairer:

How important or unimportant are the following to you?



Base: All respondents (329)



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Fairer – ‘other’ comments

Respondents were asked ‘Do you have any other suggestions for how we can support fairness in the borough?’

The comments made have been themed (comments may have more than one theme) and themes with six or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Treat people/areas in the borough equally	24
Needs assessment	10
Housing management	9
Support for vulnerable	9
Listen to residents	8
Community support	7
Consultation	7
Communication	6
Customer service	6



Word Cloud representing key mentioned themes



THE ROYAL BOROUGH OF
KENSINGTON
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Fairer – ‘other’ comments

“Stop the division between North Kensington and the rest of RBKC, North Kensington is treated like the poorer neighbour e.g. look at the quality of the street cleaning or the speed at which street trees are replaced, or the lack of traffic enforcement on Golborne Road, all of these show the imbalance between the north and central/south of RBKC.”

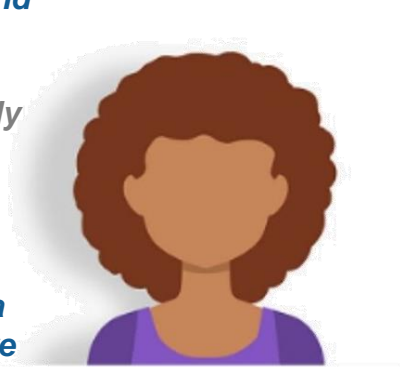
Treat people/areas in the borough equally

“Do not focus on the background of a person; focus instead on what they are saying and if what they are asking for is reasonable and achievable.”

Needs assessment

“Clamp down on people in social housing who rent out properties!”

Housing management



“A team of designated council workers put on housing estates talking to residents to improve living conditions, homes and community. Talking to teenagers in the area to find out what improvements can be put in place for employment, youth clubs etc.”

Consultation

“Create the opportunity and support providers who enable communication and exchange between a wider cross section of socio-economic group.”

Community support

“Constant involvement with the vulnerable. This is already in progress I believe.”

Support for the vulnerable



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Greener

We want to deliver greener neighbourhoods, cleaner air and healthier lives for everyone who lives here. Efficient buildings are at the forefront of our approach to making the borough greener, working with residents and businesses to ensure homes, shops and offices use less energy and rely on cleaner sources.

Respondents were asked how important, or unimportant, a range of suggestions were to them. These were developed from what was heard from residents and stakeholders in conversations undertaken on what being greener means to them.

At least 72 per cent of respondents felt that each suggestion was ***‘very important’*** or ***‘fairly important’***. No more than eight per cent of respondents felt that each suggestion was ***‘fairly unimportant’*** or ***‘not important at all’***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Investing in making Council-owned buildings energy efficient, for example, Council homes, schools and offices (88 per cent)
- Increasing and encouraging recycling, including food waste (87 per cent)
- The Council working with businesses, community groups and residents to support them to become greener (85 per cent)

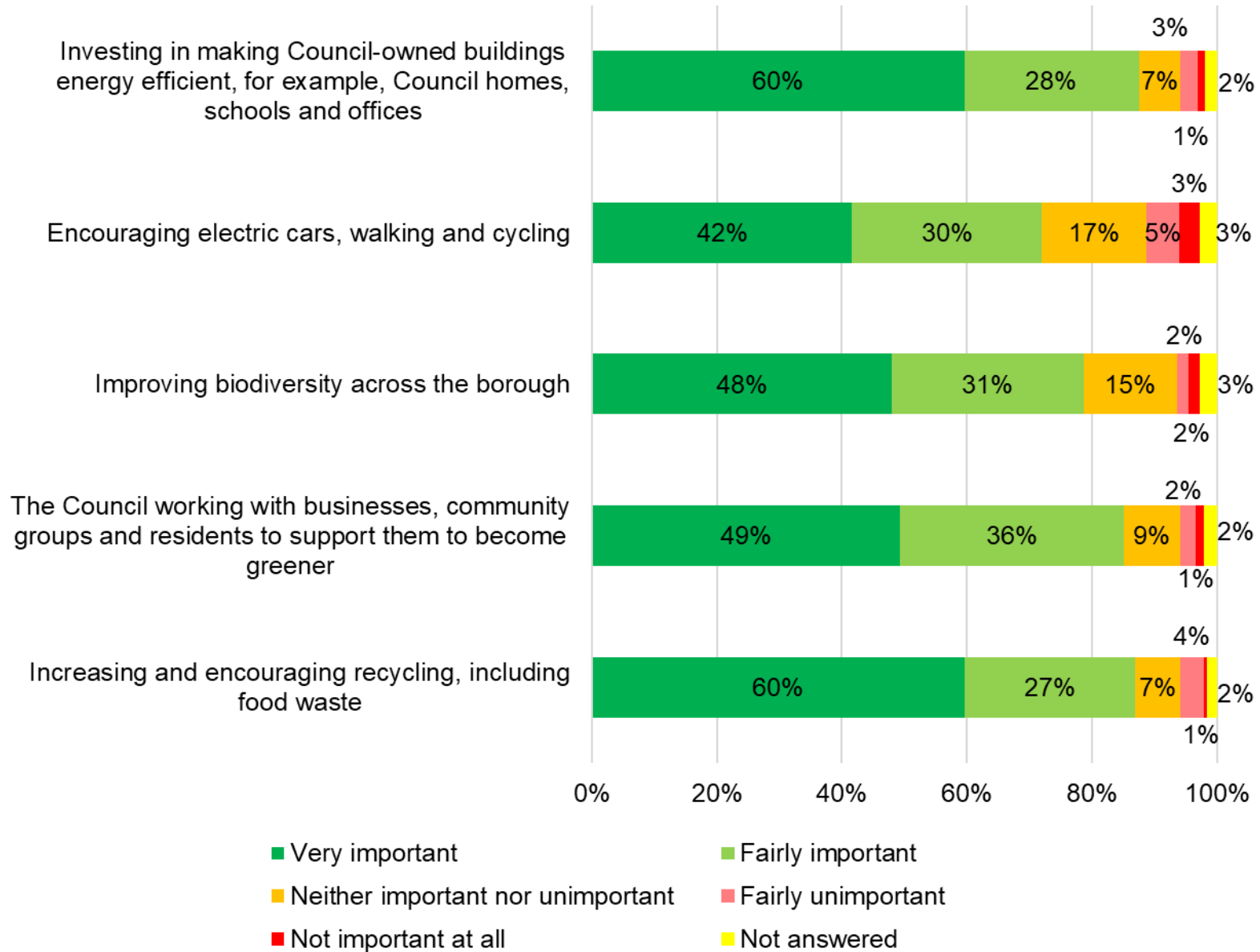
Suggestions with the highest percentage of those indicating it was fairly unimportant or not important at all

