

Key Worker Housing and Intermediate Housing Policy Consultation

Consultation report and findings

December 2021

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**THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA**

Introduction

Background

The Council already has an Intermediate Housing Allocations Policy that was published in December 2015. Over the last few months, the Council has sought the views of the local community on updates to this policy and, to possibly include a provision for the allocation of homes reserved for key workers. A survey was designed which enabled respondents to share their views on the definition of a key worker and what, if any, housing provisions should be made for them.

This report contains an analysis of the consultation activities comprising of an employer data gathering exercise, a survey open to the general public and a feedback exercise gathering the views of those who applied for the Key Worker Pilot Scheme. The findings in this report aim to support the Council in understanding the views of residents and stakeholders on Key Worker Housing and the Intermediate Housing Policy.

Methodology and report

The consultation activities were developed with colleagues from the Putting Communities First Team and the Housing Needs Team and were made available to the public through the Consultation and Engagement Hub.

The employer data gathering exercise and the survey open to the general public closed on 22 November and received 10 and 178 responses, respectively. The Key Worker Pilot Scheme feedback exercise closed on 24 November and received 15 responses. The results of the general public survey and the feedback activity are included in this report.

Where graphs are shown, percentages are used. Where there were 'no responses' to questions, if these made up less than five per cent of responses, they have been excluded from the graphs.

Appendix

The appendix contains details of all themed comments made by respondents in relation to the consultation. All other responses and data are in the report. The appendices report is available upon request.

Equalities

Equalities data is presented in the 'About Respondents: Demographic Breakdown' sections.

Acknowledgements

The Council would like to thank all respondents that took the time to take part in the exercise and give their views.



Results at a glance – Public survey findings

- **Key worker sectors and organisations:** A total of 89 per cent of respondents **strongly agree** or **agree** that those who work for the **National Health Service (NHS)** should be considered a keyworker. This is followed by the **London Fire Brigade** (84 per cent) and **qualified care workers** (79 per cent).
- **Ranking key worker categories:** The three categories with the highest mean score, as ranked by the respondents, were the **National Health Service (NHS)** with a score of 3.6, followed by the **London Fire Brigade (1.7)** and the **Metropolitan Police (1.6)**.
- **Reserving some intermediate rent homes for key workers:** A total of 77 per cent of respondents **strongly agree** or **agree** with the proposed approach to reserve some intermediate rent homes for key workers providing services to Kensington and Chelsea residents.
- **Minimum household income:** A total of 58 per cent of respondents **strongly agree** or **agree** with the proposed minimum household figure of £20,000 per annum.
- **General intermediate housing:** Over two thirds of respondents (80 per cent) **strongly agree** or **agree** with the proposal to prioritise Kensington and Chelsea residents over non-Kensington and Chelsea residents for general intermediate housing.
- **Key worker priority:** A total of 40 per cent of respondents thought **key workers who live in Kensington and Chelsea** should receive a higher priority for key worker intermediate rents. Whilst 22 per cent of respondents thought that **key workers living outside of Kensington and Chelsea** should receive a higher priority.
- **Key workers on casual contracts:** Nearly half (48 per cent) of the respondents **strongly agree** or **agree** with the proposal to consider key worker applicants who are on casual contracts for key worker intermediate housing provided they are in regular work.
- **Place of residence:** Just over half (54 per cent) of the respondents said they **live in the Royal Borough of Kensington and Chelsea**, followed by **Wandsworth** selected by seven per cent of respondents.
- **Employment status:** A total of 61 per cent of respondents said they were **employed full time**. Whilst only one per cent of respondents said they were a **casual worker**.



Results at a glance – Public survey findings

- **Place of work:** Just over half (52 per cent) of the respondents said they **work in the Royal Borough of Kensington and Chelsea**, followed by the **City of Westminster** selected by nine per cent of respondents.
- **Employment sector or organisation:** Nearly a third (30 per cent) of respondents said they work for the **National Health Service (NHS)**. None of the respondents work for the **armed forces**, the **London Fire Brigade**, or in **childcare**.
- **Key worker status:** Nearly two thirds (62 per cent) of respondents said they **would** consider themselves a keyworker, whilst 19 per cent of respondents **would not**.
- **Providing a service to Kensington and Chelsea residents:** A total of 60 per cent of respondents believe they **do** provide a service to Kensington and Chelsea residents, whilst seven per cent of respondents **do not**.
- **Ability to work from home:** Nearly half of the respondents (46 per cent) said they are **unable to work from home**.
- **Annual income and household income:** A total of 11 per cent of respondents said their annual income is between **£20,000 and £24,999 per year**, and 11 per cent of respondents said between **£30,000 and £34,999 per year**. Regarding household income, 11 per cent of respondents said it is the **same as their annual income**.
- **Travel time:** Nearly a third of respondents (31 per cent) said it takes them between **half an hour to one hour** to travel to their place of work.
- **Challenges with travel:** The top three themes for improving travel were **travel to cost less** (39) **improved public transport (reliability/comfort)** (29) **living closer to work/different living location** (27).
- **Current Living Arrangements:** A total of 21 per cent of respondents said that they live in **private-rented accommodation** with two percent of respondents living in **staff accommodation**.
- **Weekly cost of accommodation:** More respondents (31) are paying between **£100-£199 per week** for their accommodation, followed by **£200-£299** (23 respondents).
- **Improving housing situations:** The top three themes for improving housing situations were **more affordable** (53), **moving to a different location** (29) and **having more space** (26).



Results at a glance – Key Worker Pilot feedback survey findings

There were 15 responses to the Key Worker Pilot feedback survey.

- **Place of residence:** Eight respondents said they lived **outside of Kensington and Chelsea** and seven respondents said they lived **within Kensington and Chelsea**.
- **Place of work:** At the time when they expressed an interest in the Key Worker Pilot Scheme, six respondents said they worked **outside of Kensington and Chelsea** and nine respondents said they worked **within Kensington and Chelsea**.
- **Furthest stage in the application process:** Six of the 15 respondents said the furthest stage they reached in the Key Worker Pilot Scheme application was **making an expression of interest on the Share to Buy website**.
- **Application progress:** Eight of the 15 respondents selected the option, **the Council decided to not pursue my application further**.
- **Motivations for applying:** The most popular reason for applying for the Key Worker Pilot Scheme was to **pay less rent** (nine respondents).
- **Feedback:** The following numbers of respondents agreed with the following statements, **I found the Council to be responsive with my enquiries** (6), **the application process was simple and straight forward** (8), **expressing an interest in a property on the Share to Buy website was simple and straight forward** (10) **I would recommend a colleague to apply for the Key Worker pilot scheme** (8).
- **Suggested changes to the application process:** The top three themes to improve the application process were **the criteria for the scheme** (11), **improved communication regarding application** (5) and **have clearer time frames** (4).



Section 1:

Key Worker Housing and Intermediate Housing Policy Survey



Key worker sectors and organisations

Respondents were asked if they thought those who work in any of the sectors or organisations listed below should be considered a Kensington and Chelsea key worker.

| | |
|--|--|
| Armed Forces | National Health Service (NHS) |
| Childcare workers | Postal services and delivery |
| Food production, processing, distribution, sale and delivery | Qualified care workers (for example social care) |
| London fire Brigade | School workers including teachers |
| Metropolitan Police | Social services |
| Transport for London | Waste disposal |

For each sector or organisation listed, respondents could select 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' or 'strongly disagree'.

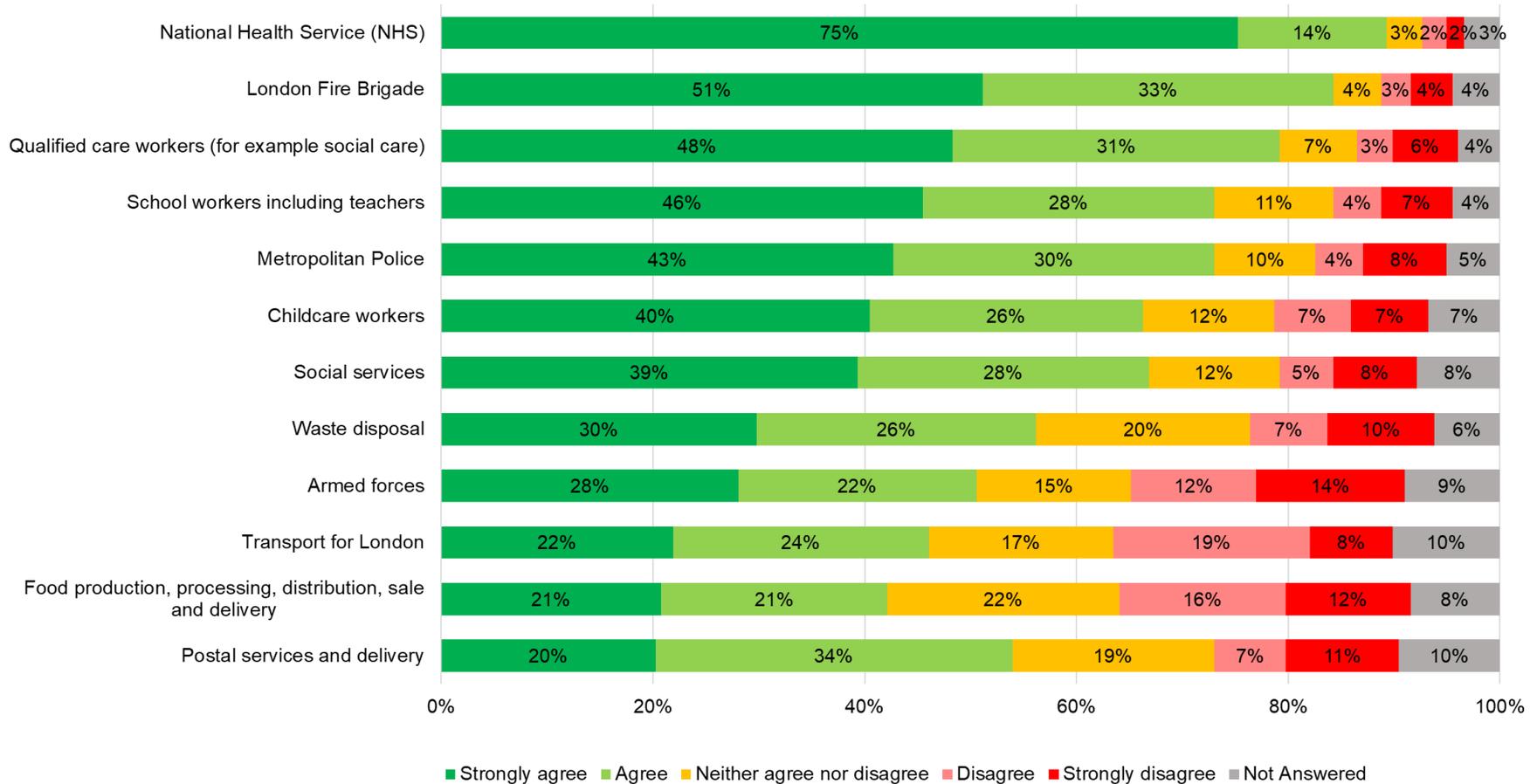
- When combining the answers 'strongly agree' and 'agree', those who work for the National Health Service (NHS) were most considered by respondents to be keyworkers with a total of 89 per cent, followed by the London Fire Brigade (84 per cent) and qualified care workers (79 per cent).
- When combining the answers 'disagree' and 'strongly disagree', those who work in food production, processing, distribution, sale and delivery were least considered by respondents to be keyworkers with a total of 42 per cent, followed by Transport for London (27 per cent) and the armed forces (26 per cent).
- The graph on the next page shows the full breakdown of the respondents answers.

Base: 178 (all respondents)



Key worker sectors and organisations

Do you think those who work in any of the following sectors or organisations should be considered a Kensington and Chelsea key worker?



Base: 178 (all responses)

Key worker sectors and organisations – *Other comments*

Respondents were given the opportunity to share any other sectors or organisations they feel should be considered a Kensington and Chelsea key worker in addition to those listed on the previous page of this report.

There were a total of 37 ‘other’ responses to this question. The comments made have been themed and are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|--------------------------------|-------|
| Local Government staff | 13 |
| Public Sector | 8 |
| Voluntary and Community Sector | 6 |
| Frontline staff | 3 |
| Housing | 3 |
| Carers | 1 |
| Flight Attendants | 1 |
| Health Sector | 1 |
| Interpreters | 1 |
| Other | 1 |
| Retail and trade | 1 |
| Security Staff | 1 |
| Social care workers | 1 |

“Voluntary sector and charity staff who live in the borough including those in low paid admin roles - workers that are essential for supporting people/communities, but don't get seen as key workers.”

Voluntary and Community Sector

“Prison Staff - no prisons in the borough, but important that they can have affordable housing in West London to serve neighbouring prisons (Scrubs, Wandsworth, Feltham).”

Public Sector

“Any employees within Local Government who deliver a service directly to residents or businesses face 2 face”

Local Government Staff

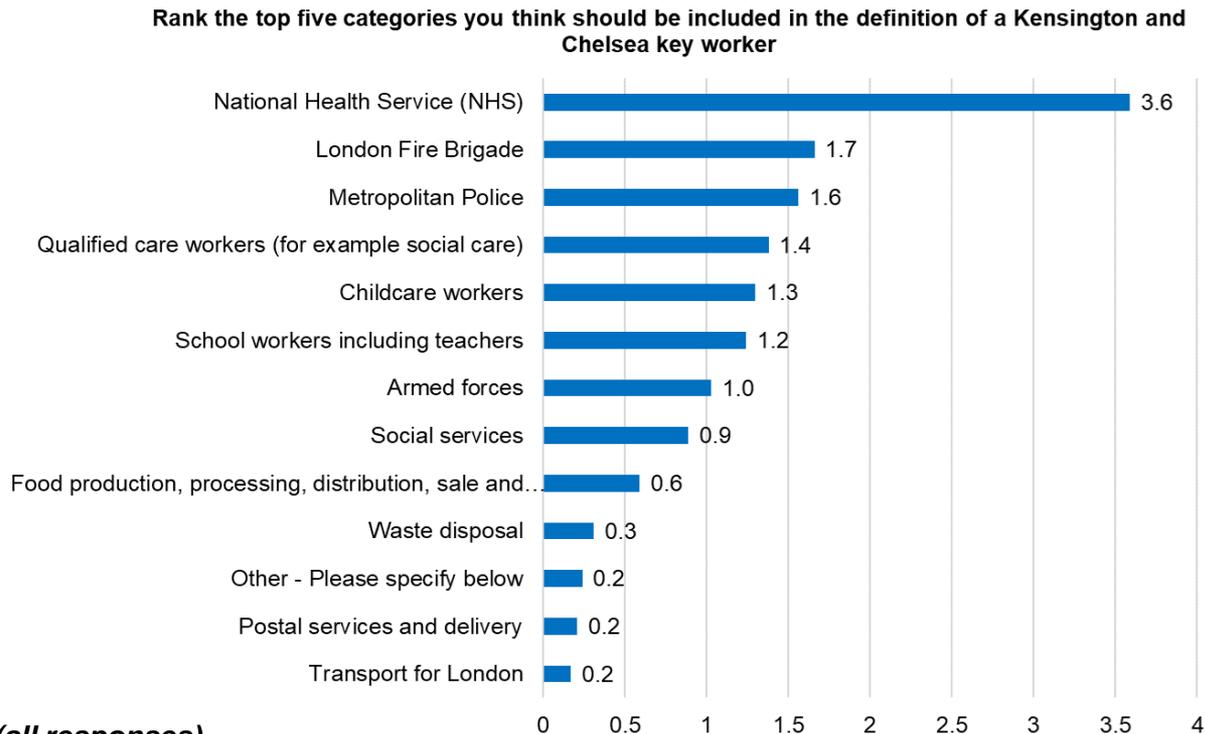


Ranking key worker categories

Respondents were asked to rank the top five categories they think should be included in the definition of a Kensington and Chelsea key worker. If a respondent ranked a category number one, it was awarded five points. If it was ranked number two, it was awarded four points. If it was ranked number three, it was awarded three points. If it was ranked number four, it was awarded two points. If it was ranked number five, it was awarded one point.

A mean score out of five was then calculated for each theme to produce the ranking list in the below graph.

- The three categories with the highest mean score, as ranked by the respondents, were the National Health Service (NHS) with a score of 3.6, followed by the London Fire Brigade (1.7) and the Metropolitan Police (1.6).
- The two categories with the lowest mean score, as ranked by the respondents, were Postal services and delivery (0.2) and Transport for London (0.2).



Base: 178 (all responses)

Ranking key worker categories – *Other comments*

Respondents who selected ‘Other’ when asked to rank the top five categories they think should be included in the definition of a Kensington and Chelsea key worker were able to provide further comments. Comments made have been themed and are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|--------------------------------|-------|
| Local Government staff | 4 |
| Voluntary and Community Sector | 4 |
| Carers | 2 |
| Civil Service | 2 |
| NHS | 1 |
| Restaurant Industry | 1 |
| Social Care Workers | 1 |
| Technology | 1 |

“Anyone working with vulnerable clients groups such as Supported and Sheltered Housing staff, Telecare etc.”

Voluntary and Community Sector

“RBKC council staff.”

Local Government Staff

“Carers who are not employed by an organisation but by their families, who have no choice financially but for one of the family to be the carer.”

