

# World's End Services

## Consultation and engagement report and findings

August 2024



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# Section 1:

## Introduction and overview



# World's End Project - Background

## Why are we doing this?

We have heard clearly from residents that the Council needs to do more to join up services and focus our activity in locations where residents are. The World's End Project is in specific response to what residents have told us they want in their neighbourhood.

The Council is working with residents and other stakeholders in the World's End area to understand how more localised approaches could benefit residents and how more joined up support across Council and other providers could offer better services for those in need of support.

## Outcomes we are aiming to achieve

- Better use of existing spaces to co-locate Council and other local services to better support residents close to where they live
- Locally accessible staff, joined up services, advice and guidance, and job opportunities for residents
- A community hub for residents to access the support and advice they need
- Ensure that residents who most need our support, including those who live in social housing and temporary accommodation, feel the full benefit of our services and investment

## Area covered

Although the focus of service delivery will be from the World's End Estate, it is recognised that services and amenities are accessed by residents from further afield. The Council is seeking feedback from residents living on the World's End Estate, Cremorne Estate and in Chelsea Riverside and Stanley wards.

## Blantyre Housing Office refurbishment

We're also thrilled to announce plans to refurbish the Blantyre Housing Office, aimed at providing an enhanced and more accessible service to our residents. By creating a more welcoming office environment and expanding our space, we aim to enrich residents' experience when visiting us. This expansion will also accommodate multidisciplinary teams, further enhancing the support we can offer. As part of this process, we'll be consulting with residents on the design of the reception area.



# Introduction – Consultation and engagement

## Co-designed consultation and engagement plan

A consultation and engagement plan was co-designed with residents to better understand the views of residents and stakeholders on the local services used and what future services residents would like to see delivered in the area. This included gathering feedback to inform the Blantyre Housing Office refurbishment.

More information on the co-design process can be seen in section three of this report.

## Methodology and report

The co-designed consultation and engagement plan included a range of activities in order to gather the views of stakeholders and ensure a broad reach. Activities included:

- A paper survey delivered to all residents in the target area
- An online survey which was promoted through social media, Council e-newsletters, local organisations, posters and leaflets
- Targeted community engagement activity on the World's End Estate and surrounding area
- Organised sessions and meetings with specific groups

The consultation and engagement phase was open for six weeks, between 5 June and 21 July 2024. A total of 81 responses were received to the survey (online and paper surveys combined) and 111 residents provided their views across eight engagement activities.

This report contains an analysis of both survey responses and conversations with residents as part of engagement activities. Where graphs are shown, percentages are used. Examples of comments made are used in the report and the full list of comments are in the appendix document, which is available on request.

## Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to take part in the exercise and give their views and particularly those that took part in co-designing the engagement plan.



# Section 2:

## Summary of findings



# Community engagement – Summary of findings

The below is a summary of findings from both the stakeholder survey and community engagement activities that took place. More detail can be found in the main body of the report.

## Current services used:

The services currently most used by survey respondents are health and wellbeing services (30 per cent), sport and leisure activities (26 per cent), Council housing services (25 per cent), social/cultural events and activities (25 per cent) and information and advice services (22 per cent).

Residents engaged with through the community engagement activities reported using similar services and taking part in similar activities. Residents also named a range of community and voluntary organisations on the World's End Estate and surrounding area that they attend or use services within (e.g. Chelsea Theatre, Big Local, Flashpoint and Salvation Army). Residents also highlighted GP services, Council Housing Services, Schools and Cheyne Family Hub as places where they receive services.

## Finding out about local services

The most common ways that residents responding to the survey currently find out about local services is via leaflets/posters (47 per cent), word of mouth (37 per cent) and via other organisations (32 per cent).

In the future, the top three ways survey respondents would like to find out about local services were leaflets/posters (53 per cent), the World's End area booklet (42 per cent) and Council e-newsletters (31 per cent).

## Locations for delivery

When asked about locations for service delivery, 1-2 World's End Place (42 per cent) was the most popular location amongst survey respondents, followed by Blantyre Housing Office (31 per cent) for services aimed at Council Housing tenants and leaseholders. These locations were also popular with residents in conversations as part of the community engagement element of the consultation.

The use of community and voluntary organisations on the World's End Estate was also mentioned by many in conversations and by a fifth (20 per cent) of survey respondents. There was also some support for services delivered online/virtually and for a mobile offer that moved around the area.



# Community engagement – Summary of findings

## Support or services would like to see delivered that aren't already provided:

In conversations with residents during community engagement events and activities, and via the survey, residents highlighted a number of areas where they would like to see additional services provided, a summary of these areas can be seen below. It is also worth noting that a number of residents felt there are already a good range of services on offer to serve the local community.

**Services to support children, young people and parents:** Including, affordable activities for children and young people, sports activities (including more clubs, sports pitches and range of sports), homework clubs, half term provision, support groups and services for parents and improvements to parks and playgrounds.