- Encouraging electric cars, walking and cycling (eight per cent)
- Increasing and encouraging recycling, including food waste (five per cent)
- Investing in making Council-owned buildings energy efficient, for example, Council homes, schools and offices (four per cent)

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



Greener: How important or unimportant are the following to you?



Base: All respondents (329)

Greener – ‘other’ comments

Respondents were asked ‘Do you have any other suggestions on how we can make the borough greener?’

The comments made have been themed (comments may have more than one theme) and themes with eight or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Trees/greening	52
Active travel	27
Recycling	18
Energy efficiency in buildings	17
Electric vehicles	11
Air pollution	10
Greener energy	9
Green spaces	8



Word Cloud representing key mentioned themes



Greener – ‘other’ comments

“There should be more electric charging points. Concessions should be given to listed buildings owners to allow them to install energy saving products such as double glazing, solar panels etc. old buildings are cold and energy inefficient.”

Electric vehicles/Energy efficiency in buildings

“Focus on cycling. Electric vehicles are not the whole solution and RBKC spends too much time talking about EVs and not about walking or cycling. Make walking and cycling easier and safer. Put in a cycle lane on High Street Kensington.”

Active travel

“Stop daft traffic controls that increase pollution. By all means, make it tougher for higher polluting traffic to be in borough. For instance, ban older taxis.”

Air pollution

“Make it easier to recycle, rather than imposing numerous rules on exactly what can and cannot be recycled and what condition it must be in. Make changes to parking enforcement that give priority to electric vehicles. Gas-guzzling SUVs should not be entitled to resident parking permits!”

Recycling

“Planting more trees and green areas on streets like Latimer Road. Remove car parking bays to plant green bays to improve people mental health, wellbeing, pollution noise air and light!”

Trees/greening

“Surveying all the roofs of council-owned property to check their suitability for solar panels to generate electricity.”

Greener energy



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

A great place to live

We want to preserve and enhance the borough's neighbourhoods with access to good housing, green, welcoming and safe spaces, iconic high streets and markets, a vibrant economy, high-quality education and strong, engaged communities. As a part of central London, we will change and grow but the Council will continue to put communities at the heart of decisions about their neighbourhoods, recognising that local people are experts in the areas where they live.

Respondents were asked how important, or unimportant, a range of suggestions were to them. These suggestions were developed from what was heard from residents and stakeholders in conversations undertaken about what makes Kensington and Chelsea a great place to live.

At least 64 per cent of respondents felt that each suggestion was ***‘very important’*** or ***‘fairly important’***. No more than 12 per cent of respondents felt that each suggestion was ***‘fairly unimportant’*** or ***‘not important at all’***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Clean streets, parks and green spaces (97 per cent)
- Improving collaboration between police and communities to improve safety in the borough (95 per cent)
- Making sure that residents can shape decision-making that affects their homes and neighbourhoods (91 per cent)