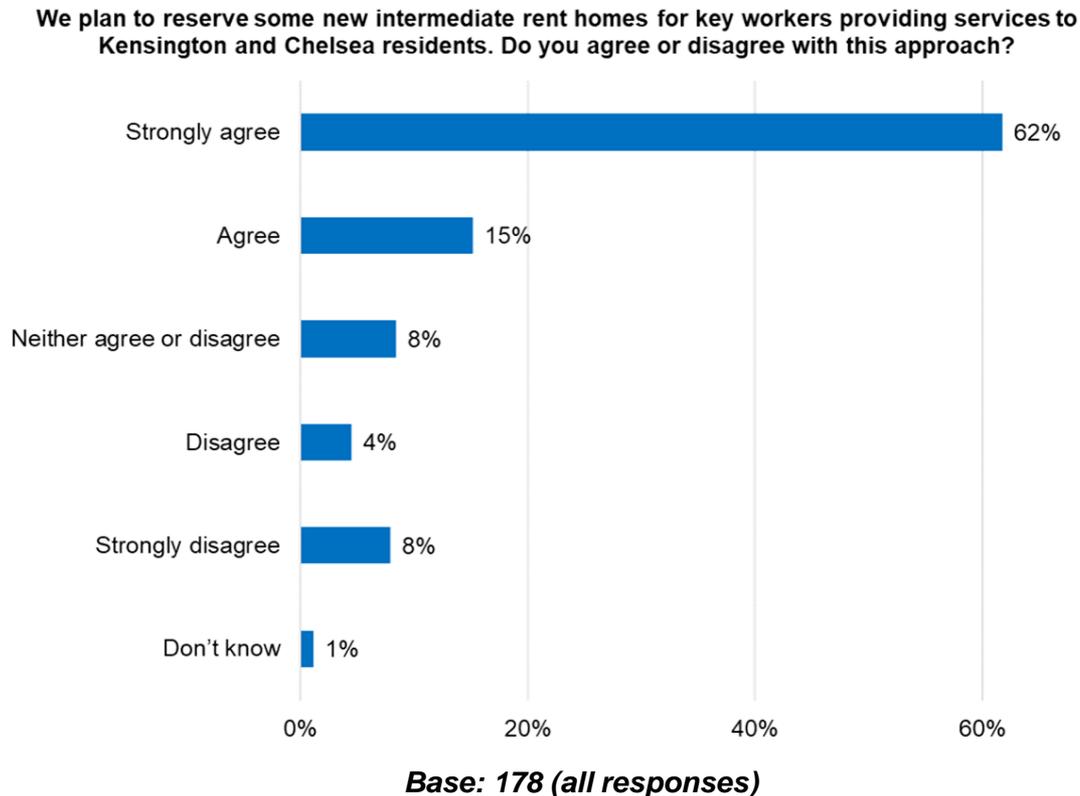
Carers



Reserving some intermediate rent homes for key workers

Respondents were asked to what extent they agreed or disagreed with the following approach: 'As part of the New Homes Delivery Programme, the Council will be building homes for intermediate rent. This is rental accommodation that is priced above social rent and below private market rent. We plan to reserve some new intermediate rent homes for key workers providing services to Kensington and Chelsea residents.'

- A total of 77 per cent of respondents strongly agreed or agreed with the proposed approach.
- A total of 12 per cent strongly disagreed or disagreed with the proposed approach.



Reserving some intermediate rent homes for key workers– *Other comments*

Respondents were given the opportunity to provide further comments or evidence on whether or not some intermediate rent homes should be reserved for key workers. Comments have been themed and those with two or more responses are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|---|-------|
| Affordability/Price | 8 |
| Social housing need | 4 |
| Priority for low income key workers | 3 |
| Consider key workers living outside the borough | 3 |
| Consider those who were born in the borough | 2 |
| Consider key workers who work outside the borough | 2 |
| Priority for other groups | 2 |
| Concern/questions about criteria and prioritisation | 2 |
| Social rent | 2 |
| Key workers who are RBKC residents | 2 |

“I feel it is unjust that I am someone who serves the community but due to my low salary have been refused council housing and share to buy. I deserve to have a decent home.”

Social housing need

“Though we need to make sure genuinely affordable housing is available for new recruits to the emergency services/NHS on lower wages are available”

Priority for low income key workers

“Agree in principle although as a key worker myself, I would need to ensure I am able to survive on the wage I have.”

Affordability/Price

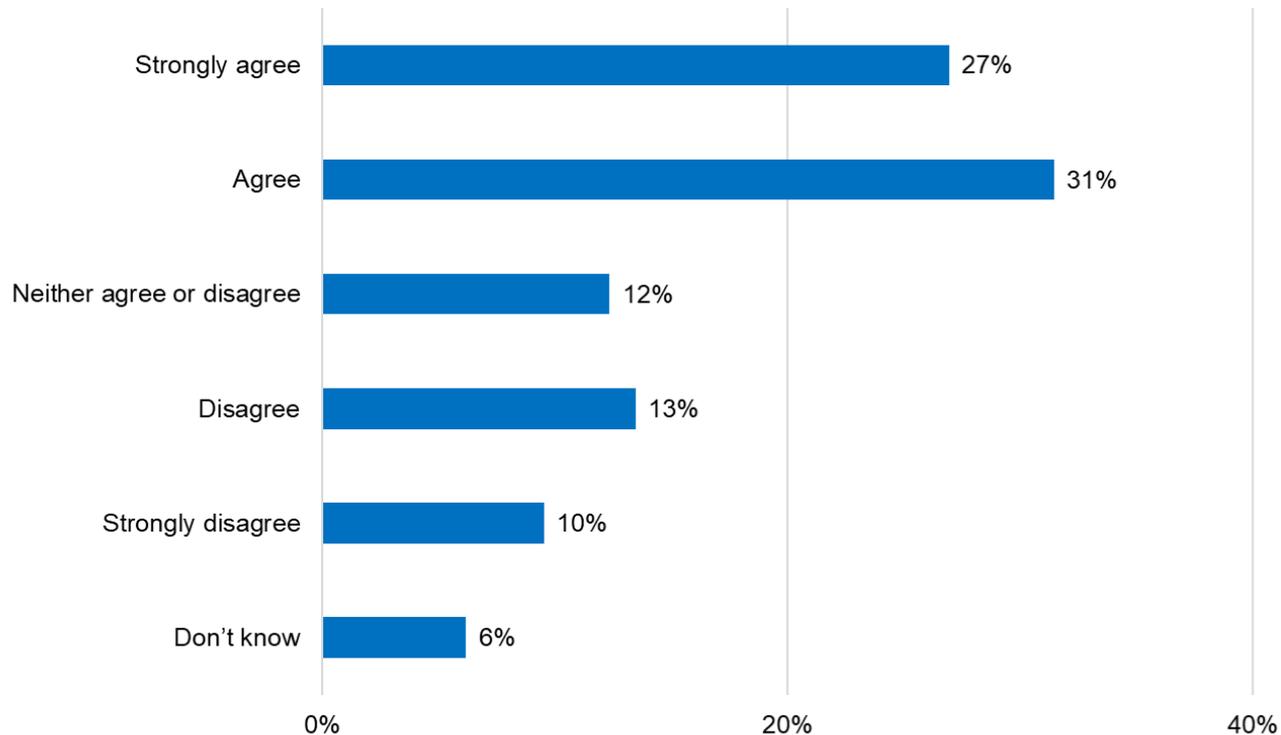


Minimum household income

Respondents were asked to what extent they agreed or disagreed with the proposed minimum household figure of £20,000 per annum for both intermediate and key worker housing:

- A total of 58 per cent of respondents strongly agreed or agreed with the proposed minimum household figure of £20,000 per annum.
- A total of 23 per cent strongly disagreed or disagreed with the proposed minimum household figure of £20,000 per annum.

Do you agree or disagree with the proposed minimum household figure of £20,000 per annum?



Base: 178 (all responses)

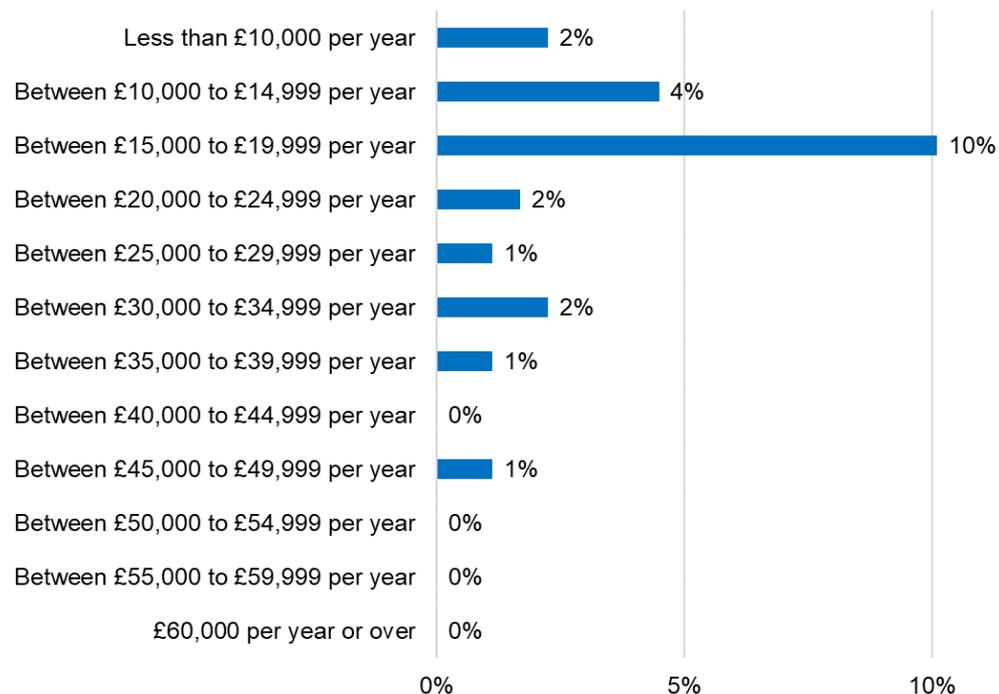


Appropriate minimum household income

Respondents who disagreed or strongly disagree with the proposed income of £20,000 were asked what they thought the appropriate minimum annual household income threshold for both intermediate and key worker housing should be:

- A total of 10 per cent of respondents thought that between £15,000 to £19,999 was the most appropriate minimum annual household income threshold for intermediate and key worker housing.

What do you think the appropriate minimum annual household income threshold for both intermediate and key worker housing should be?



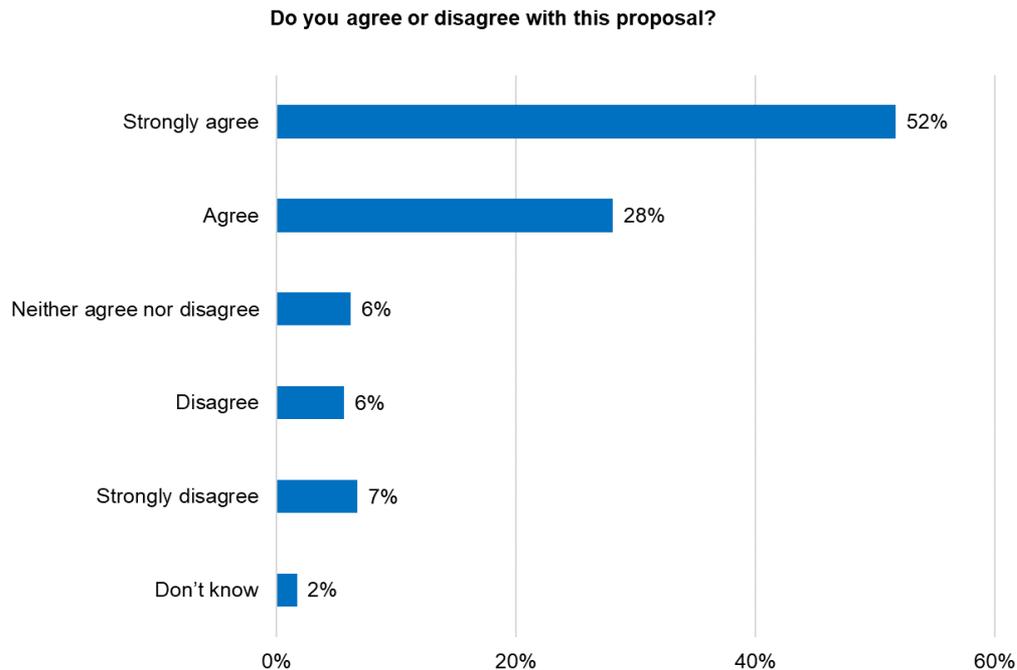
Base: 178 (all responses)



General intermediate housing

Respondents were asked to what extent they agreed or disagreed with the following proposal: 'Some of our intermediate housing will continue to be designated as 'general' intermediate housing, for workers of all kinds who cannot access social housing but cannot afford homes in the private market. We propose that Kensington and Chelsea residents will continue to be prioritised over non-Kensington and Chelsea residents for general intermediate housing.'

- A total of 80 per cent of respondents strongly agreed or agreed with the proposal.
- A total of 13 per cent strongly disagreed or disagreed with the proposal.
- Six per cent neither agreed or disagreed with the proposal.



Base: 178 (all responses)

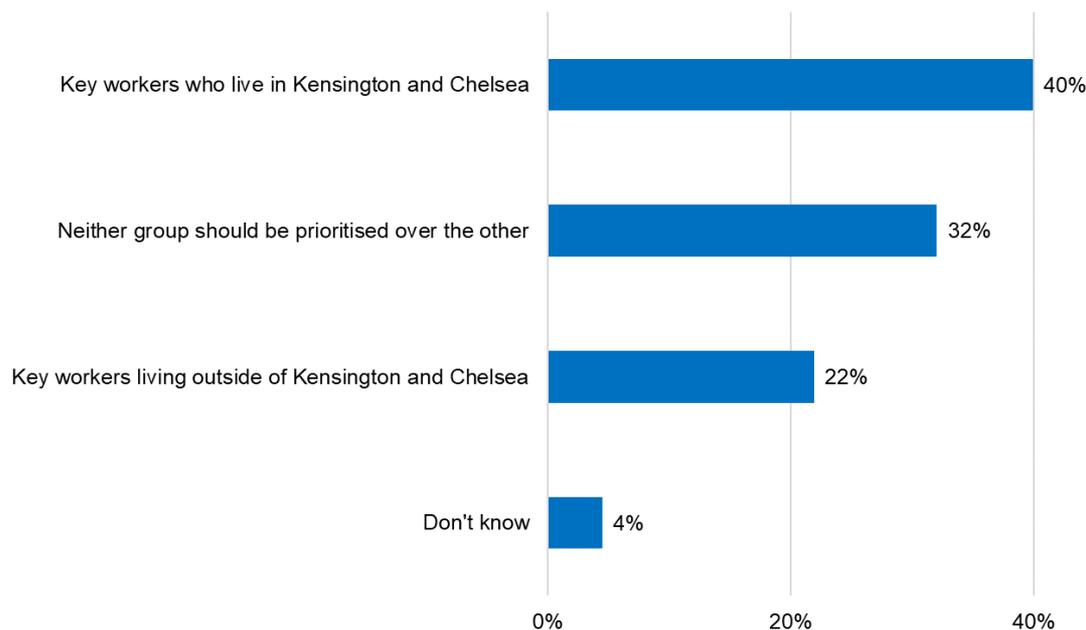


Key worker priority

Respondents were asked who they believe should receive a higher priority for key worker intermediate rents.

- A total of 40 per cent of respondents thought key workers who live in Kensington and Chelsea should receive a higher priority for intermediate rents.
- Nearly a third (32 per cent) of respondents thought that neither group should be prioritised over the other.
- Just below a quarter (22 per cent) of respondents thought that key workers living outside of Kensington and Chelsea should receive a higher priority for intermediate rents.

Who do you believe should receive a higher priority for the key worker intermediate rents?



Base: 178 (all respondents)



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Key worker priority– *Other comments*

Respondents were given the opportunity to provide further comments or evidence regarding which group should receive a higher priority for key worker intermediate rents. Comments have been themed and are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made can be found in the appendices report.

| Theme | Count |
|-------------------------------------|-------|
| People who work in the area | 7 |
| Key workers servicing local people | 5 |
| Affordability/Rent | 3 |
| Equality | 2 |
| People who live outside the borough | 2 |
| People who live in the borough | 2 |
| People in temporary accommodation | 2 |
| Tenancy agreements should be longer | 1 |



Key worker priority – Other comments

“I am very keen that key workers who work in the area should be given priority. We lost our lovely GP (some of them still exist) because she could not afford to live in the area.”

People who work in the area

“It depends on who they are servicing - i.e. whether those living inside/outside RBKC are supporting local residents or not.”

Key workers servicing local people

“Should be prioritised by the work you do and the salary you earn (the less you earn, the higher priority).”

Affordability/Rent

“Especially those living in temporary accommodation outside the borough.”

People in temporary accommodation



“Key workers housed outside of K&C should be prioritised due to the unnecessary commute. I myself am a key worker who has been placed in another borough and it has been increasingly difficult especially with a young child.”

People who live outside the borough

“All housing stock allocated to scheme go to people resident in borough.”