**Support for low income families:** Including, food banks, low cost or subsidised activities, advice and guidance services and more affordable food/supermarket options.

**Advice and guidance services:** Including, financial and legal advice services. There were also some requests for a return of a dedicated advice centre.

**Social and leisure activities:** Including, combating loneliness and isolation, sports and leisure activities for all ages, sewing, cooking, arts and crafts, trips and outings for older/vulnerable residents, diverse range of cultural activities and coffee mornings.

**Health and wellbeing support services:** Including GP services, support for particular conditions and healthy eating classes.

**Learning opportunities and employment support:** Including English as a second language, digital inclusion support, business advice and support into employment.

**Tackling anti-social behaviour:** Some residents had concerns over community safety and anti-social behaviour and would like to see an enhanced Police presence and services in place to tackle this.



# Community engagement – Summary of findings

## Blantyre Housing Office, future services

More residents responding to the survey and engaging in conversations during community engagement opportunities identified a repairs service as the service they would most like to see delivered from the Blantyre Housing Office, almost three-quarters (73 per cent) selected this in the survey.

Other services selected in the survey included Caretakers service (51 per cent), resident engagement (41 per cent) and leaseholder services (27 per cent). These services also were identified in conversations with residents. In addition, some residents would like the ability to raise rent queries and pay their rent, to speak directly to their Housing officer and for services to be present to tackle anti-social behaviour on the estate.

## Blantyre Housing Office, operating hours

Respondents to the survey were asked if they were satisfied with the current opening hours of 9am to 5pm, Monday to Friday. The majority (73 per cent) were satisfied. However, 16 per cent were not satisfied and there were suggestions for earlier opening times, later closing times and weekend opening, particularly to accommodate those that work during the day.





# Section 3:

## Co-design phase



# Co-designing the engagement plan

Involving local residents in designing the engagement plan for the project was an important stage in the process. Co-designing with local residents brings lived experience and local knowledge to the process, alongside Council officers' professional experience.

## **Purpose of the co-design group**

The co-design group saw residents working with Council officers to co-design an engagement plan to seek the views of residents in the area. The engagement plan was designed to understand wider residents' views on:

- What support services residents would like to see provided on the estate
- Where residents would like to see services delivered from
- The Blantyre Housing Office refurbishment

Some members of the co-design group also supported delivery of community engagement activities

## **Establishing a co-design group**

The Council promoted participation in the co-design group through social media, e-newsletters, the Council's website and by writing to local organisations. An information day was held on 21 February 2024 to provide further information, answer questions and to encourage residents to express an interest in the project. More than 30 residents from World's End, Chelsea Riverside and Stanley Wards expressed interest.

The first co-design meeting took place on 7 March 2024 and met a total of four times, followed by a session to brief residents that wished to support the community engagement activities.

Across the four co-design sessions there was an average attendance of 10 residents from World's End, other areas in Chelsea Riverside (e.g. Lots Road) and Stanley ward. In total 19 individuals have participated across the four sessions.

Details of the four sessions can be seen on the next page.



# Co-designing the engagement plan

## Co-design sessions

Brief information of what the sessions covered can be seen below.

- **Session 1: 7 March – Setting the scene, building relationships**
  - Discussion on purpose of the group, agreeing ground rules, agreeing ways of working together and understanding what residents wanted to get from the sessions/project
- **Session 2: 21 March – Understanding co-design and learning from others**
  - Discussion on what is meant by co-design and what we would be co-designing together, learning from co-design and engagement approaches on Lancaster West, starting to think about the engagement plan
- **Session 3: – 4 April – Developing the engagement plan**
  - Discussions on identifying stakeholders to engage with, opportunities to engage and methodologies
- **Session 4: – 23 April – Finalising the draft engagement plan**
  - Officers had worked with residents' ideas and suggestions to draw up a draft engagement plan. Discussions took place to finalise the plan and the role residents would like to play in delivery of it.

The co-designed engagement plan, alongside survey questions, was shared with Lead Members and Ward Councillors for approval and in order to move into delivery of the consultation and engagement.

Two residents from the co-design phase elected to support the engagement activities and played an active role in gathering the views of residents as part of these activities.