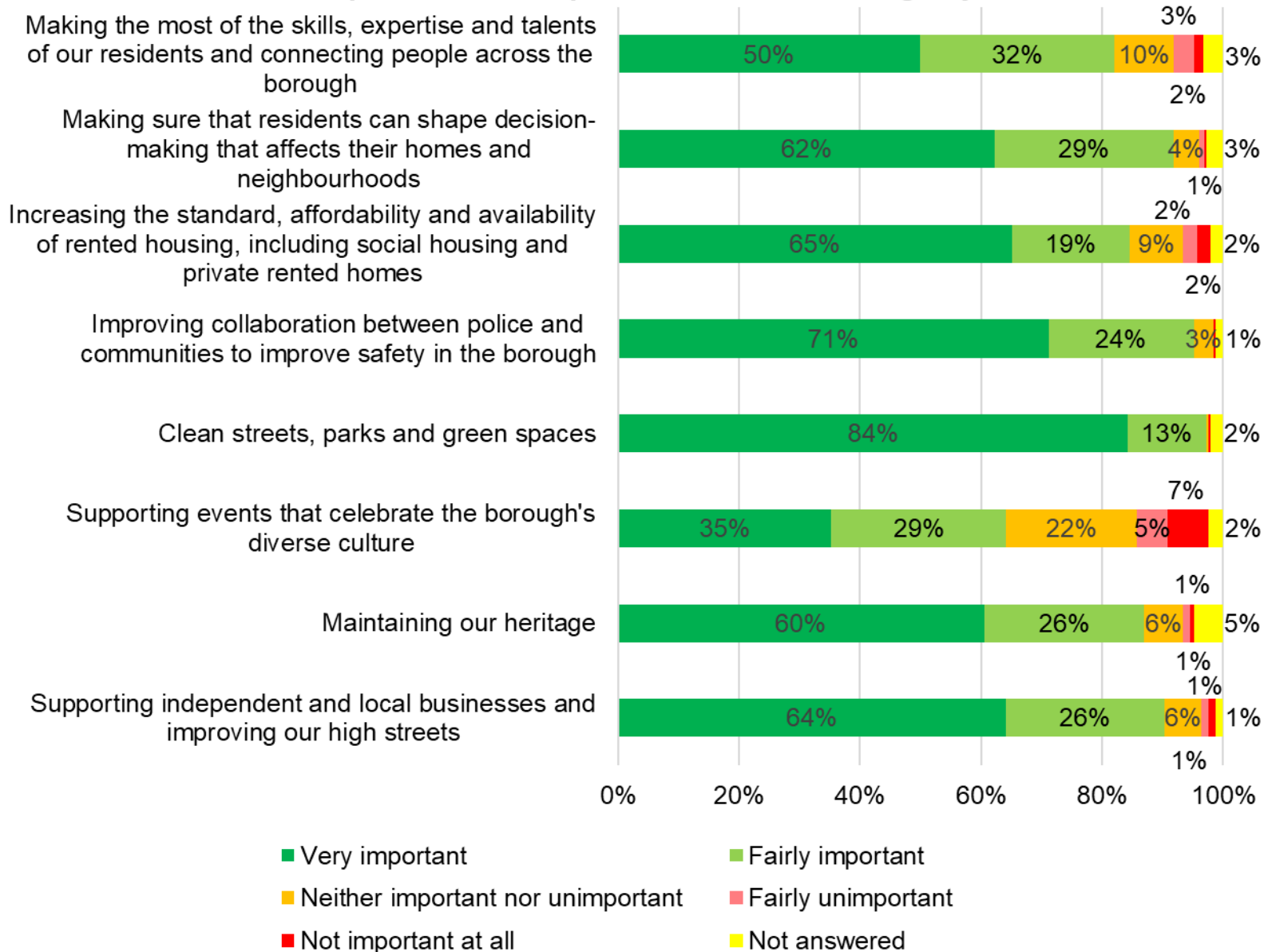
Suggestions with the highest percentage of those indicating it was fairly unimportant or not important at all

- Supporting events that celebrate the borough's diverse culture (12 per cent)
- Making the most of the skills, expertise and talents of our residents and connecting people across the borough (five per cent)

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



A great place to live: How important or unimportant are the following to you?



Base: All respondents (329)

A great place to live – ‘other’ comments

Respondents were asked ‘Do you any other suggestions for how we can make sure the borough is a great place to live?’

The comments made have been themed (comments may have more than one theme) and themes with five or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Community safety	24
High streets	18
Listen to residents	11
Planning	11
Support for young people	8
Road safety	6
Trees/greening	5
Accessibility	5
Clen streets	5
Community organisations	5
Cost of living	5



Word Cloud representing key mentioned themes



THE ROYAL BOROUGH OF
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AND CHELSEA

A great place to live – ‘other’ comments

“Be more selective in what can be built/ businesses can be opened. We don’t need more high-end penthouse apartments and luxury retailers that offer astronomically priced homewares.

Shops that provide usable local services should be prioritised, and property developments only given planning permission if they add worthwhile numbers of affordable homes to the market.”

Planning

“Crime is on the increase in the area. More police presence and joint intervention with the council regarding anti social behaviour.”

Community safety

“Plant more trees. Resist private owners cutting down trees. Resist garden-grab developments. Tighter control of speeding through back residential streets. Better traffic management to cut out rat-running. Banish noisy motor cycles and cars.”

Trees/greening/road safety

“Make local shopping more enjoyable for local people. I shop mostly online now because I find shopping streets are not enjoyable. Crossing streets even at pedestrian crossing is dangerous with impatient drivers.”

High Streets

“Ask people what they want. Get out in the community and listen to people.”

Listen to residents

“Youth centres for young people, job opportunities for young people and housing for young people.”

Support for young people



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Being careful with your money

The rising cost of living means it is important we keep council tax low, spend wisely and invest in things that matter. This means ensuring we make the most of the resources we have, to provide quality services for people and ensuring that the money the Council spends has the greatest impact.

Respondents were asked how important, or unimportant, a range of suggestions were to them. These suggestions were developed from what was heard from residents and stakeholders in conversations undertaken about being careful with your money.

At least 65 per cent of respondents felt that each suggestion was ***‘very important’*** or ***‘fairly important’***. No more than seven per cent of respondents felt that each suggestion was ***‘fairly unimportant’*** or ***‘not important at all’***.