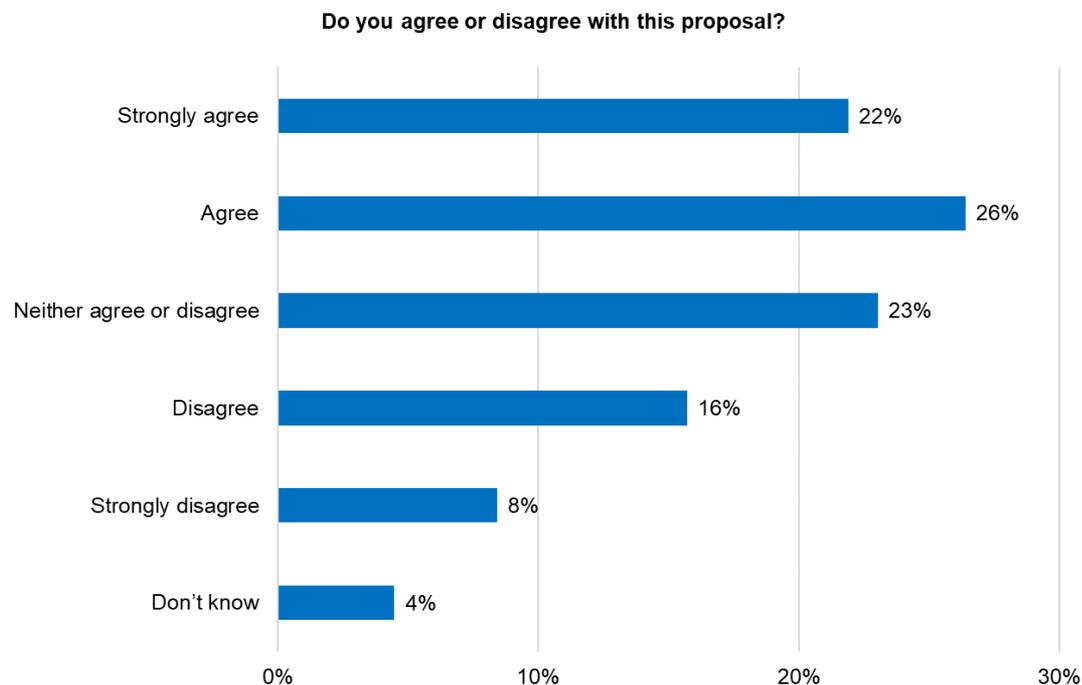
People who live in the borough



Key workers on casual contracts

Respondents were asked to what extent they agreed or disagreed with the following proposal: 'Some key workers are employed on casual contracts, also known as 'zero-hour' contracts. Assuming the other eligibility criteria are met, we propose to consider key worker applicants who are on casual contracts for key worker intermediate housing provided they are in regular work.'

- Nearly half (a total of 48 per cent) of the respondents strongly agreed or agreed with the proposal.
- Just under a quarter (a total of 24 per cent) strongly disagreed or disagreed with the proposal.
- A total of 23 per cent neither agreed or disagreed with the proposal.



Base: 178 (all responses)



Section 2:

Key Worker Circumstances



Place of residence

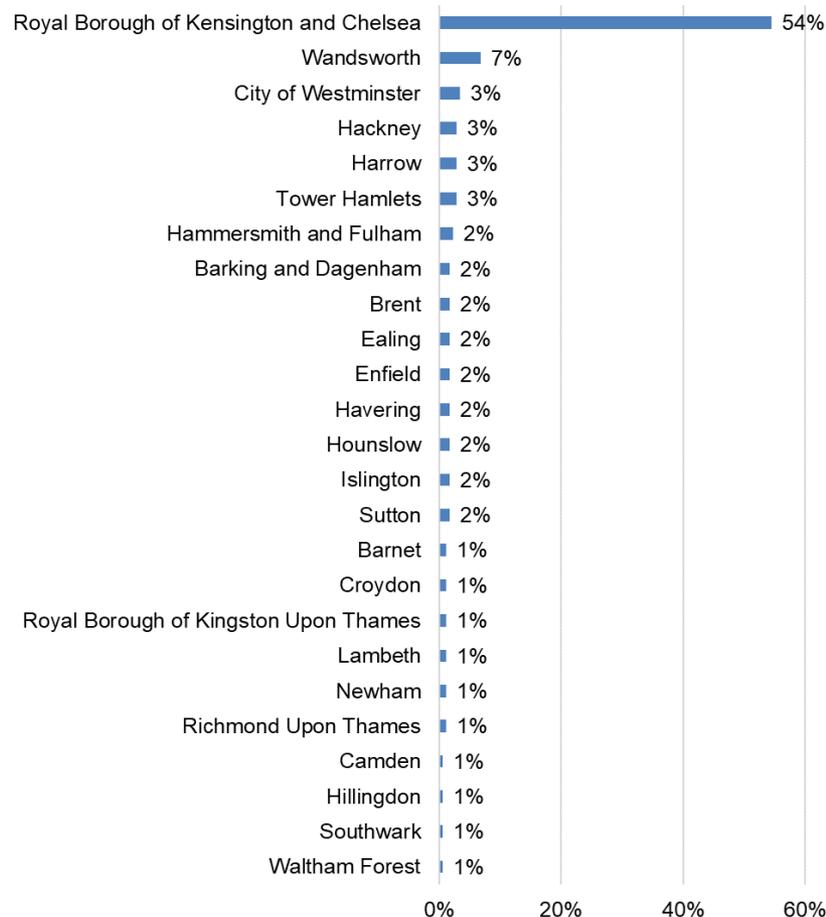
Respondents were asked to select which London borough they live in.

All London boroughs and the City of London were given as an option. The graph shows the boroughs that respondents said they did live in.

The full list of London boroughs and responses can be found in the appendices report.

- Just over half (54 per cent) of the respondents said they live in the Royal Borough of Kensington and Chelsea.
- A total of seven per cent of respondents said they live in Wandsworth, followed by the City of Westminster, Hackney, Harrow, and Tower Hamlets which each have a total of three per cent of responses.

Which of the following London boroughs do you live in?



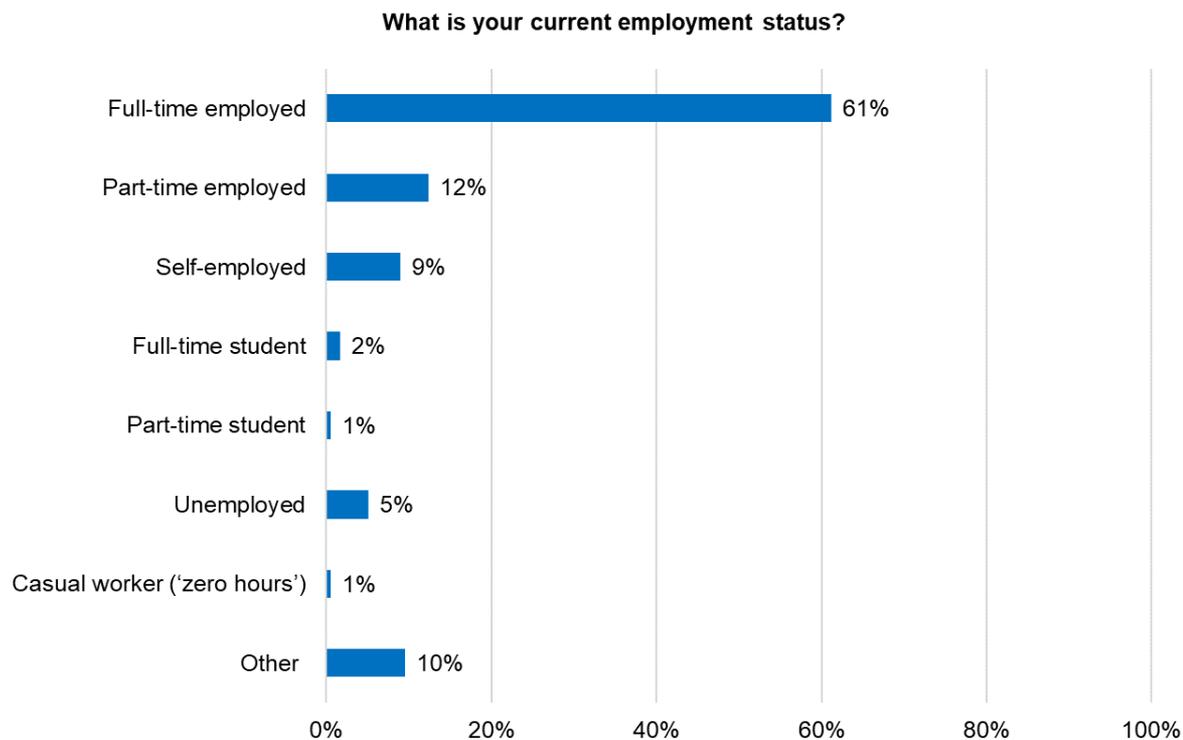
Base: 178 (all responses)



Employment status

Respondents were asked what their current employment status is:

- A total of 61 per cent of respondents said they were employed full time.
- A total of 12 per cent of respondents said they were employed part-time, nine per cent said they were self-employed, and five per cent of respondents said they were unemployed.



Base: 178 (all respondents)



Employment Status – *Other comments*

Respondents who selected ‘Other’ when asked about their current employment status were able to specify. Comments made have been themed and are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|------------|-------|
| Retired | 7 |
| Employed | 5 |
| Carer | 3 |
| Student | 2 |
| Unemployed | 2 |

“Full time carer for elderly mother.”

Carer

“Company Director.”

Employed

“Nursing degree.”

Student



Place of work

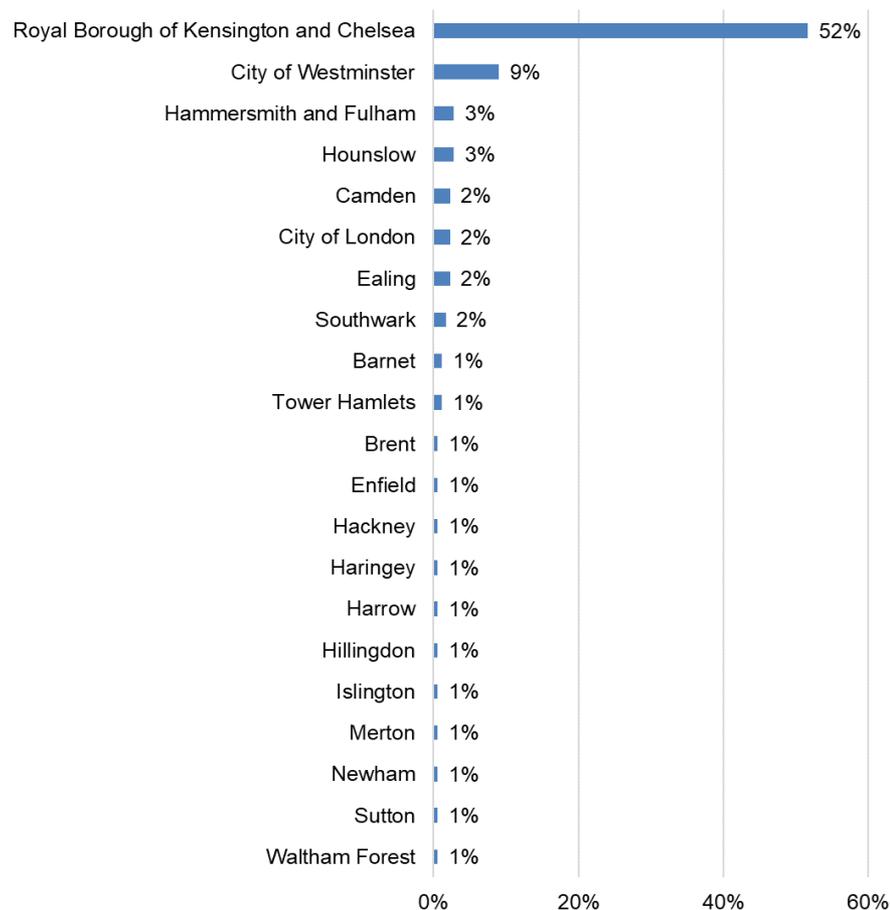
Respondents that indicated they were in employment were asked to select which London borough they work in.

All London boroughs and the City of London were given as an option. The graph shows the boroughs that respondents said they did work in.

The full list of London boroughs and responses can be found in the appendices report.

- Just over half (52 per cent) of the respondents said they work in the Royal Borough of Kensington and Chelsea.
- A total of nine per cent of respondents said they work in the City of Westminster, followed by Hammersmith and Fulham, and Hounslow which each have a total of three per cent.

Which of the following London boroughs do you work in?



Base: 178 (all responses)

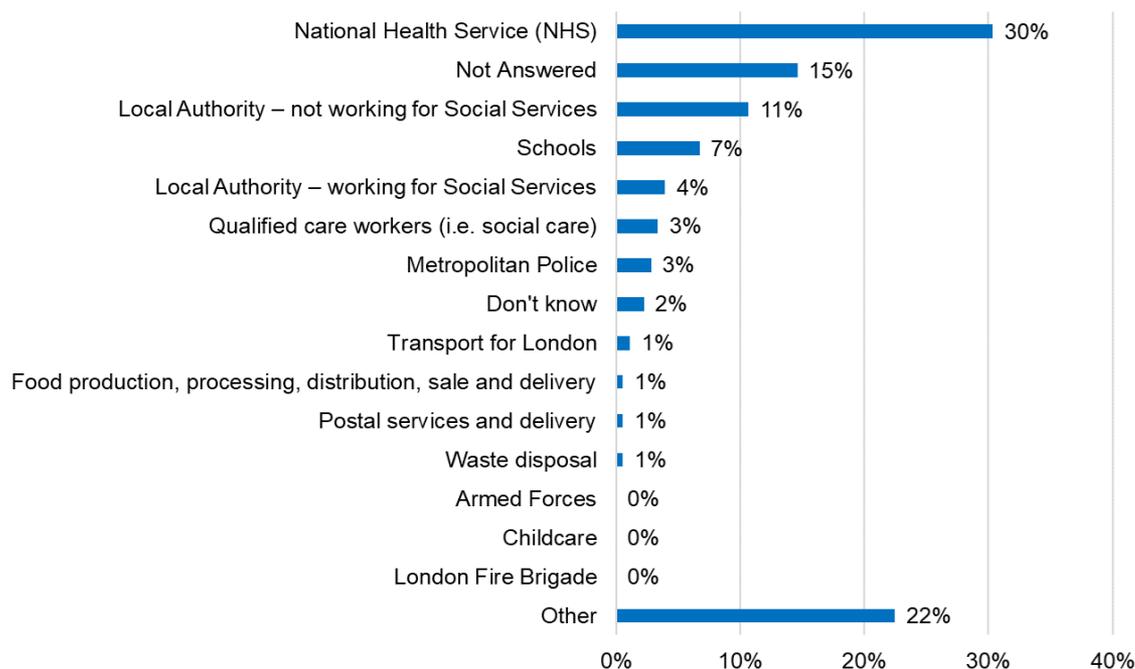


Employment sector or organisation

Respondents were asked which sector or organisation they work in:

- Nearly a third (30 per cent) of respondents said they work for the National Health Service (NHS).
- A total of 11 per cent of respondents said they work for a Local Authority – not working for social services , and seven per cent of respondents said they work in schools.
- A total of 22 per cent of respondents selected 'Other'. The comments made have been themed and those with four or more responses are summarised in the table below.

Which sector or organisation do you work in?



Base: 178 (all respondents)

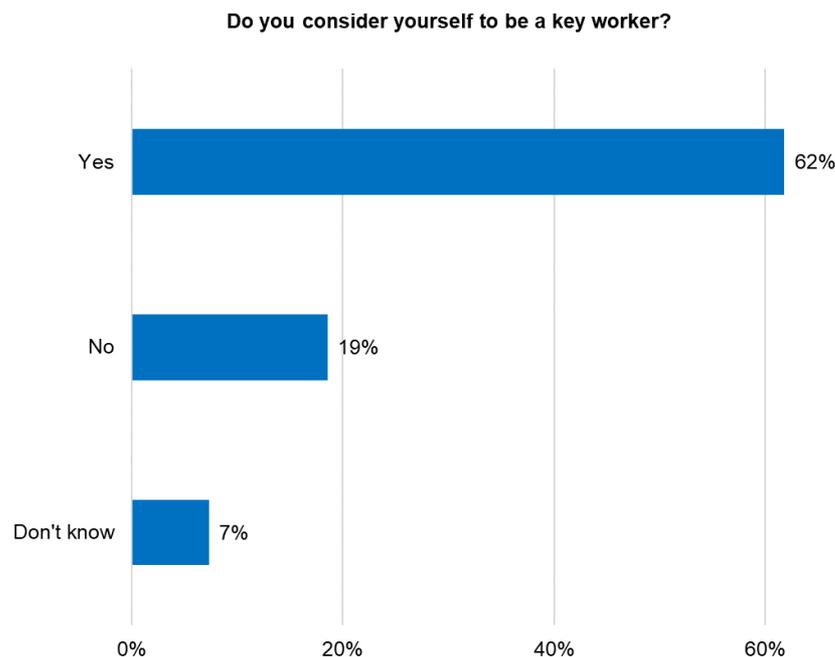
| Theme | Count |
|--------------------------------|-------|
| Business Support | 7 |
| Health and Fitness | 6 |
| Voluntary and Community Sector | 6 |
| Retired | 4 |



Key worker status

Respondents were asked if they considered themselves to be a keyworker:

- Nearly two thirds (62 per cent) of respondents selected Yes.
- A total of 19 per cent of respondents selected No.
- A total of seven per cent of respondents selected the don't know if they consider themselves to be a key worker.
- Respondents who answered no, skipped to demographics questions. Respondents who answered yes or don't know continued to the next questions. The next set of questions focused on gathering data on employment circumstances from those who do consider themselves to be a Key Worker.



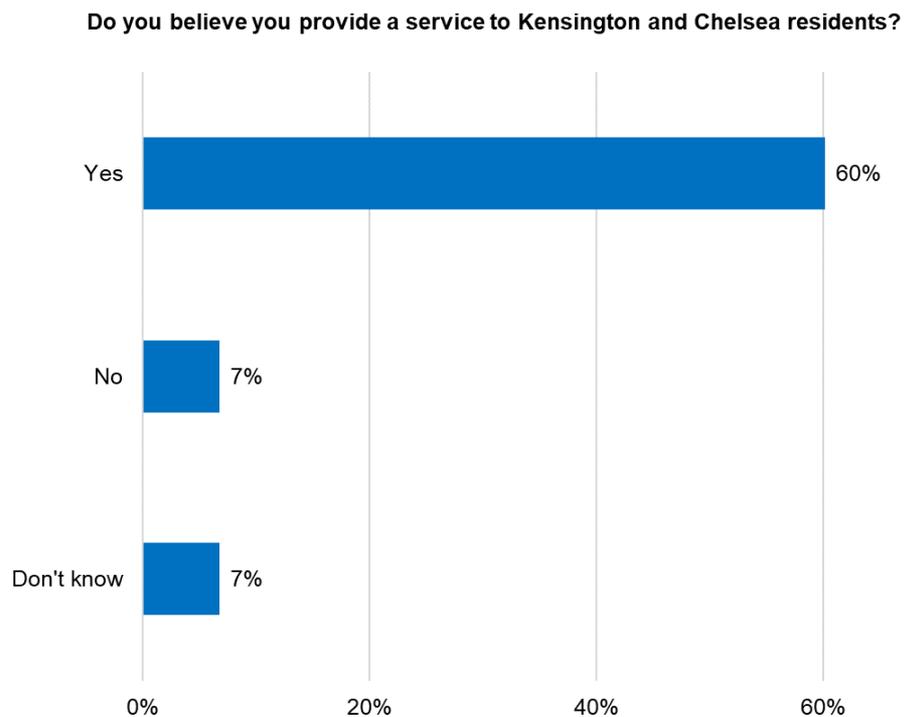
Base: 178 (all responses)



Providing a service to Kensington and Chelsea residents

Respondents were asked if they believed they provided a service to Kensington and Chelsea residents:

- A total of 60 per cent of respondents selected Yes.
- A total of seven per cent of respondents selected No.
- A total of seven per cent of respondents selected they don't know if they provide a service to Kensington and Chelsea residents.