Suggestions with the highest percentage of those indicating it was very or fairly important

- Ensuring we consider the impact on the safety and wellbeing of our residents when we make decisions about spending (94 per cent)
- Addressing issues early to save money in the long-term (93 per cent)
- Invest more in frontline services (83 per cent)

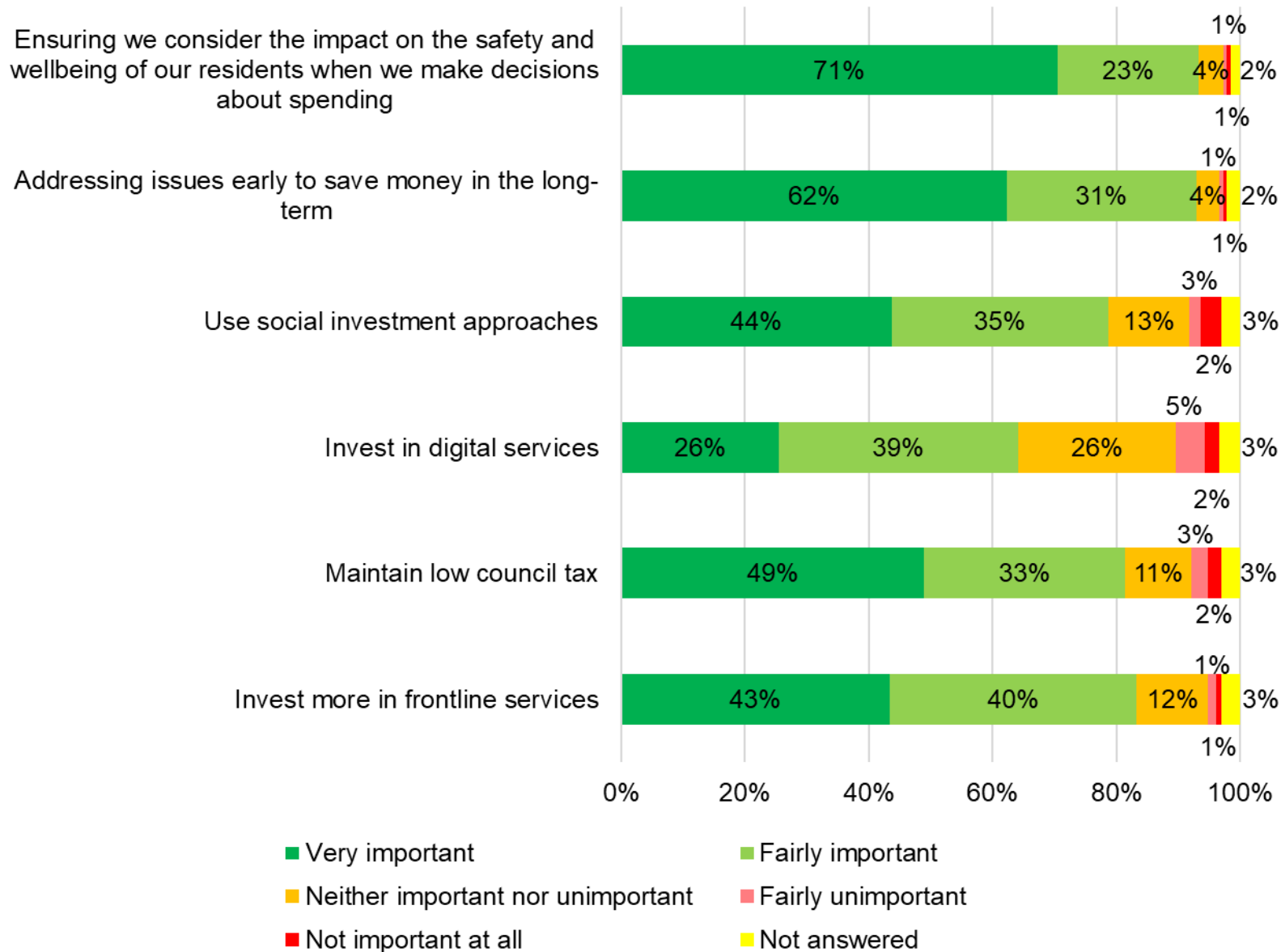
Suggestions with the highest percentage of those indicating it was fairly unimportant or not important at all

- Invest in digital services (seven per cent)
- Use social investment approaches (five per cent)
- Maintain low council tax (five per cent)

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



Being careful with your money: How important or unimportant are the following to you?



Base: All respondents (329)



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Being careful with your money – ‘other’ comments

Respondents were asked ‘Do you have any other suggestions for how we can ensure we provide value for money for our residents?’

The comments made have been themed (comments may have more than one theme) and themes with five or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Council tax	13
Housing management/repairs	13
Council financial management	10
Procurement	7
Staffing	7
Communication	6
Community support	6
Survey feedback	5



Word Cloud representing key mentioned themes



Being careful with your money – ‘other’ comments

“Charge more for the top bands of council tax and less for the lower bands.”

Council tax

“Ensure that there is always a strategic plan to support how spending decisions are made which can be shared with the community.”

Council financial management

“Due diligence on all contractors and ensure work done is of the highest quality, materials used adhere to all UK health and safety standards and get feedback from tenants where a contract has completed work to confirm that all work done is as specified.”

Housing management/repairs



“There is not a one size fits all answer to value for money, people in procurement need to be empowered to channel resource where it can be most effective whilst maintaining transparency and the ability to engage with the communities they serve.”