Base: 178 (all responses)

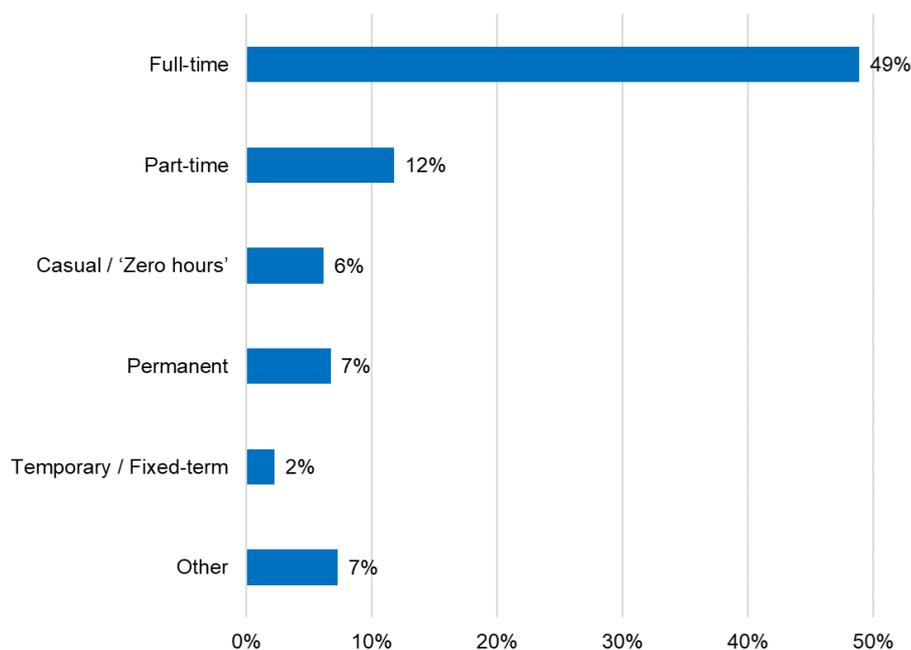


Employment contracts

Respondents were asked to select what type of employment contract they have. They were asked to select all options which applied to them.

- Nearly half (49 per cent) of the respondents said they have a full-time employment contract. A total of 12 per cent of respondents said they have a part-time employment contract and six per cent had a casual / 'zero hours' employment contract.
- A total of seven per cent of respondents selected 'Other'. The comments made have been themed and those with two or more responses are summarised in the table below.

What type of employment contract do you have?



Base: 178 (all respondents)

| Theme | Count |
|------------------------|-------|
| Self-employed | 6 |
| Casual / 'Zero hours' | 2 |
| Family or friend carer | 2 |
| Part-time | 2 |

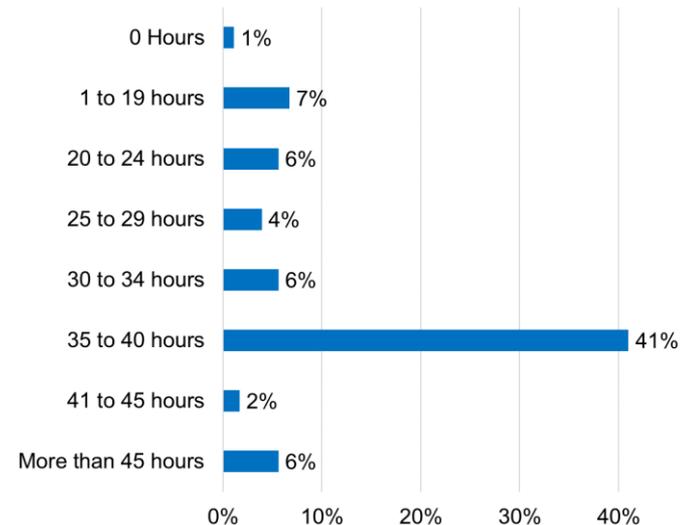


Contracted hours per week

Respondents were asked how many hours they are contracted to work per week:

- A total of 41 per cent of respondents said they are contracted to work between 35 and 40 hours per week.
- A total of seven per cent of respondents said they are contracted to work between one and 19 hours per week, this was followed by 20 to 24 hours, 30 to 34 hours, and more than 45 hours which each had a total of six per cent.

How many hours are you contracted to work per week?



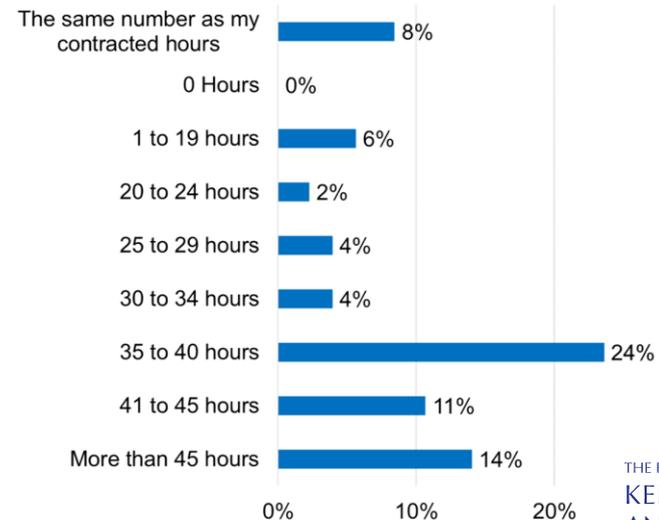
Base: 178 (all responses)

Actual working hours per week

Respondents were asked how many hours they actually work per week:

- Nearly a quarter of respondents (24 per cent) said they are actually work between 35 and 40 hours per week.
- A total of 14 per cent of respondents said they actually work more than 45 hours per week, followed by 41 to 45 hours (11 per cent),
- The option, the same number as my contracted hours, received eight per cent of responses.

How many hours do you actually work per week?



Base: 178 (all responses)

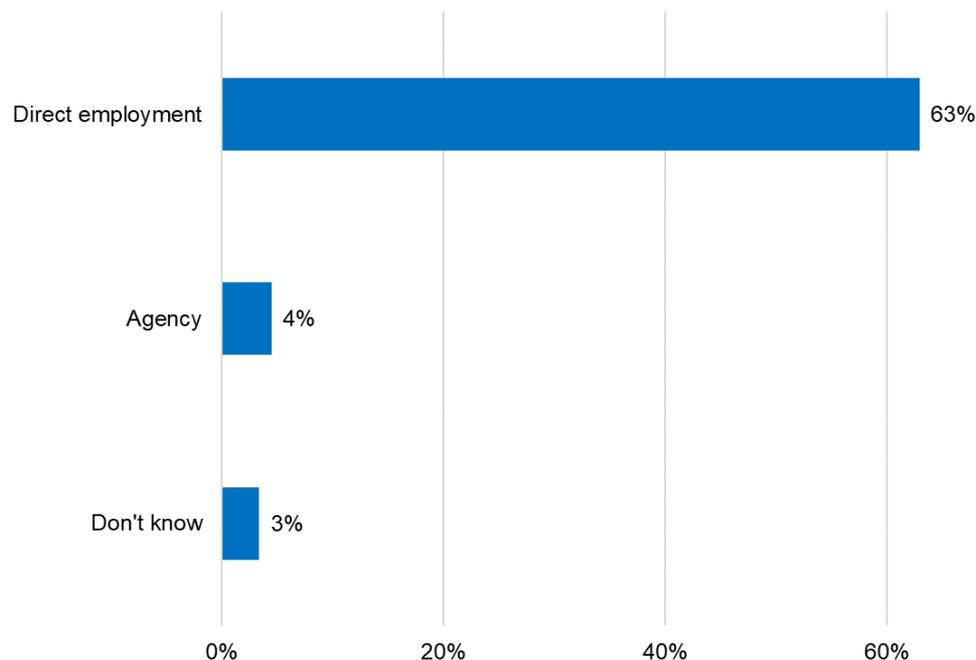


Direct or agency employment

Respondents were asked whether they are directly employed by the organisation they work for, or if they are employed through an agency:

- Nearly two thirds of respondents (63 per cent) said they are directly employed by the organisation they work for.
- A total of four per cent of respondents said they are employed through an agency.
- Three per cent of respondents said they don't know if they are directly employed or if they work for an agency.

Are you directly employed by the organisation where you work or are you employed through an agency?



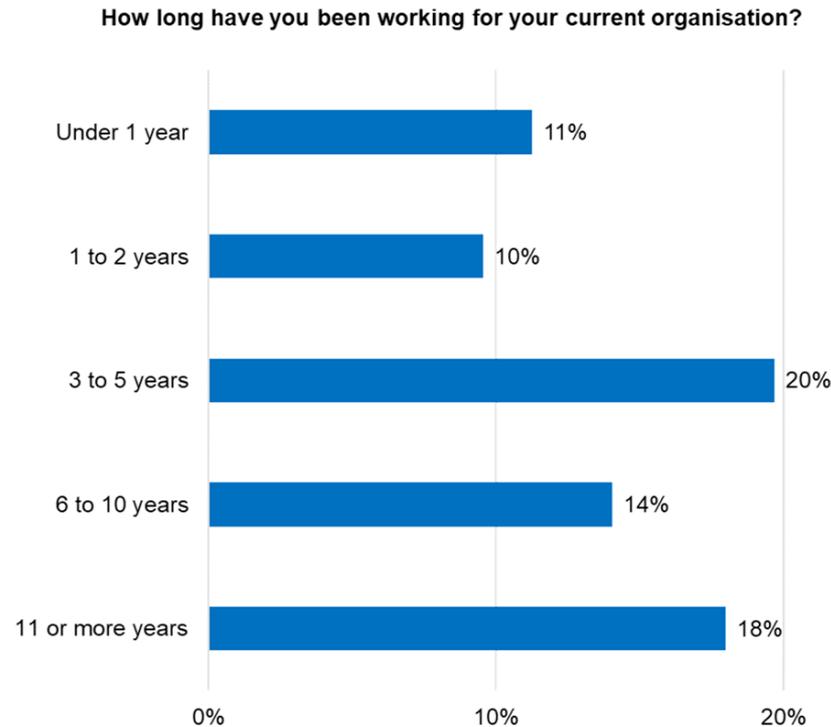
Base: 178 (all responses)



Time in current employment

Respondents were asked how long they have been working for their current organisation:

- A fifth of respondents (20 per cent) said they have been working for their current organisation for three to five years.
- A total of 18 per cent of respondents said they have been working for their current organisation for 11 or more years, 14 per cent said six to 10 years, 11 per cent said under one year, and 10 per cent said one to two years.



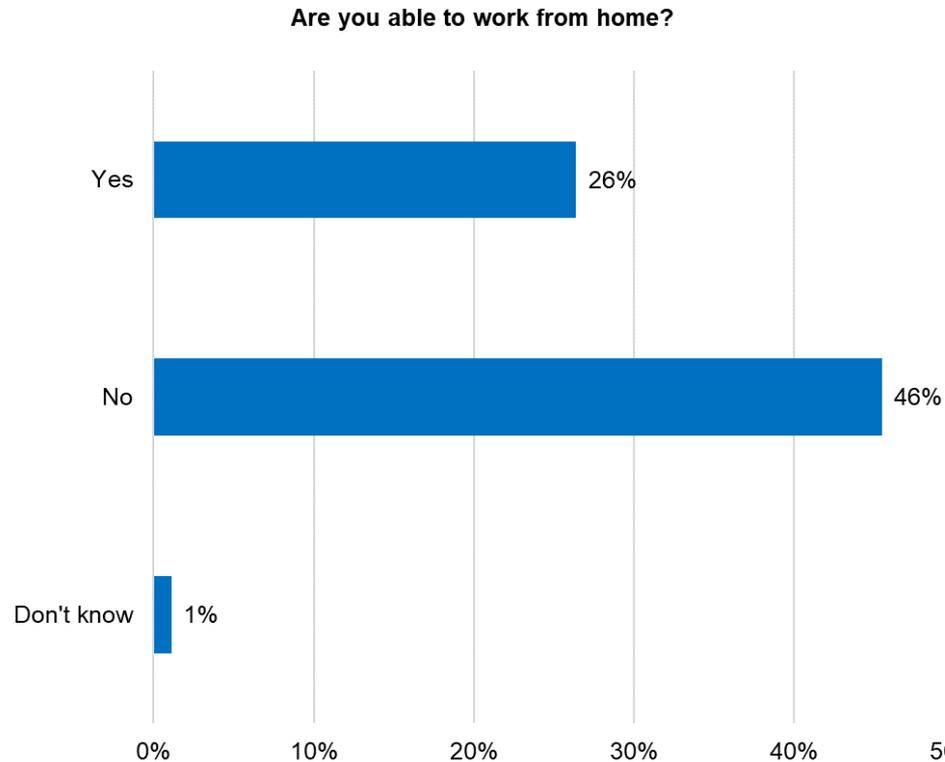
Base: 178 (all responses)



Ability to work from home

Respondents were asked whether they are able to work from home:

- Nearly half of the respondents (46 per cent) said they are unable to work from home.
- Around a quarter of respondents (26 per cent) said they were able to work from home.



Base: 178 (all responses)

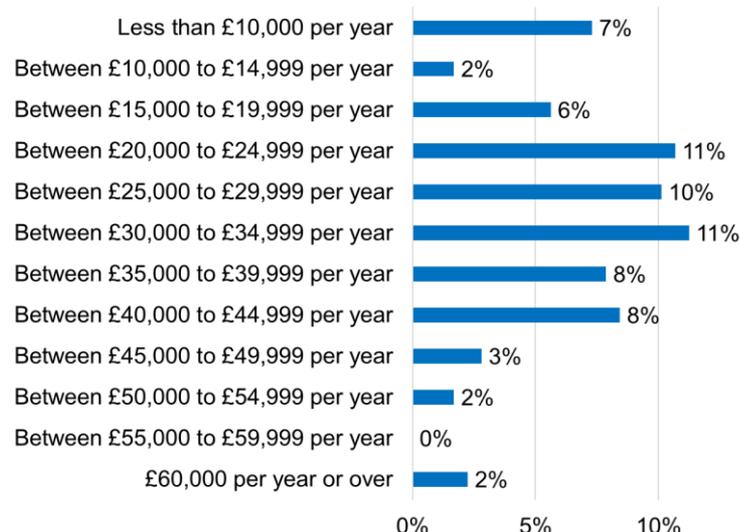


Annual income and household income

Respondents were asked what their annual income is and what their household income is:

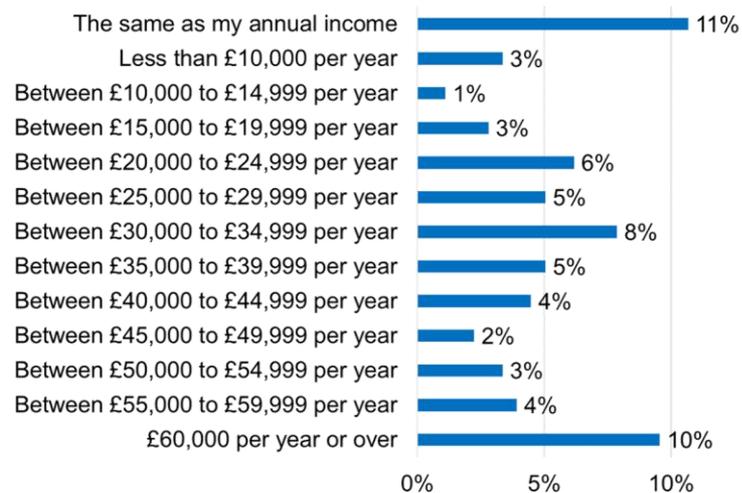
- A total of 11 per cent of respondents said their annual income is between £20,000 and £24,999 per year, and 11 per cent of respondents said between £30,000 and £34,999 per year.
- In regards to household income, 11 per cent of respondents said it is the same as their annual income, followed by £60,000 per year or over (10 per cent), and £30,000 to £34,999 per year with eight per cent.

What is your annual income?



Base: 178 (all respondents)

What is your total household income?