Procurement

“Make sure everyone in the Council understands the way residents feel and what they consider important.”

Staffing

“Spread as much as possible useful information for local residents about RBKC's projects and plans.”

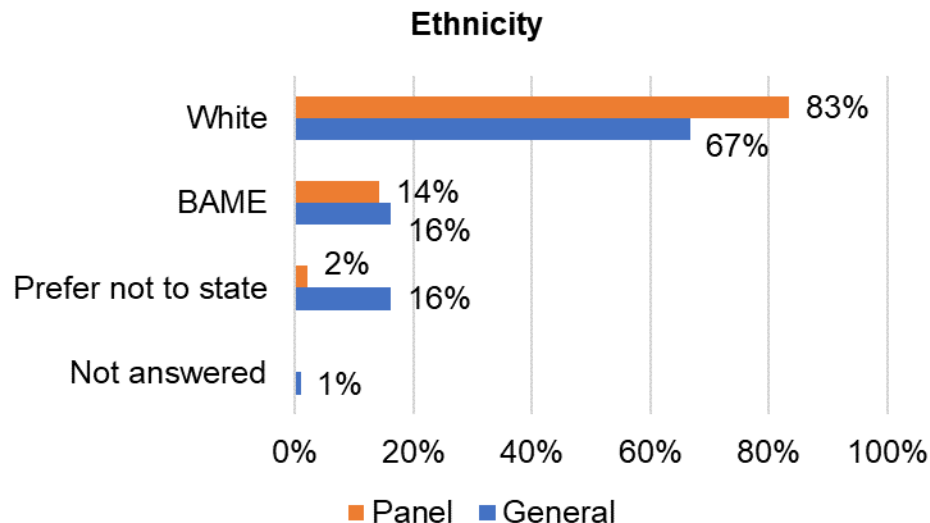
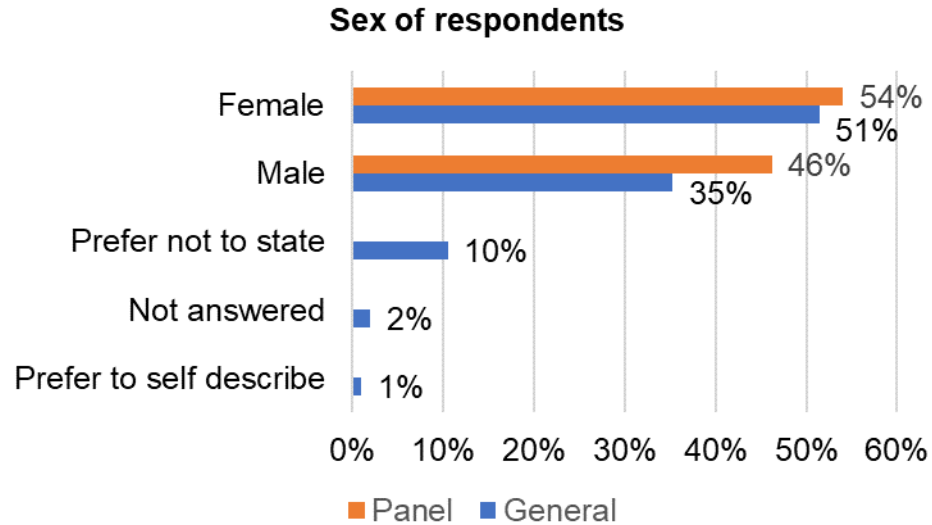
Communication



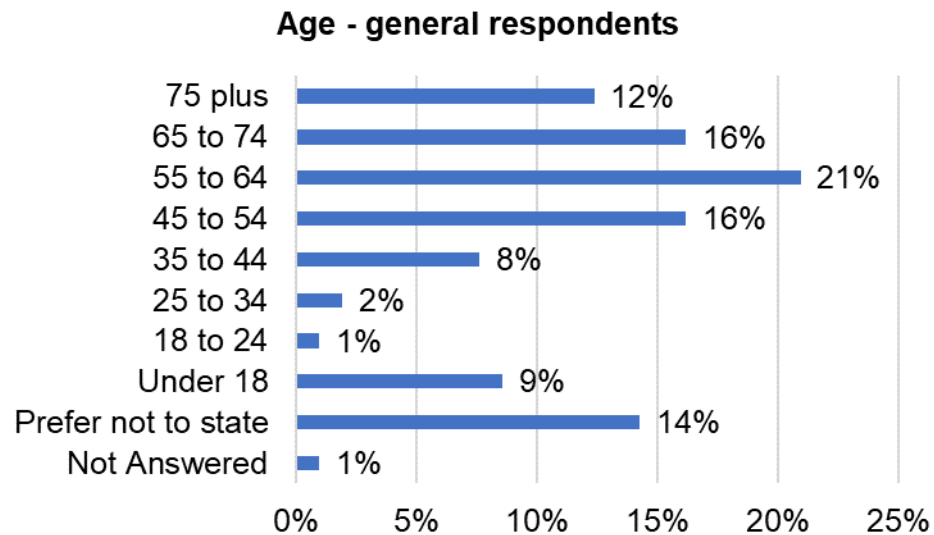
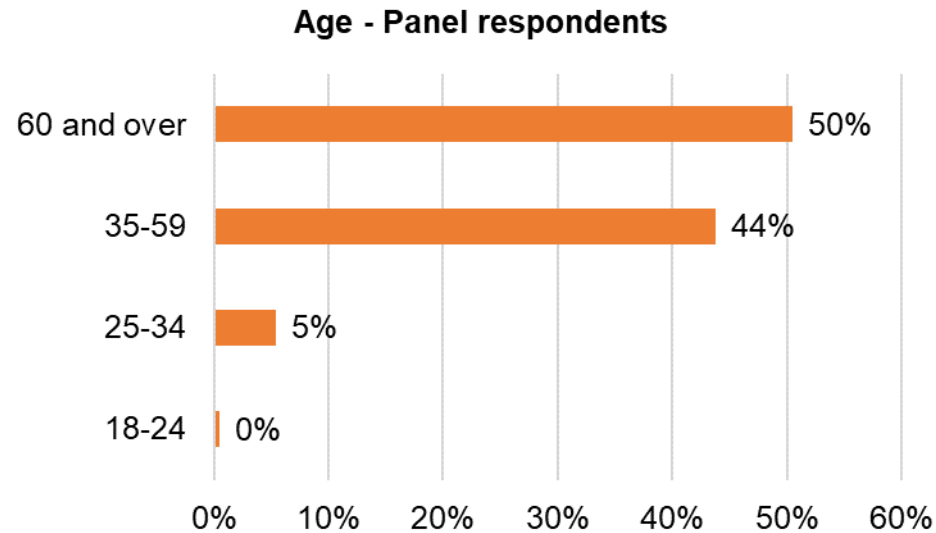
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Who responded to the surveys