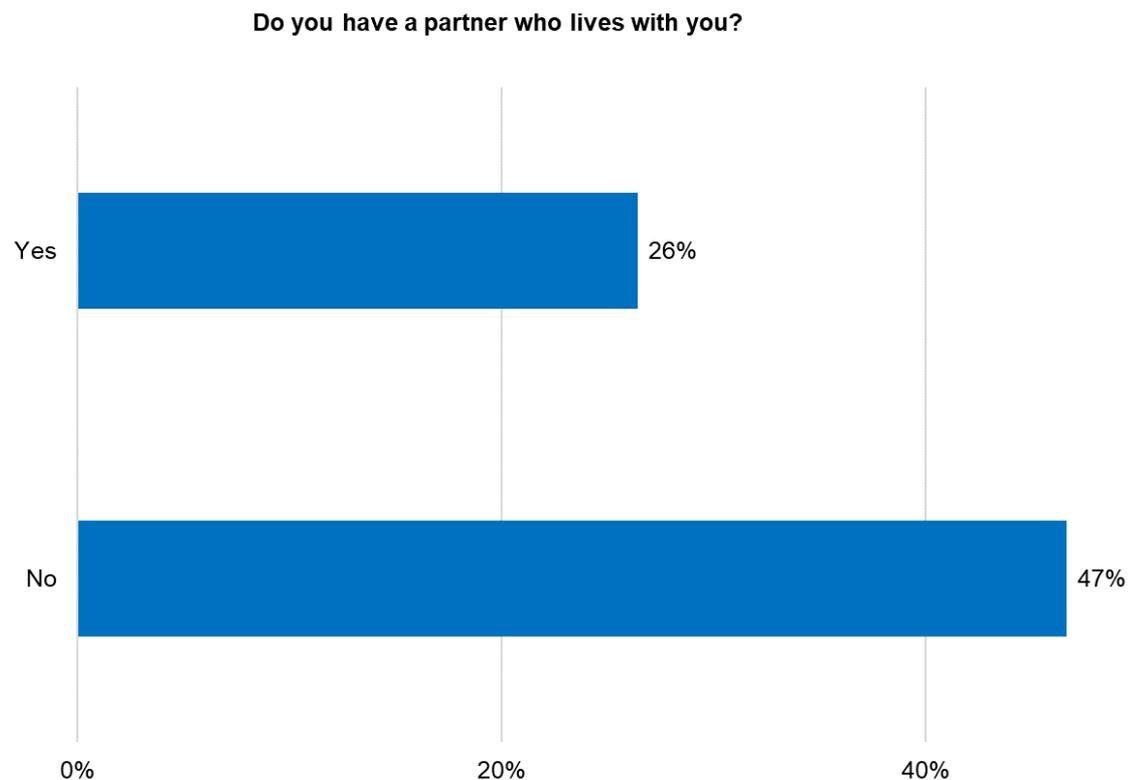
Base: 178 (all respondents)



Relationship and living status

Respondents were asked whether they have a partner who lives with them:

- Nearly half of the respondents (47 per cent) said they do not have a partner who lives with them.
- Whilst 26 per cent of respondents said they did have a partner who lives with them.



Base: 178 (all responses)



Section 3:

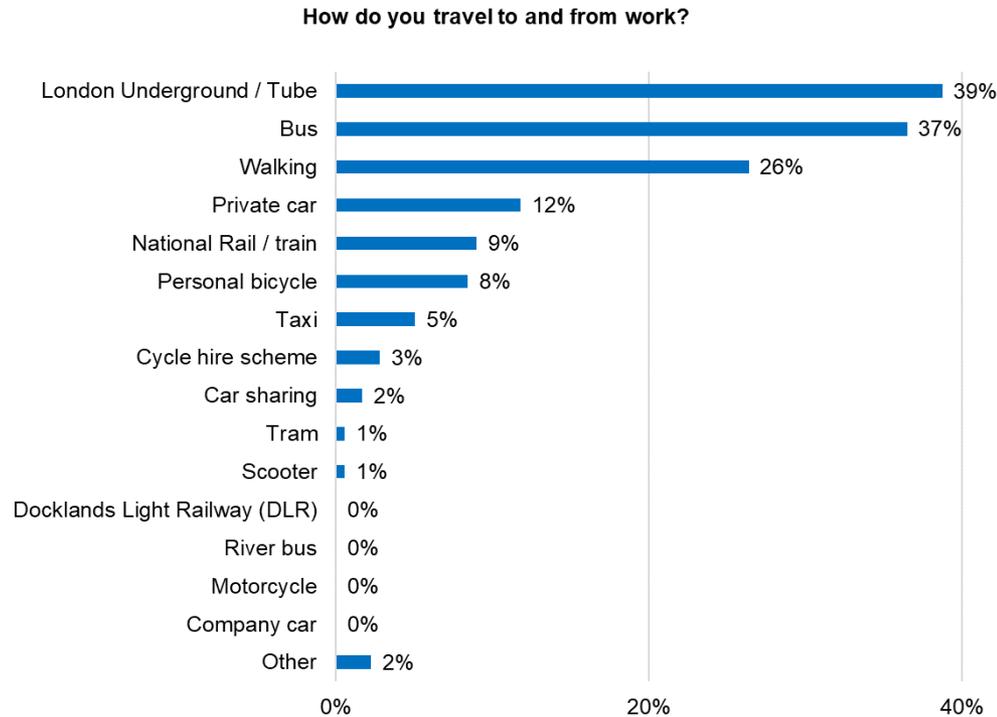
Travel for Work



Travel to and from work

Respondents were asked how they travel to and from work, they were able to select all that apply from the options listed below.

- A total of 39 per cent of respondents said they use the London Underground/Tube to travel to and from work.
- Over a third (37 per cent) said they use the bus to travel to and from work, followed by walking (26 per cent), and private car (12 percent).
- A total of two per cent of respondents selected 'Other'. The comments made have been themed and can be found in the appendices report.



Base: 178 (all respondents)

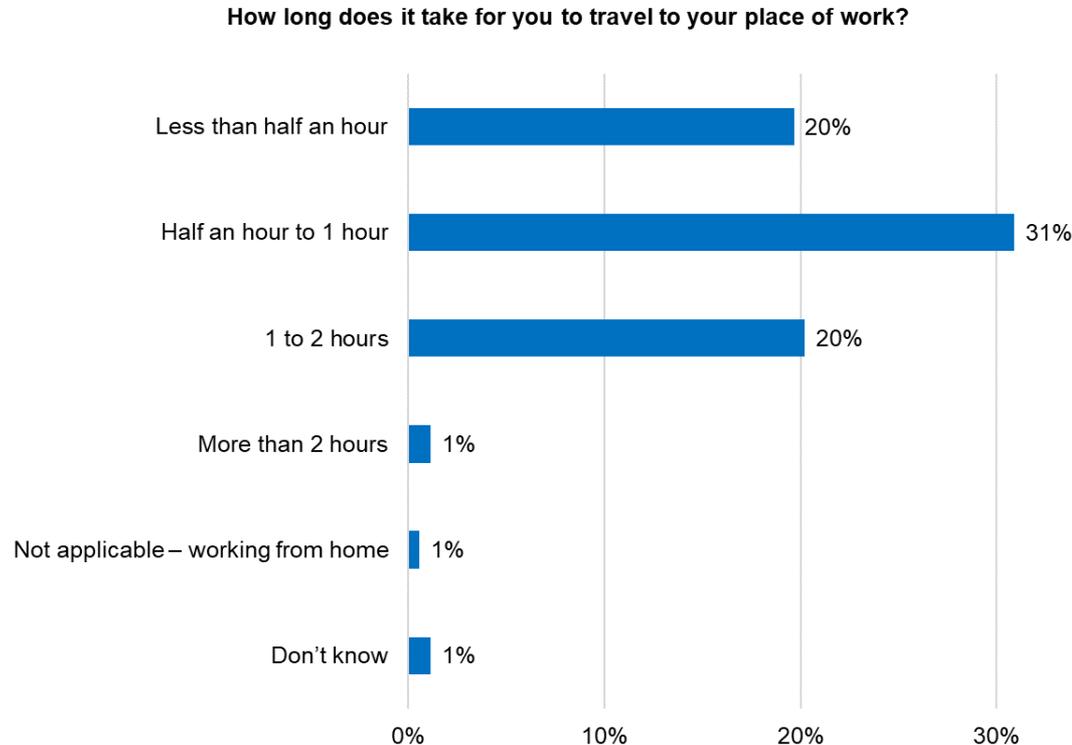


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Travel time

Respondents were asked how long it takes for them to travel to their place of work:

- Nearly a third of respondents (31 per cent) said it takes them between half an hour to one hour to travel to their place of work.
- A total of 20 per cent of respondents said it takes them less than half an hour to travel to their place of work, and 20 per cent said it takes them between one to two hours to travel to their place of work.



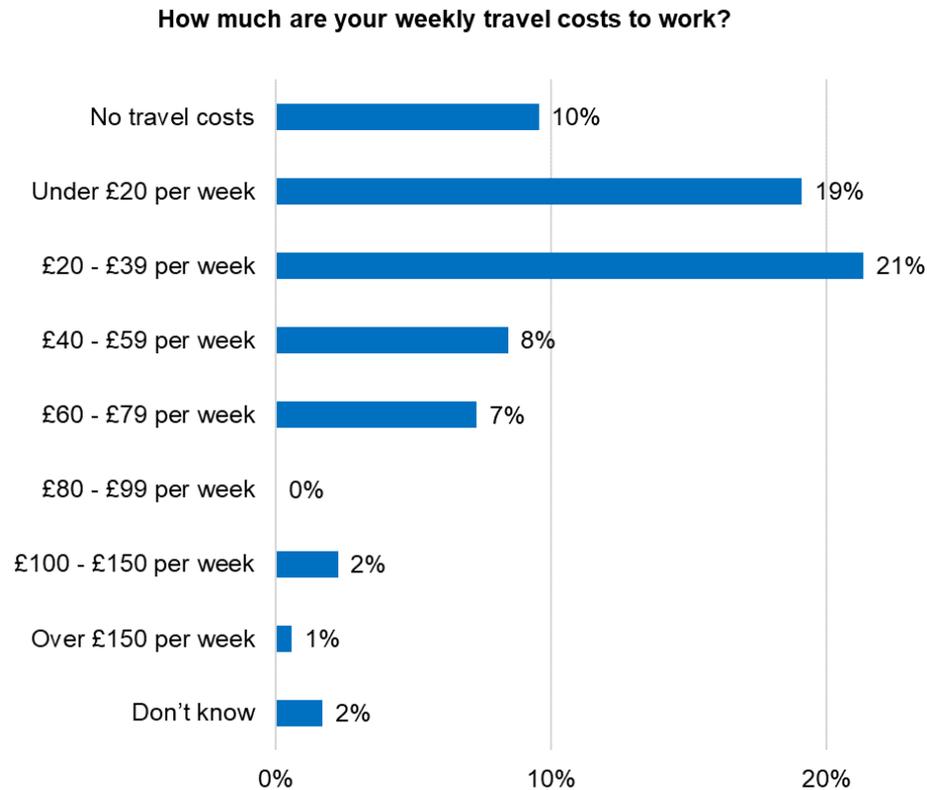
Base: 178 (all responses)



Weekly travel costs

Respondents were asked about their weekly travel costs to work:

- A total of 21 per cent of respondents said it costs them £20 to £39 per week to travel to work.
- Whilst 19 per cent of respondents said it costs them under £20 per week to travel to work, and 10 per cent said they do not have any travel costs.



Base: 178 (all responses)

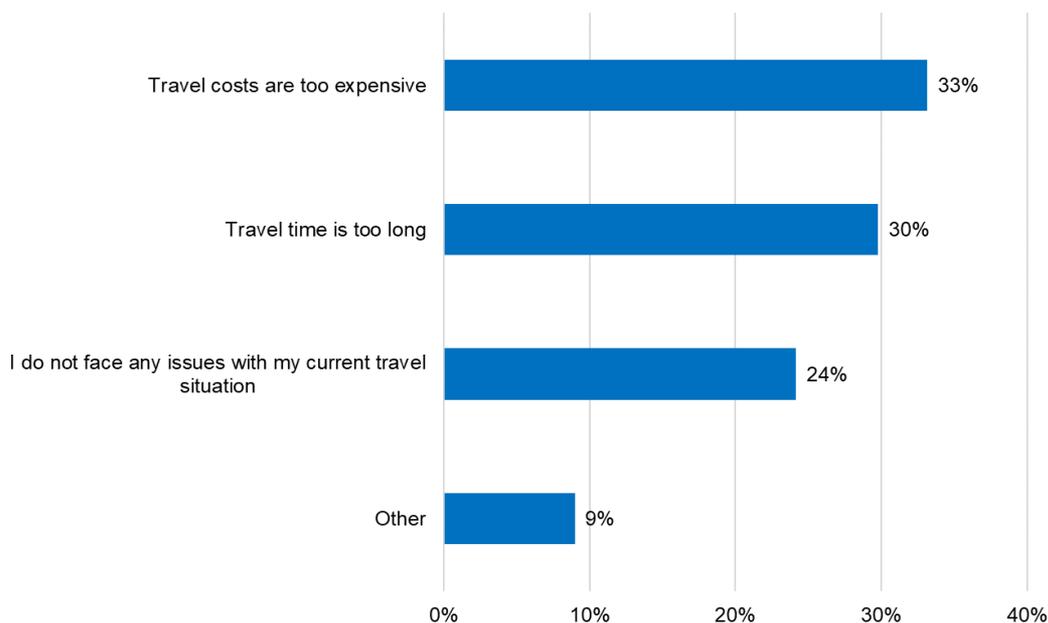


Challenges with travel

Respondents were asked if they experienced any challenges with their current travel situation:

- A third of respondents (33 per cent) said that travel costs are too expensive.
- Just under a third (30 per cent) of respondents said that travel time is too long, and 24 per cent said they do not face any issues with their current travel situation.
- A total of nine per cent of respondents selected 'Other'. The comments made have been themed and those with two or more responses are summarised in the table below.

Do you experience either of the below challenges with your current travel situation?



Base: 178 (all responses)

| Theme | Count |
|-------------------------------------|-------|
| Travel time is too long | 4 |
| Parking/car costs are too expensive | 2 |
| Cancellations | 2 |
| Childcare | 2 |
| Health | 2 |



Improving travel

Respondents were asked what they would improve, if they could, about their travel situation in a maximum of three ways. Comments made have been themed and the top ten are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

| Theme | Count | Theme | Count |
|---|-------|---|-------|
| Travel to cost less | 39 | Employment flexibility (working from home/travel times) | 9 |
| Improved public transport (reliability/comfort) | 29 | Health and safety | 6 |
| Living closer to work/different living location | 27 | Affordable living location | 5 |
| Active travel options | 22 | Access to car/car share/parking | 5 |
| Less time travelling | 13 | Less traffic | 4 |

**Top 10 of 24 themes*



Improving travel – *Other comments*

“Create more protected cycle lanes,”

Active travel options

“Moving in closer to the city centre”

Living closer to work/Different living location

“Improve access to shared cars.”

Access to car/Care share/parking

“More bus routes between north and south of the borough i.e. Ladbroke Grove to World’s End.”

Improved public transport (reliability/comfort)



“Faster mode of transport.”

Less time travelling

“More affordable travel. I cannot afford to take public transport.”

Travel to cost less

“The Council should place key worker in affordable social housing which gives us a chance to work more hours and pay for the travel also rent and live independently.”

Affordable living location

“Safety in the streets.”

Health and safety



Section 4:

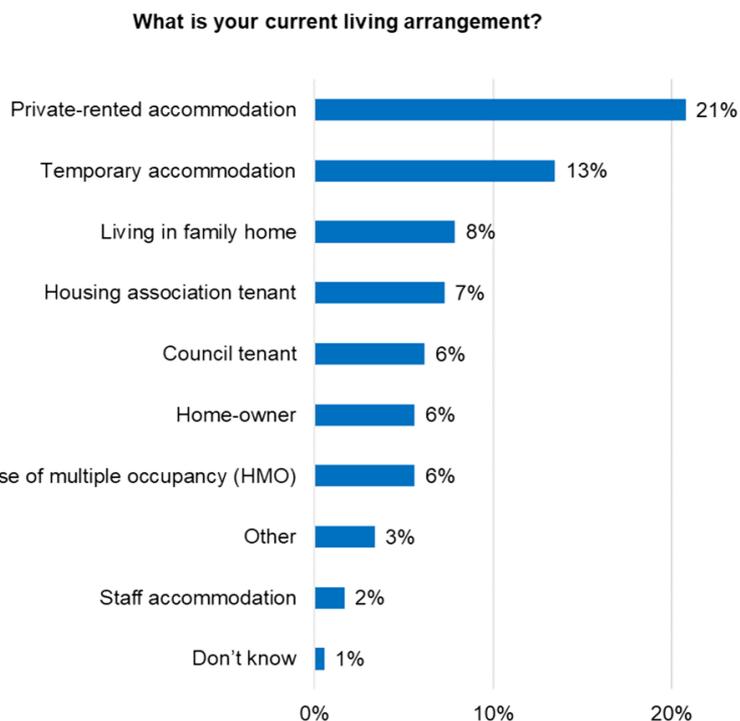
Current Living Arrangements



Current living arrangement

Respondents were asked about their current living arrangements:

- Nearly one quarter (21 per cent) of respondents said that they live in private-rented accommodation.
- A total of 13 per cent of respondents said that they live in temporary accommodation, followed by eight per cent of respondents who said they live in a family home.
- A total of three per cent of respondents selected 'Other'. The comments made have been themed and are summarised in the table below.



Base: 178 (all responses)

| Theme | Count |
|--------------------------|-------|
| Living in family home | 3 |
| Intermediate housing | 2 |
| Shared ownership | 2 |
| Social housing | 1 |
| Key worker accommodation | 1 |
| Support accommodation | 1 |
| Temporary accommodation | 1 |
| Homeless | 1 |



Weekly cost of accommodation

Respondents were asked how much they pay towards their accommodation per week. Comments made have been themed and are summarised in the table below.

The full list of themes and comments made found in the appendices report.