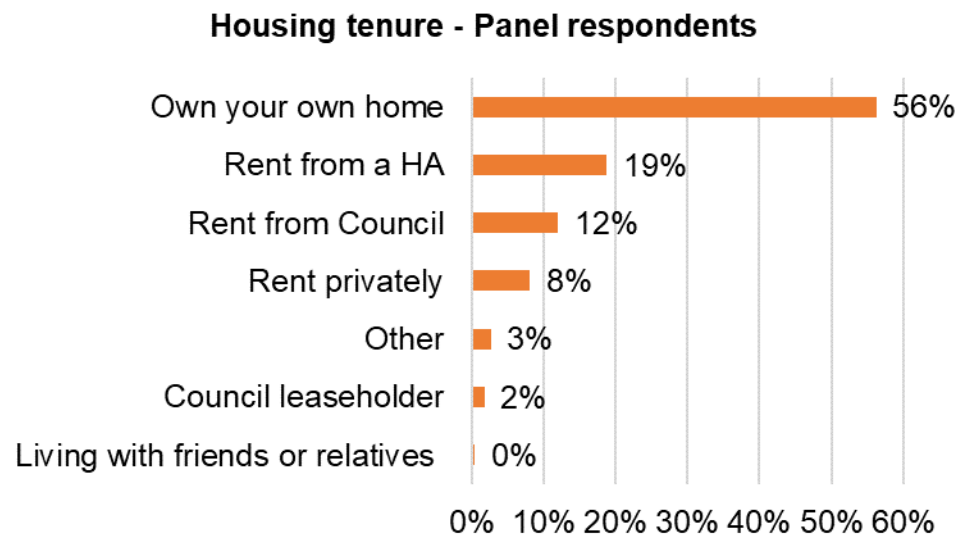
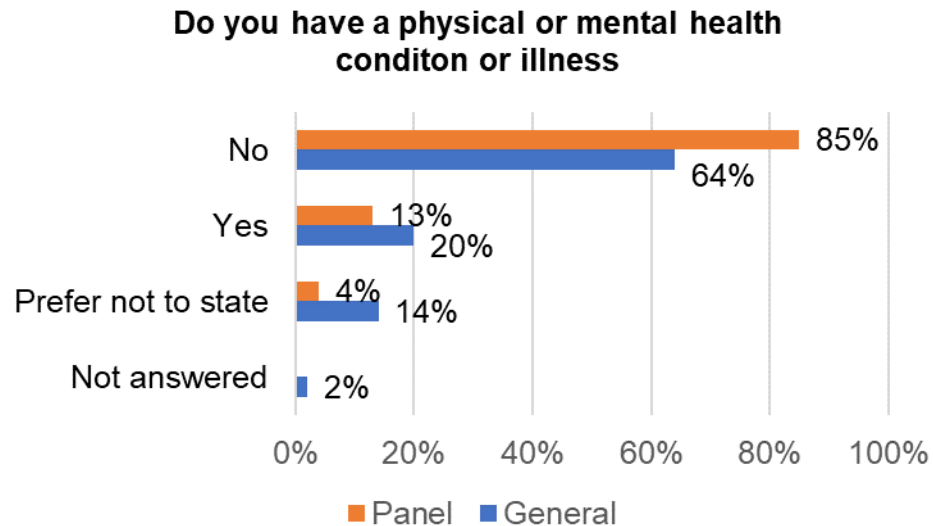
The following pages detail demographic details of those that responded to the Citizens' Panel survey and general residents' survey. Where percentages are not shown, this is due to this information not being collected in one or other of the surveys.



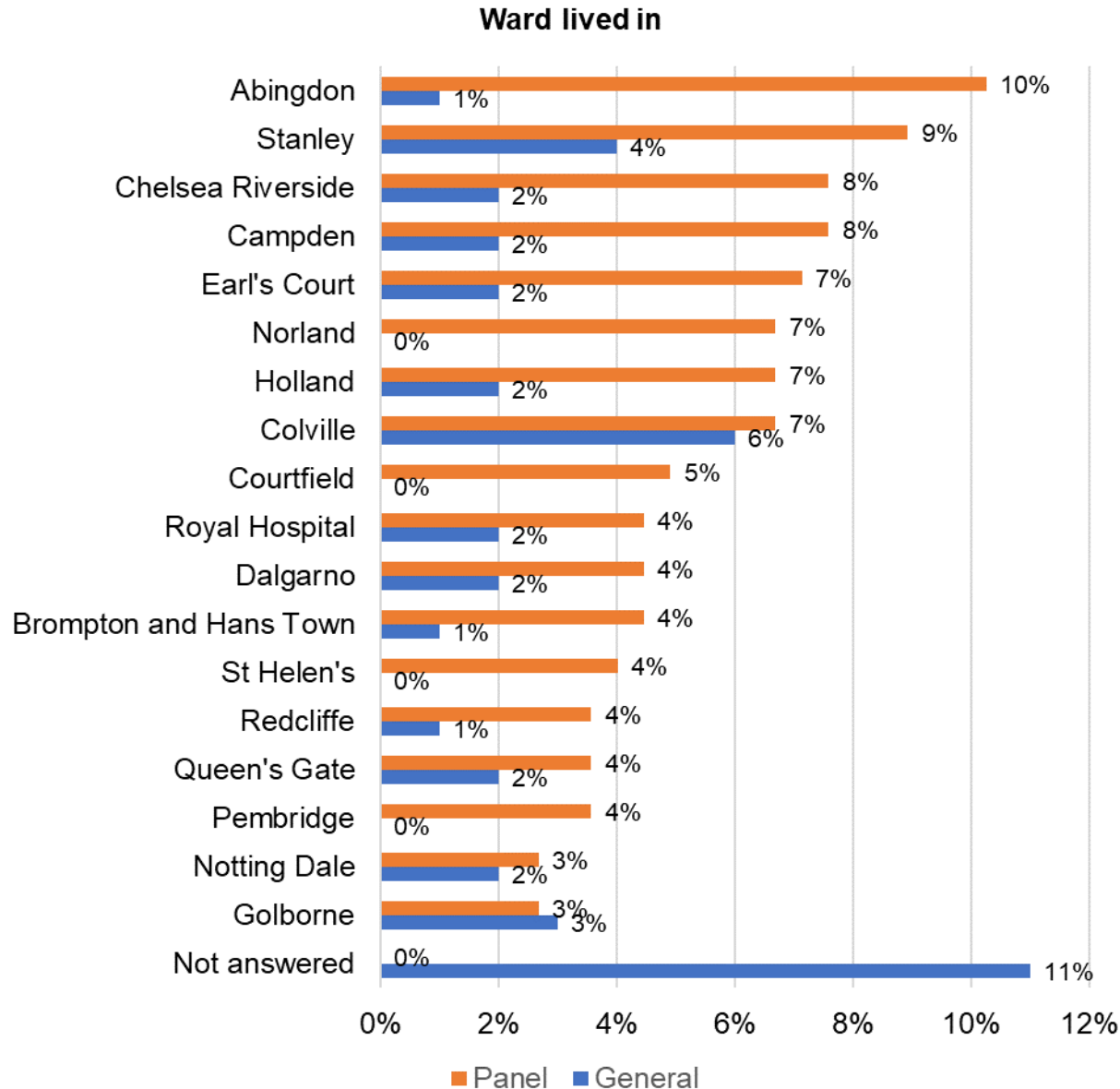
Who responded to the surveys



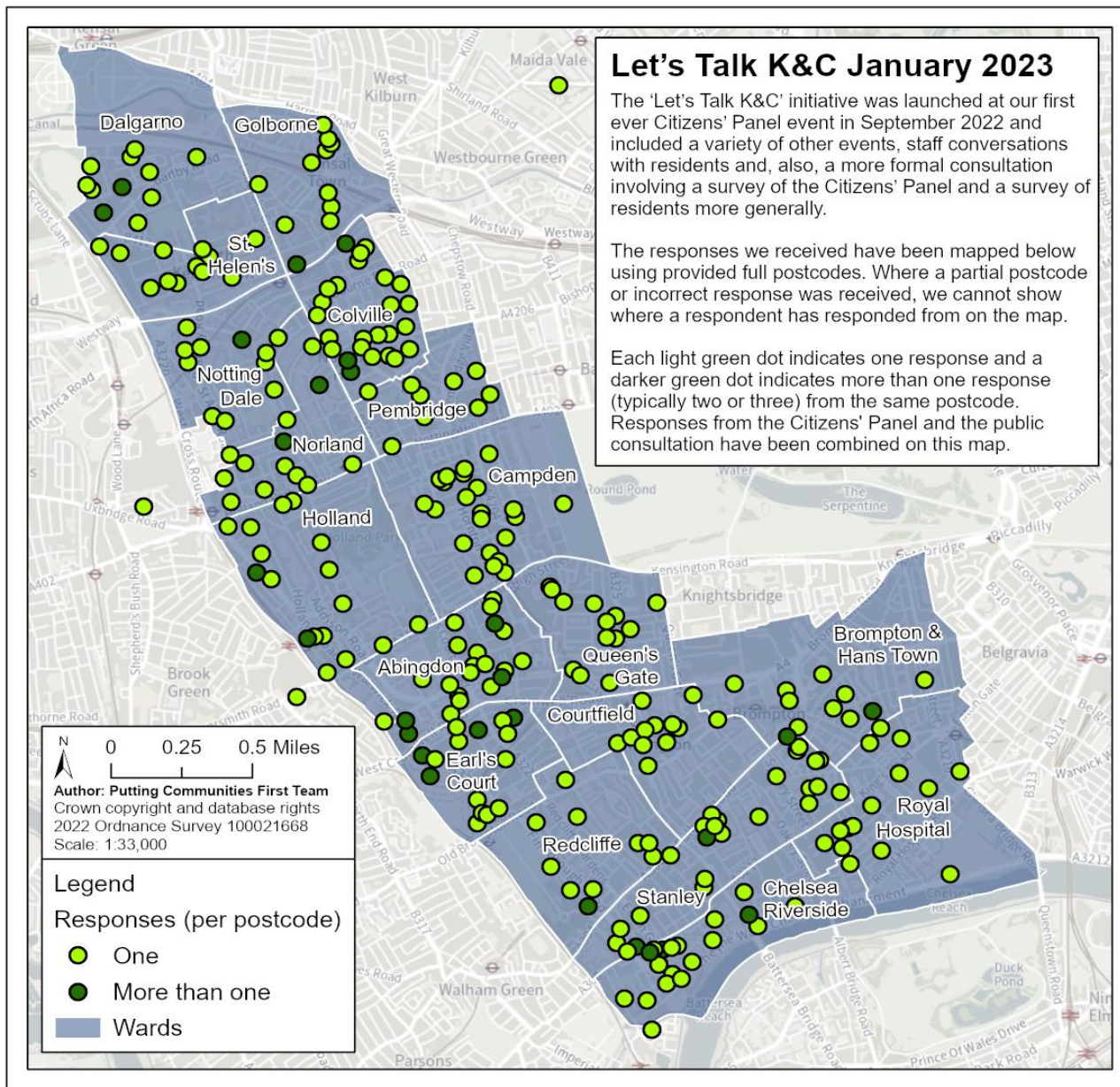
Who responded to the surveys



Who responded to the surveys



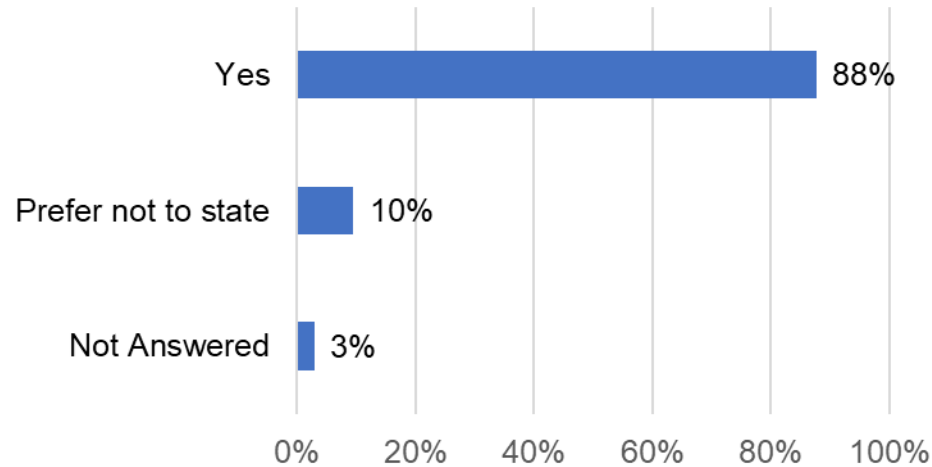
Who responded to the survey