- Most respondents (31) are paying between £100-£199 per week for their accommodation, followed by £200-£299 (23 respondents).

| Theme | Count | Theme | Count |
|-----------|-------|-----------|-------|
| £0-£99 | 12 | £600-£699 | 5 |
| £100-£199 | 31 | £700-£799 | 2 |
| £200-£299 | 23 | £800-£899 | 4 |
| £300-£399 | 14 | £900-£999 | 3 |
| £400-£499 | 8 | £1000+ | 5 |
| £500-£599 | 6 | | |

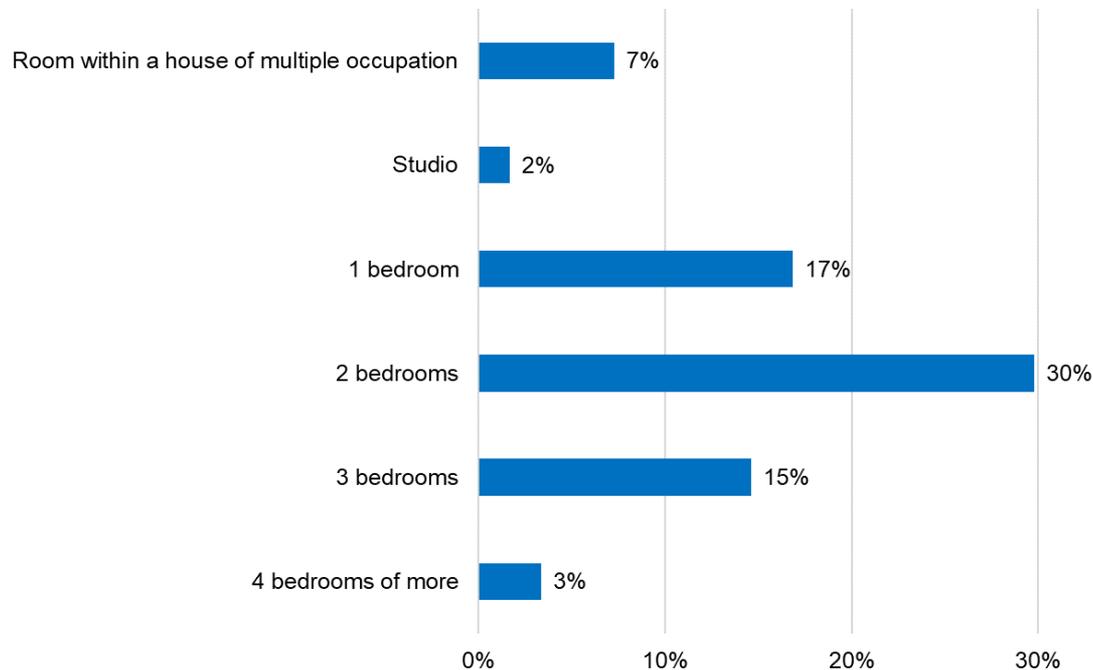


Accommodation space

Respondents were asked how many bedrooms they have in their current accommodation that they have exclusive use of:

- Nearly a third of respondents (30 per cent) said they have two bedrooms of exclusive use in their current accommodation.
- A total of 17 per cent of respondents said they have one bedroom of exclusive use, followed by 15 per cent of respondents who said they have three bedrooms of exclusive use in their current accommodation.

How many bedrooms are there in your current accommodation that you have exclusive use of?



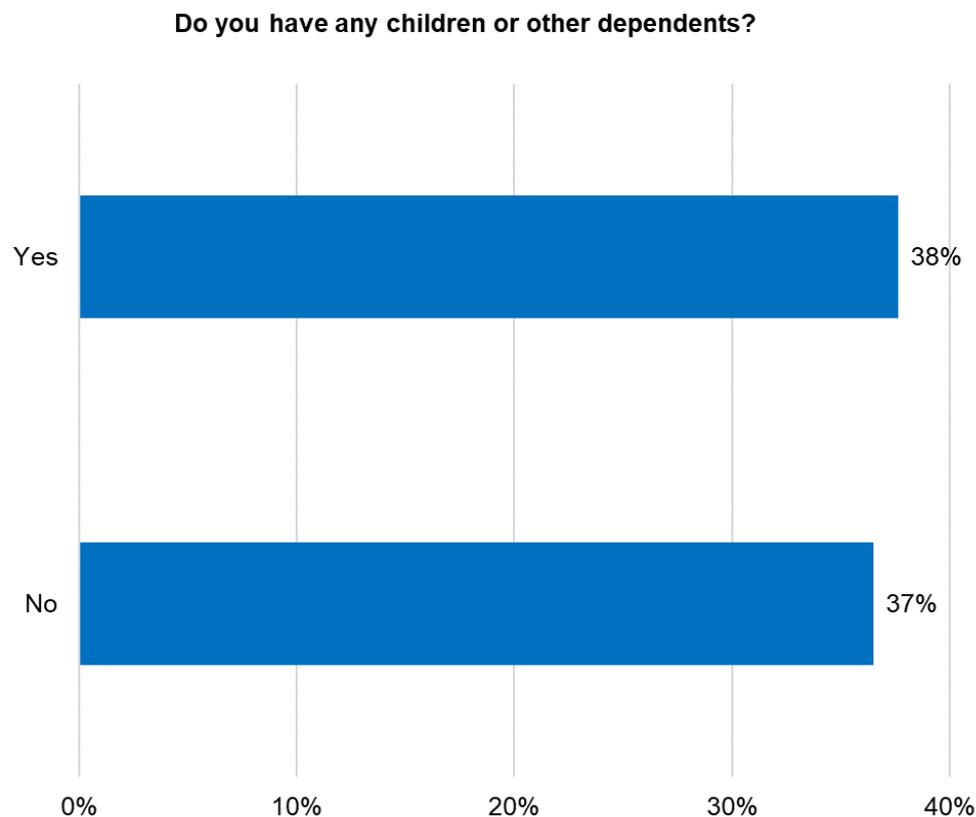
Base: 178 (all responses)



Children and dependents

Respondents were asked if they have any children or other dependents:

- Over a third of respondents (38 per cent) said they do have children or other dependents.
- Whilst 37 per cent of respondents said they do not have children or other dependents.



Base: 178 (all responses)

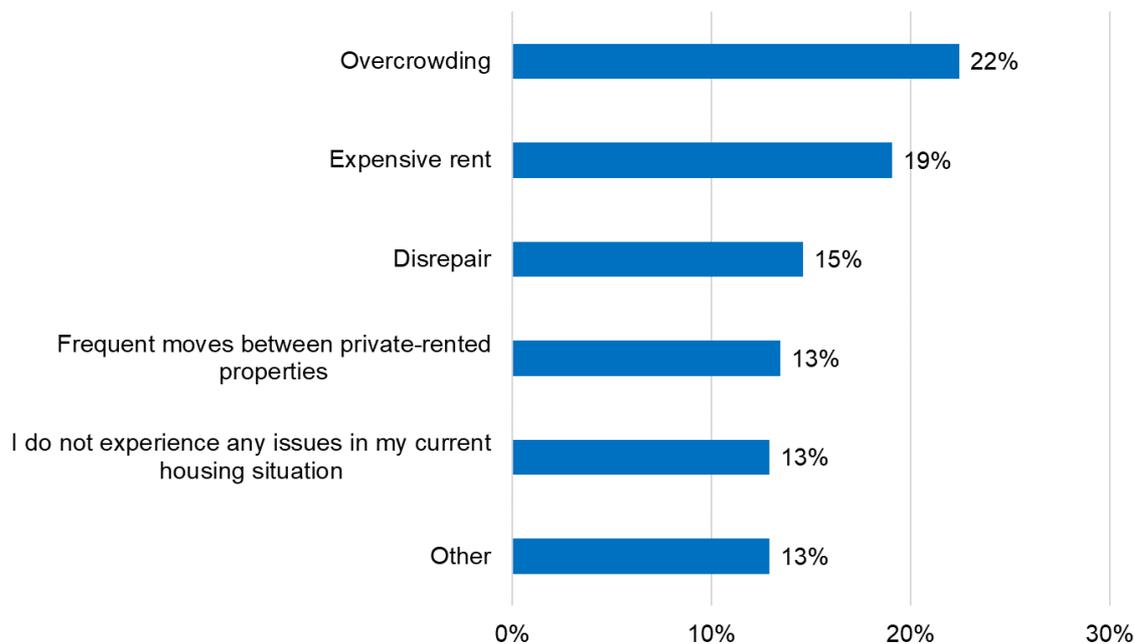


Issues with current housing situation

Respondents were asked whether they experience any issues in their current housing situation:

- Nearly a quarter of respondents (22 per cent) said they experienced overcrowding in their current housing situation.
- Whilst 19 per cent of respondents said they experience expensive rent, 15 per cent said they experience disrepair and 13 per cent of respondents said they experience frequent moves between private-rented properties.
- A total of 13 per cent of participants said they do not experience any issues in their current housing situation.

Do you experience any of the below issues in your current housing situation?



Base: 117(all responses)



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Issues with current housing situation– *Other comments*

Respondents were given the opportunity to share any other type of issue they might be facing with their current housing situation in addition to those listed on the previous page of this report.

There were a total of 29 'other' responses to this question. The comments made have been themed and those with two or more comments are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

| Theme* | Count |
|---|-------|
| Affordability/cost of housing | 6 |
| Anti-social behaviour | 4 |
| Location | 3 |
| Neighbours/ House sharing/ Other people | 3 |
| Temporary Accommodation | 2 |
| Safety | 2 |
| Housing/Tenancy Contracts | 2 |
| Accessibility | 2 |

**Themes shown with 2 or more comments*



Issues with current housing situation– Other comments

“Anti social behaviour, litter, unkempt communal areas (including urine), drug dealers, excessive noise.”

Anti-social behaviour

“Only long and expensive commutes as I chose to buy in an area where I could afford.”

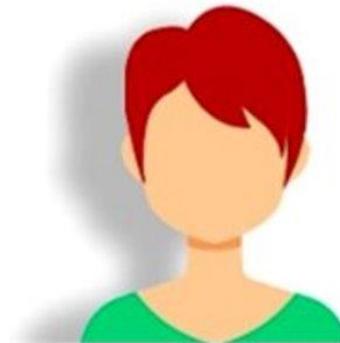
Location

“Arguments with other housemates and feeling very isolated in one room.”

Neighbours/house sharing/other people

“I am living in my parents home, in a tiny boxroom because I can't afford private housing in London and am not eligible for social housing.”

Affordability/cost of housing



“No lift in building”

Accessibility

“Maximum contract of five years, just wish it would be extended as it's expensive and difficult to move from one place to another, especially I had back surgery and a single-widowed for 10years now.”

Housing/Tenancy contracts



Improving housing situations

Respondents were asked what they would improve, if they could, about their housing situation in a maximum of three ways. Comments made have been themed and the top ten are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

| Theme | Count | Theme | Count |
|---------------------------------|-------|-------------------------------|-------|
| More affordable | 53 | Improved property maintenance | 15 |
| Moving to a different location | 29 | Social housing | 12 |
| Having more space | 26 | Housing ownership | 10 |
| Living alone/Non-shared housing | 16 | Safety and Security | 7 |
| Stability/Permanent Housing | 15 | More accessibility | 7 |

**Top 10 of 34 themes*



Improving housing situations – *Other comments*

“Move out of parents house and live with my partner and child in our own property.”

Living alone/non-shared housing

“Getting a council house sooner because I have been in temporary accommodation for 15 years.”

Social housing



“Better upkeep from landlord”

Improved property maintenance

“Relocating me and my children back to RBKC.”

Moving to a different location

“Instead of paying for me staying in hotel help me to get suitable accommodation and will be great if permanent.”

Stability/permanent Housing

“A more affordable rent along to reflect my NHS Salary, after tax and council tax and bills I am struggling.”

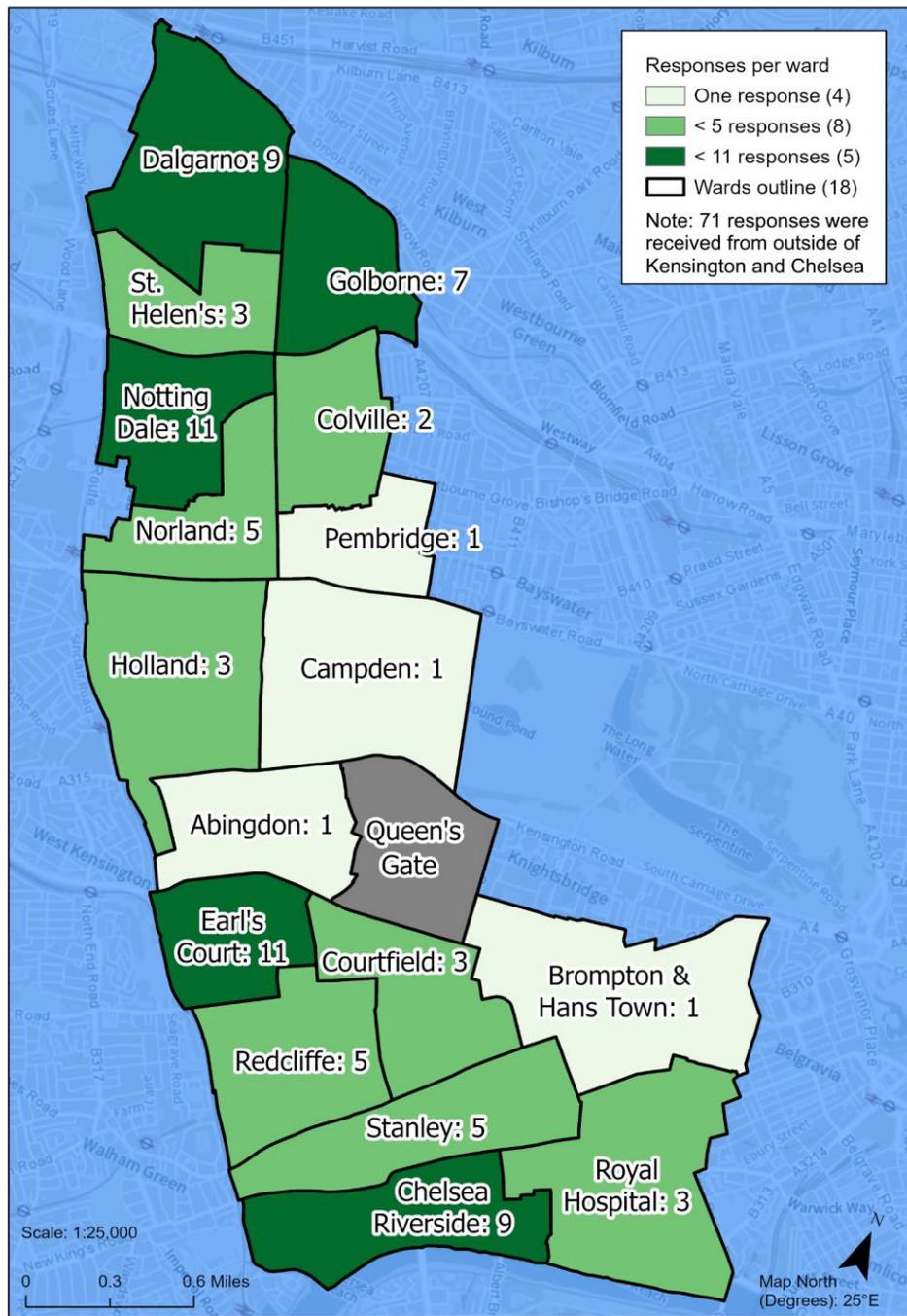
More affordable



Section 5:

About You – Demographic Breakdown





Respondents locations

Respondents were asked to share their full postcode. This information has been sorted into borough Wards and has been used to understand the views of respondents from across the borough and beyond.

There were a total of 151 responses to this question. A total of 71 responses came from outside of Kensington and Chelsea with the remaining 80 responses covering 17 of the 18 Wards within Kensington and Chelsea.

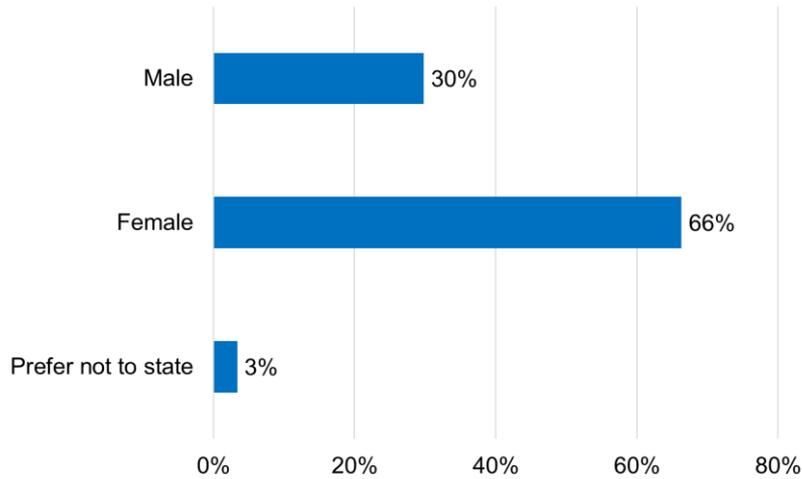
- The two Wards with the highest number of responses to this survey were Notting Dale (11) and Earl's Court (11).
- The Wards with the least number of respondents to this survey was Queen's Gate with zero responses.