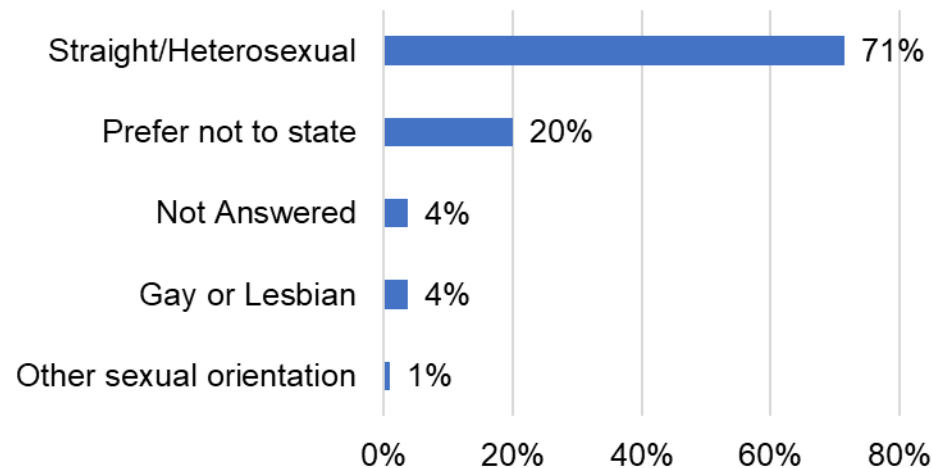
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Who responded to the surveys

Gender identity - general respondents



Sexual orientation - general respondents



Who responded to the surveys