Base: 178 (all respondents)

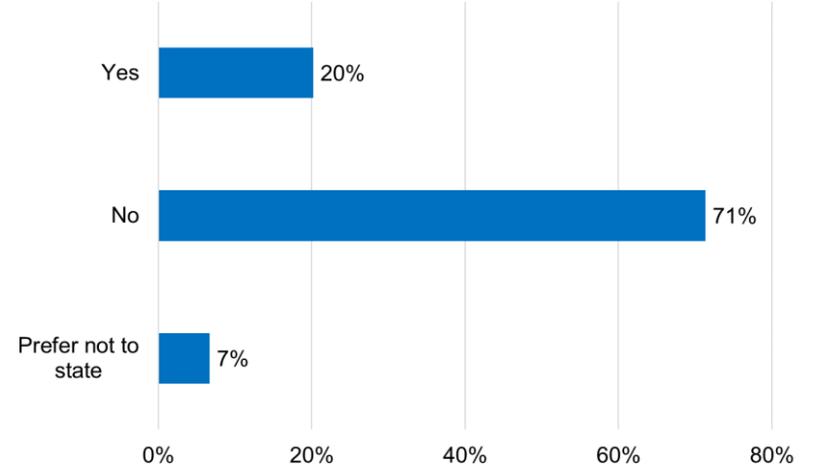


About respondents: Demographic Breakdown

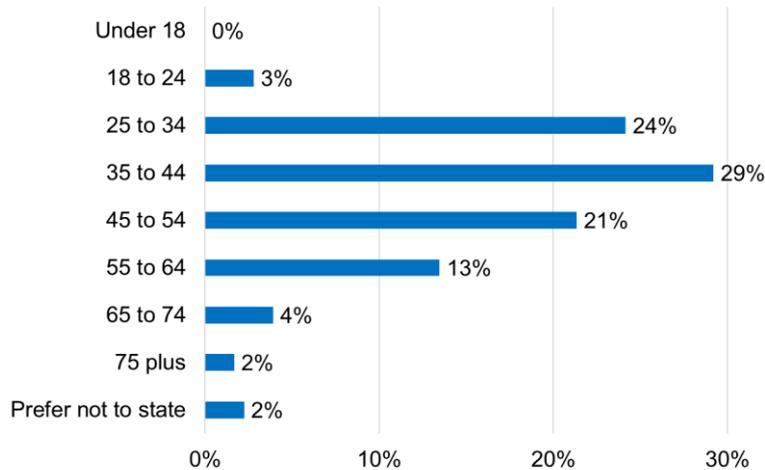
What is your sex?



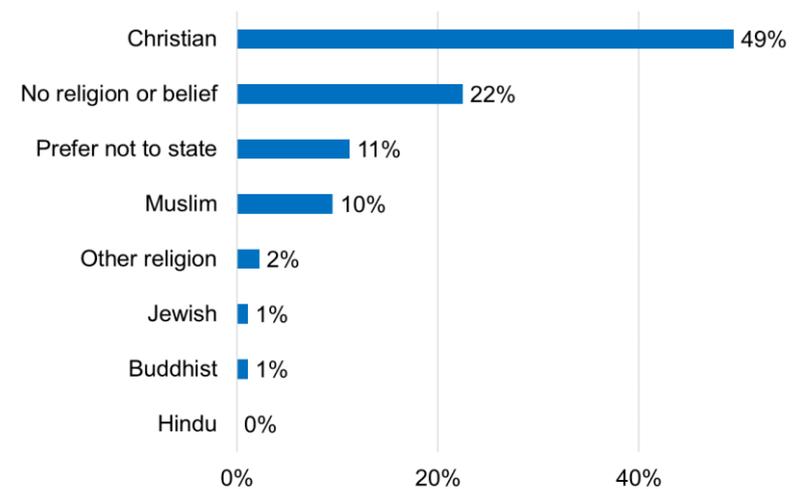
Do you have a long-term illness, health problem or disability which limits your daily activities?



Which age group do you belong to?



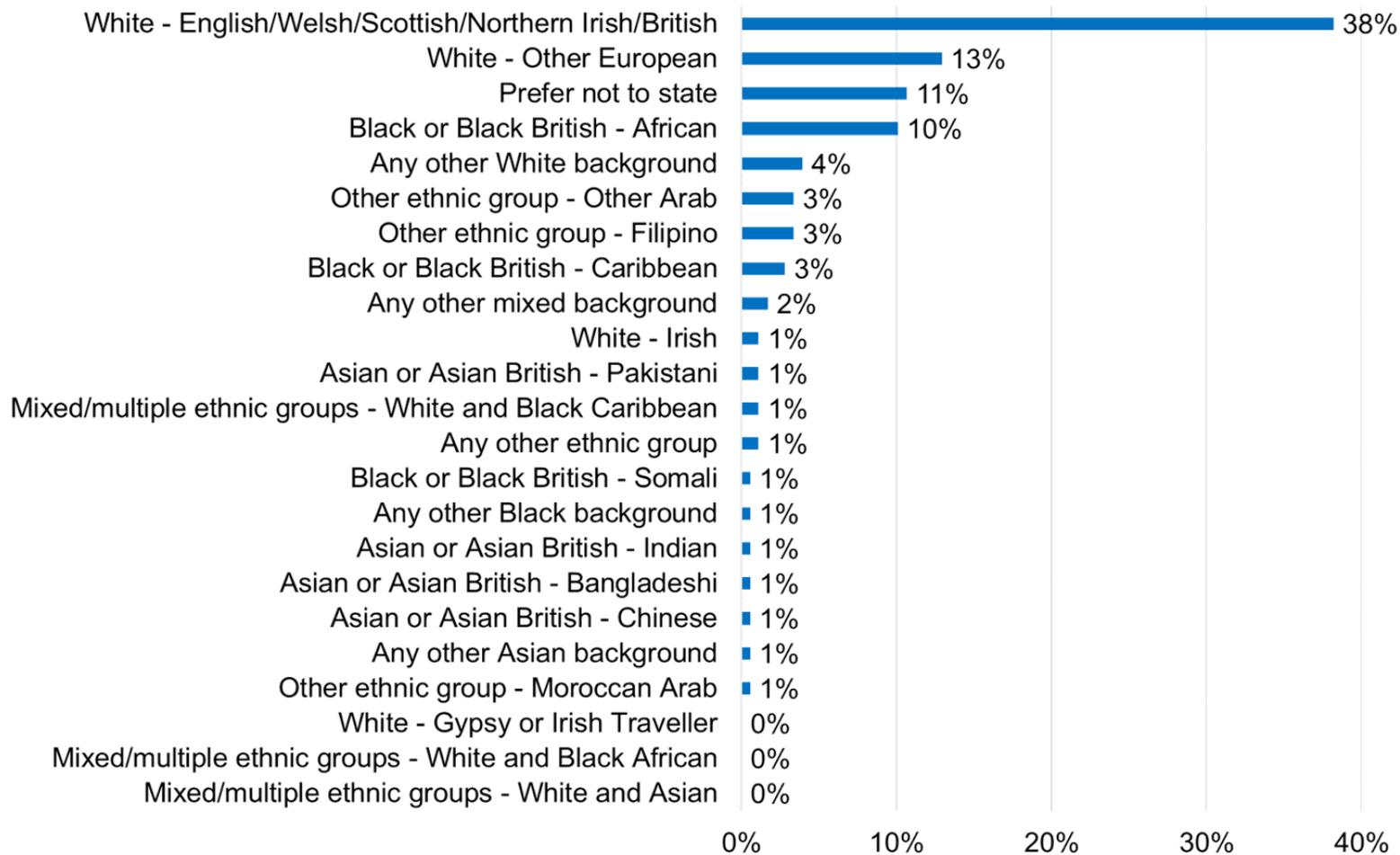
What is your religion or belief?



Base: 178 (all responses)

About respondents: Demographic Breakdown

How do you describe your ethnic origin?



Base: 178 (all responses)



Key Worker Pilot Scheme Survey

Section 1

The second part of this report contains an analysis of a feedback survey sent out to Key Worker Pilot Scheme participants, to gain their opinions on the application experience and to enable any suggestions regarding how the application experience could be improved should it be completed in this way again.

As this survey has a low base figure of 15 respondents, the findings are shown in count rather than percentage.

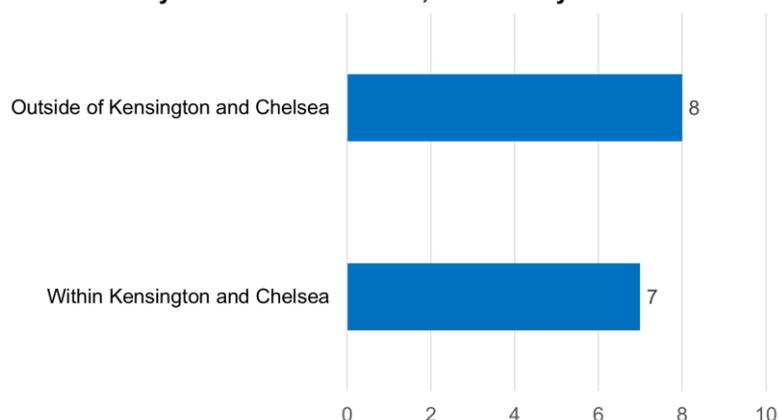


Place of residence

Respondents were asked where they lived at the time when they expressed an interest in the Key Worker Pilot Scheme.

- Eight respondents said they lived outside of Kensington and Chelsea.
- A total seven respondents said they lived within Kensington and Chelsea.

At the time when you expressed an interest in this Key Worker Pilot Scheme, where did you live?

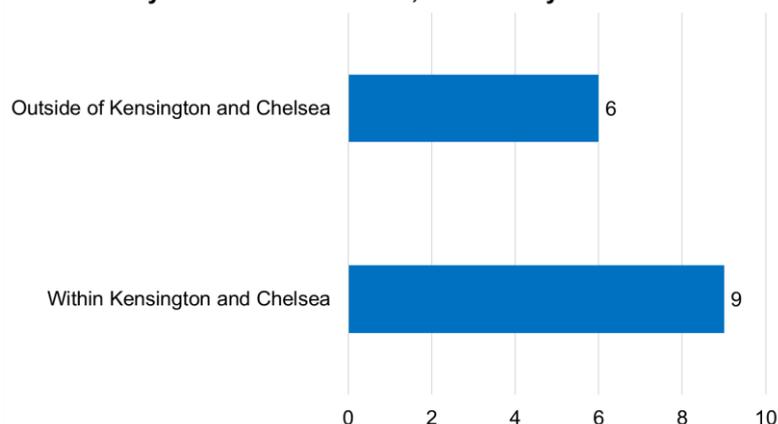


Place of work

Respondents were asked where they worked at the time when they expressed an interest in the Key Worker Pilot Scheme.

- Six respondents said they worked outside of Kensington and Chelsea at the time when they expressed an interest in the Key Worker Pilot Scheme.
- A total of nine respondents said they worked within Kensington and Chelsea at the time when they expressed an interest in the Key Worker Pilot Scheme.

At the time when you expressed an interest in this Key Worker Pilot Scheme, where did you work?



Base: 15 (all responses)

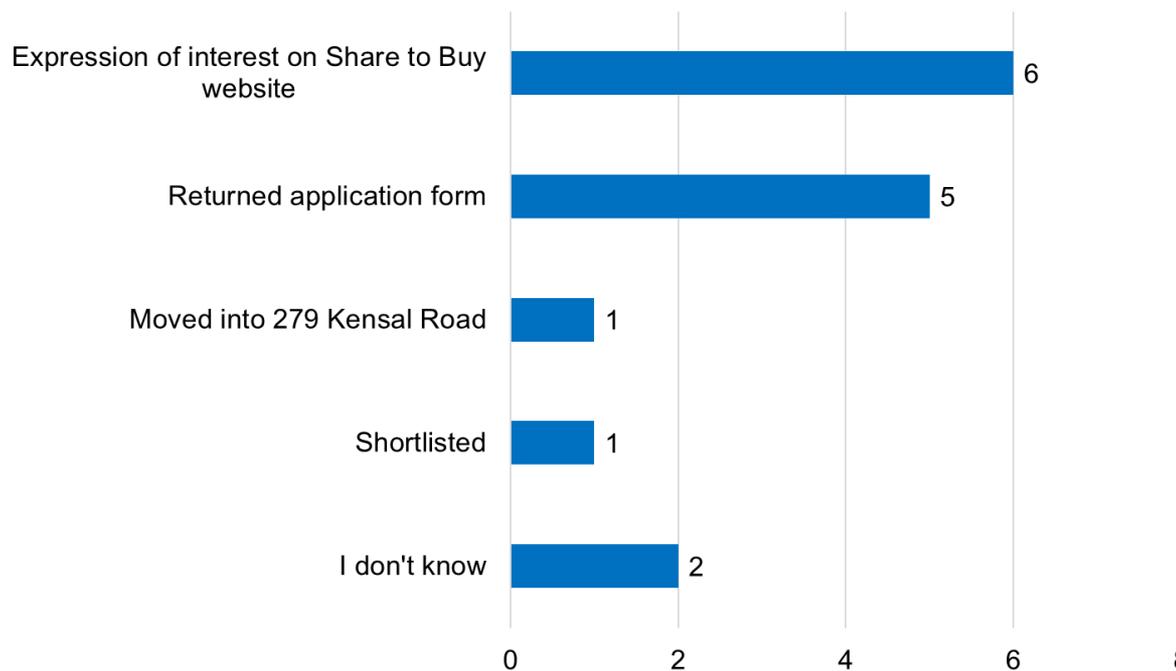


Furthest stage in the application process

Respondents were asked to select the furthest stage they reached in the Key Worker Pilot Scheme application process.

- Six respondents said the furthest stage they reached in the Key Worker Pilot Scheme application was making an expression of interest on the Share to Buy website.
- Whilst five respondents reached the stage of returning the application form, two respondents said they didn't know, one respondent moved into 279 Kensal Road, and one respondent was shortlisted.

What was the furthest stage you reached in the Key Worker Pilot Scheme application process?



Base: 15 (all responses)

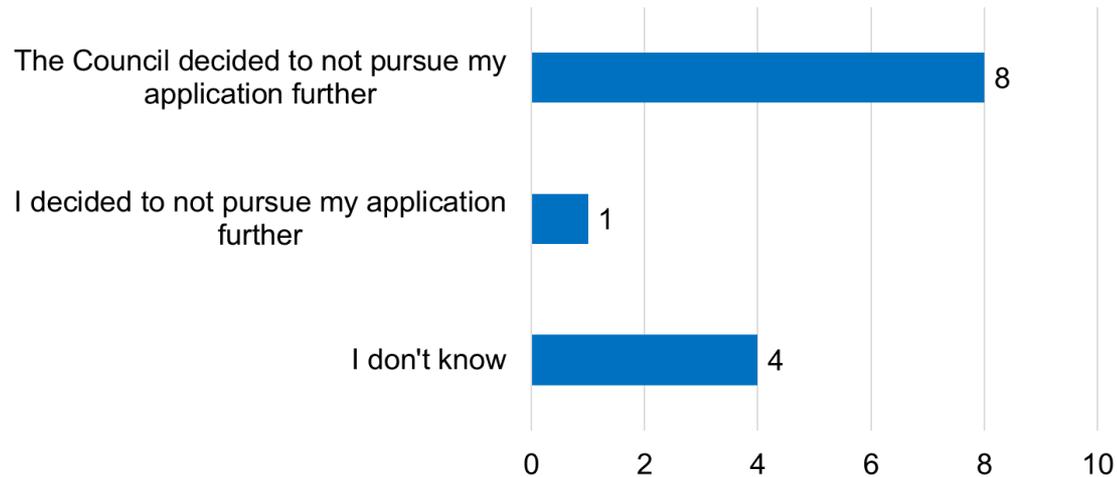


Application progress

Respondents were asked to select the statement from the list below that is most appropriate to them:

- Eight respondents selected the statement 'The Council decided to not pursue my application further'.
- One respondent selected the statement 'I decided to not pursue my application further', and four respondents selected 'I don't know'.

Please select the statement below that is most appropriate to you.



Base: 15 (all responses)

Application progress– *Other comments*

If respondents decided not to pursue their application further, they were asked to describe the reasons for this. Comments made have been themed and are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|---|-------|
| Lack of communication/update on progress of application | 3 |
| Completed an application form | 1 |
| Did not meet keyworker definition criteria | 1 |
| Did not meet keyworker income criteria | 1 |

“Definition of keyworker at that time was limited to NHS and police staff only I think.”

Did not meet keyworker definition criteria

“I have not heard anything in regards to my application to date.”

Lack of communication/update on progress of application

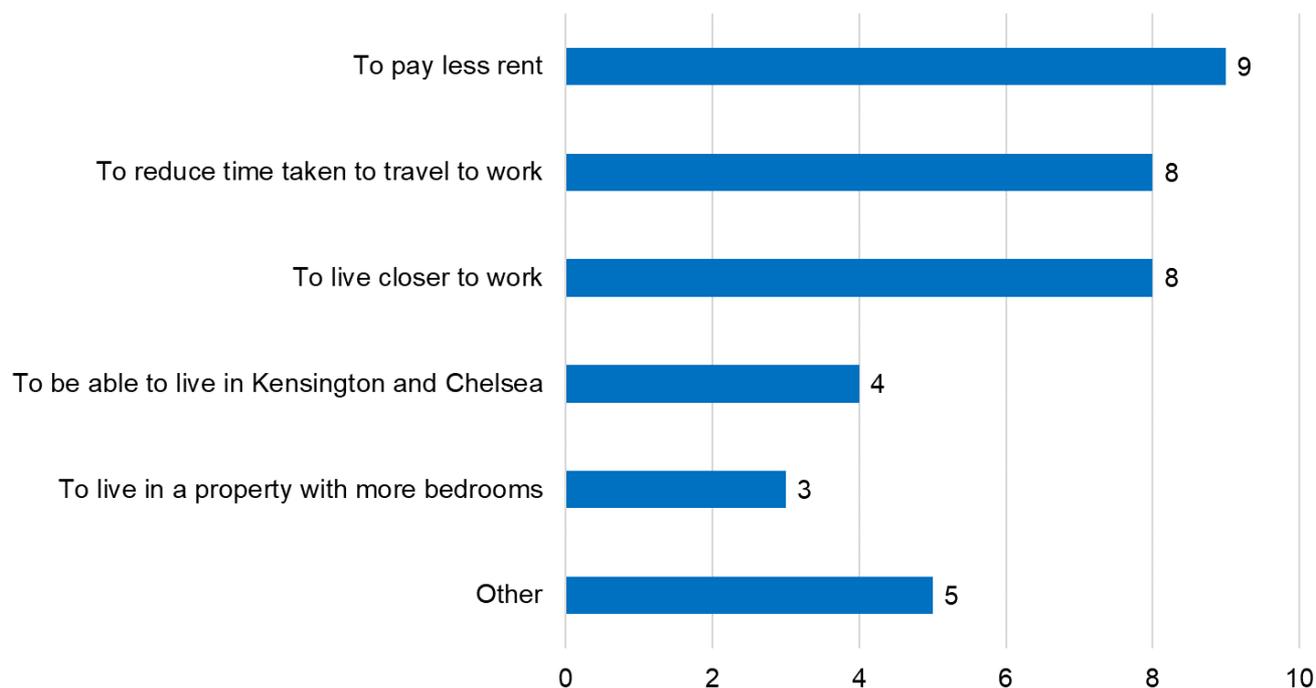


Motivations for applying

Respondents were asked why they decided to apply for the Key Worker Pilot Scheme. Respondents were able to select all options that applied:

- The most popular reason for applying for the Key Worker Pilot Scheme was to pay less rent (nine respondents).
- Whilst eight respondents said they applied to reduce the time taken to travel to work, and eight respondents said they applied to live closer to work.

Why did you apply for the Key Worker pilot scheme? Please select all that apply.



Base: 15 (all responses)



Motivations for applying– *Other comments*

Respondents who selected 'Other' when asked why they decided to apply for the Key Worker Pilot Scheme were able to specify. Comments made have been themed and are summarised in the table below.

Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

| Theme | Count |
|-------------------------------|-------|
| Live closer to work | 3 |
| Live closer to child's school | 2 |
| Cheaper rent | 2 |
| Problems with private renting | 1 |
| Property ownership | 1 |
| Live closer to family | 1 |

“To be closer to my daughter's education.”

Live closer to child's school

“I work in central London and I live far away from work.”

Live closer to work

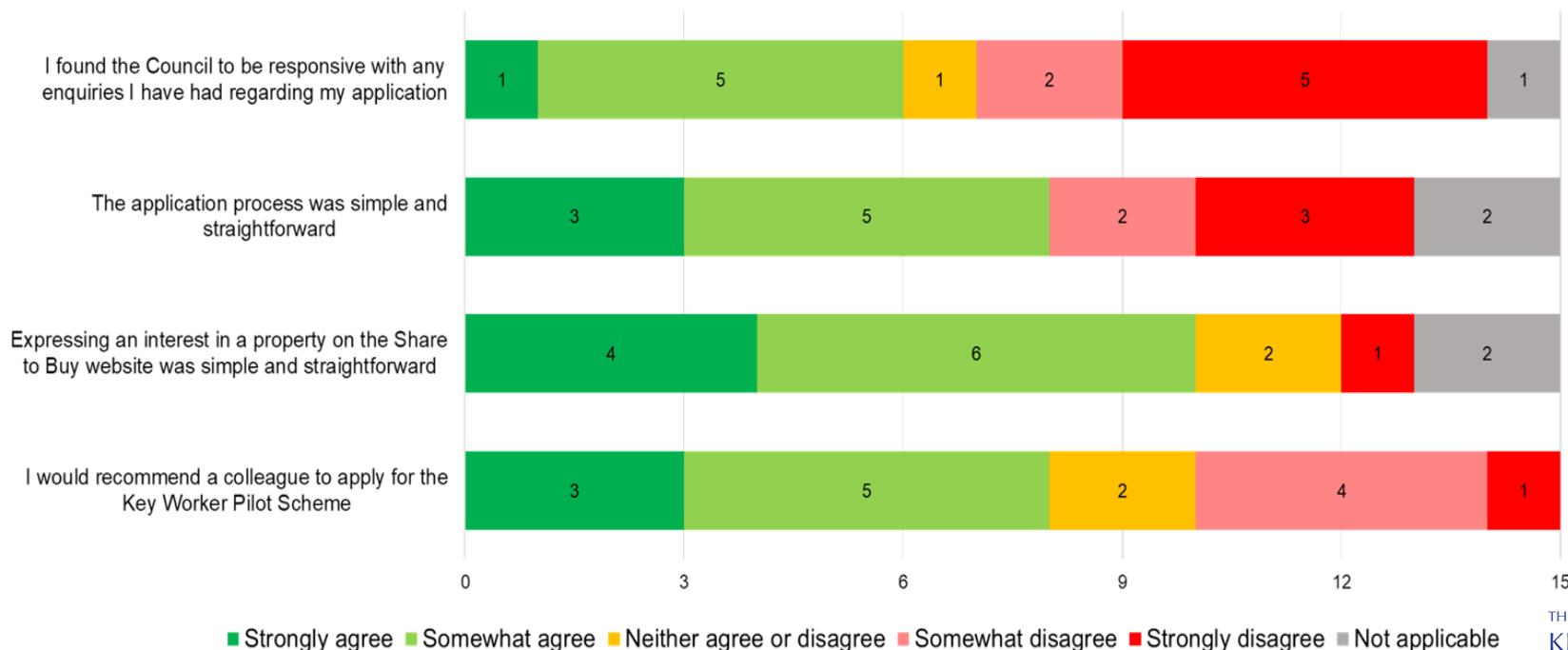


Feedback

Respondents were asked to indicate how strongly they agreed or disagreed with the statements listed in the graph below:

- When responding to the statement 'Expressing an interest in a property on the Share to Buy website was simple and straightforward', a total of 10 respondents selected either 'strongly agree' or 'somewhat agree'.
- When responding to the statement 'I found the Council to be responsive with any enquiries I have had regarding my application', a total of seven respondents selected either 'somewhat disagree' or 'strongly disagree'.

Please indicate how strongly you agree or disagree with the following statements.



Base: 15 (all responses)



Suggested changes to application process

Respondents were asked what they would change, if they could, about the application process of the Key Worker Pilot Scheme in a maximum of three ways. Comments made have been themed and are summarised in the table below.

Examples of comments made can be seen on the next page, with the full list of themes and comments made found in the appendices report.

| Theme | Count | Theme | Count |
|--|-------|--|-------|
| The criteria for the scheme | 11 | Clearer definitions of a keyworker | 2 |
| Improved communication regarding application | 5 | Communicate why someone was not eligible | 1 |
| Have clearer time frames | 4 | Improved communication regarding application | 1 |
| Rent cost | 2 | Focus on applicant needs | 1 |
| Number of properties available | 2 | Opportunity to buy property | 1 |
| Number of bedrooms available | 2 | Priorities key workers over unemployed | 1 |



Suggested changes to application process – *Other comments*

“Reduce the rent as it’s not cheaper for keyworker.”

Rent cost

“Be more open to applicants from outside boroughs.”

The criteria for the scheme

“I lived in Westminster a few streets away but I think as I was out of borough made me less eligible.”

The criteria for the scheme



“More straight-forward application process.”

“Quicker response at each stage of the application process.”

Simplified application process

Improved communication regarding application

“I can’t remember too much about the application process, I think it was really good but after we were successful then there was almost no communication on a time frame or what would happen so to improve clarity on that would be really helpful.”

Have clearer time frames



Section 2:

About You – Demographic Breakdown

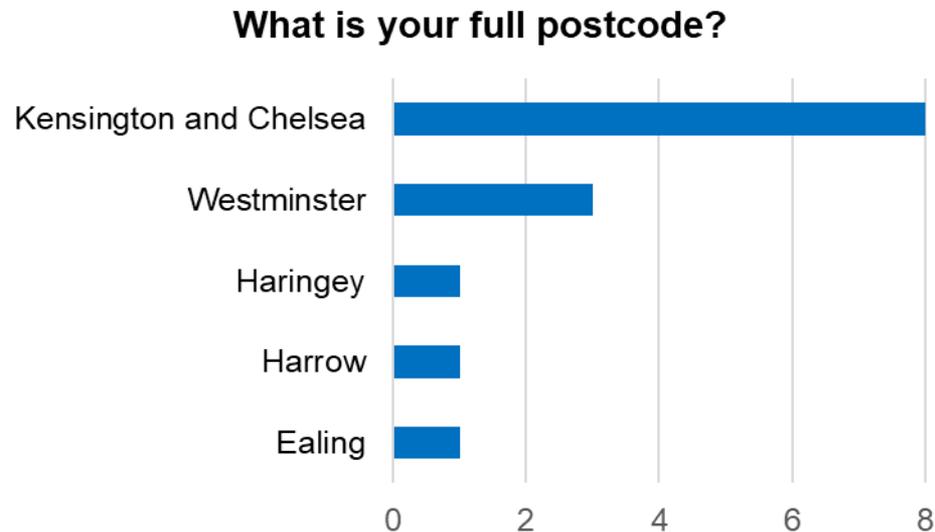


Respondents Locations

Respondents were asked to share their full postcode. This information has been shorted into London boroughs and has been used to understand the views of respondents from across the borough and beyond.

There were a total of 14 response to this question

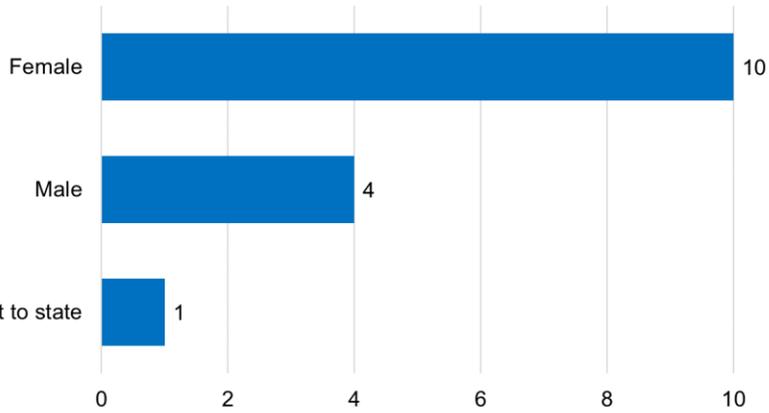
- More than half (eight) of the respondents said they lived in Kensington and Chelsea.
- A total of three respondents live in Westminster, followed by Ealing, Harrow and Haringey.



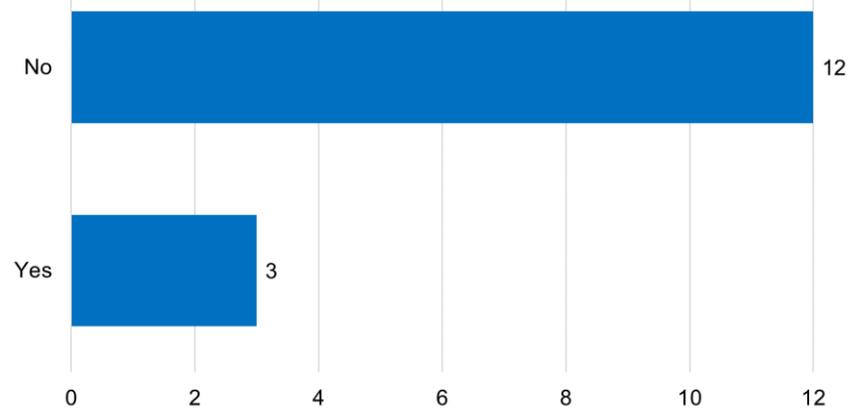
Base: 15 (all responses)

About respondents: Demographic Breakdown

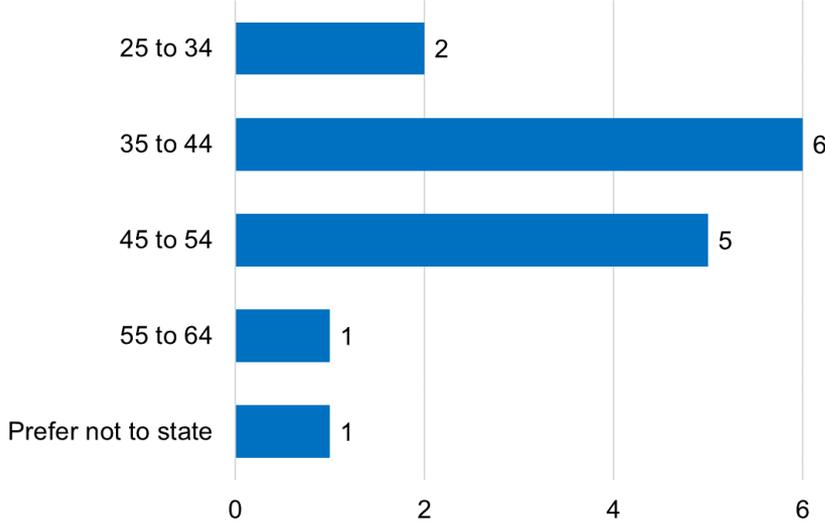
What is your sex?



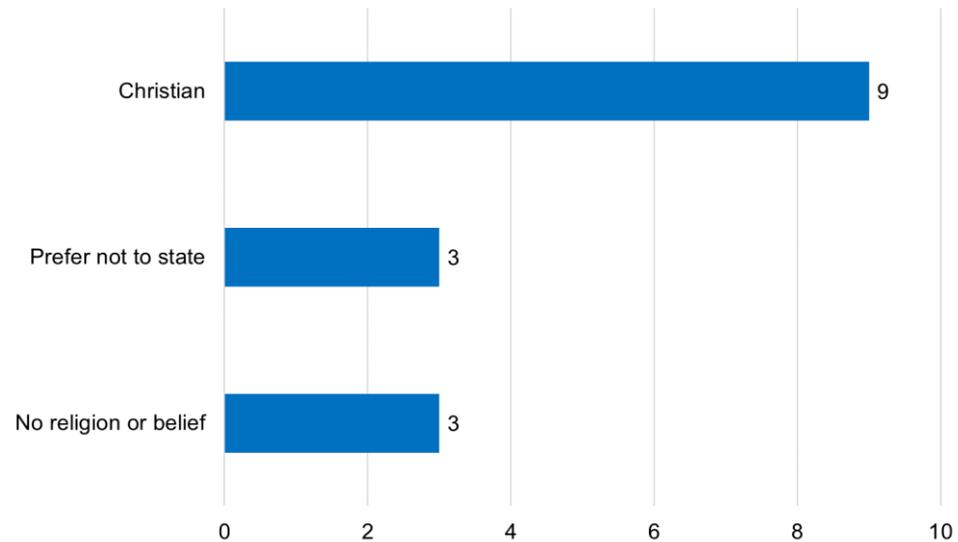
Do you have a long-term illness, health problem or disability which limits your daily activities?



Which age group do you belong to?

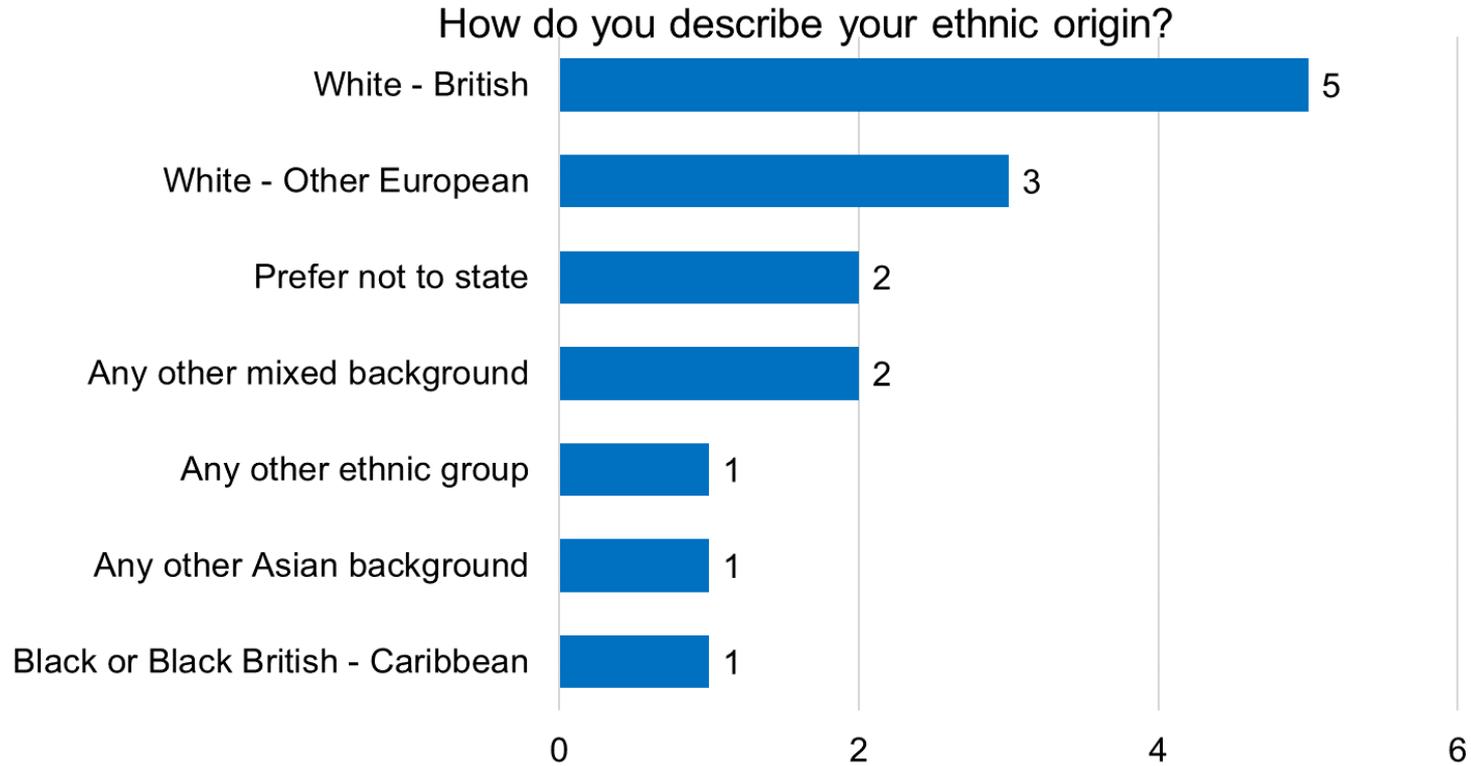


What is your religion or belief?



Base: 15 (all responses)

About respondents: Demographic Breakdown



Base: 15 (all responses)