# **Section 4:**

## **World's End Services Survey**

**Analysis of online and postal responses**

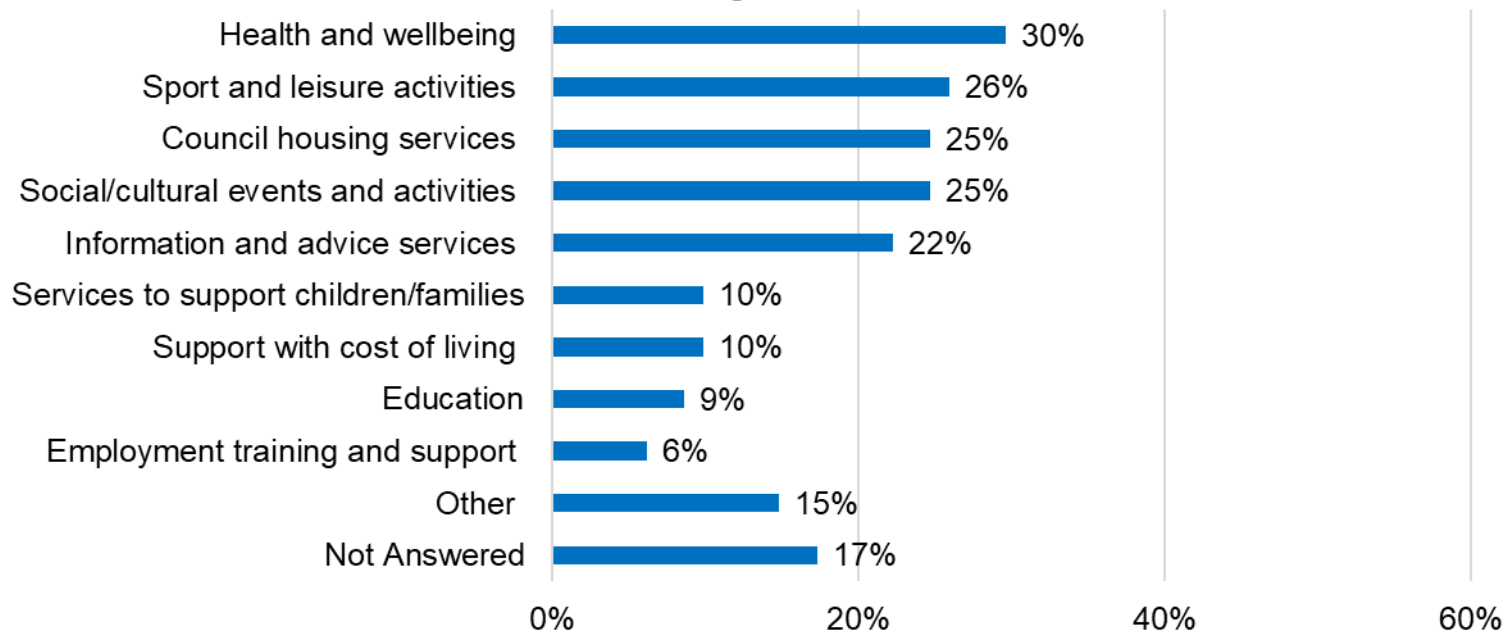


# Services used

Respondents were asked what types of services they currently use on the World's End Estate or surrounding area. Respondents were able to select all options that applied from the list below.

- Just under a third (30 per cent) indicated that they use **health and wellbeing services**
- Around a quarter indicated they take part in **sport and leisure activities** (26 per cent), use **Council Housing services** (25 per cent), **attend social/cultural events and activities** (25 per cent)
- Less, one in ten, use **services to support children/families** (10 per cent) and **services to support with the cost of living** (10 per cent)
- A total of 15 per cent indicated other reasons, these are explored on the following page

## What type of services do you currently use on the World's End Estate or surrounding area?



**Base: 81 (all respondents)**



# Other services used

Those indicating that they used 'other services' were asked to detail the services they use.

Comments made have been themed and those with two or more comments are summarised in the table below. Examples of comments can also be seen below, with the full list of themes and comments found in the appendices.

- Twelve respondents indicated that they did not use any services on the World's End or surrounding area
- Six indicated that they use health services, this included GP services, dentist and the chemist
- Three indicated that use used Library Services.

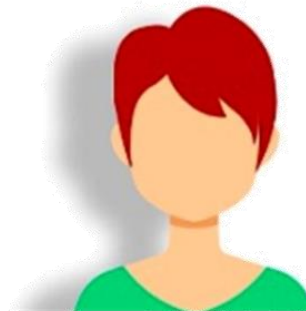
Theme	Count
None/none of the services listed	12
Health services (GP, Chemist and Dentist)	6
Library services	3
Specific community organisations mentioned	3

*“Nothing, there isn’t anything offered that is useful for me.”*

None/none of the services listed

*“Both GP and dentist.”*

Health services



*“The refurbished Chelsea Theatre has lots of activities for adults, women and children [it] runs cultural activities and people feel included.”*

Specific community organisations mentioned

*“Chelsea Library.”*

Library services



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# Services needed

Respondents were asked what, if any, support services they need locally that aren't already provided. Respondents were provided with an open text box to provide their answer, in order to not lead respondents.

Comments made have been themed and those with four or more comments are summarised in the table below. Examples of comments can be seen on the next page, with the full list of themes and comments found in the appendices.

- Eight respondents would like to see more advice and guidance services. This included legal advice and requests for an advice centre
- Five made comments in relation to community safety, with some asking for a more visible police presence
- Five would like to see more health and wellbeing services. This included GP services and support for particular conditions
- Five respondents referenced activities or support for young people. This included sports activities and youth clubs

Theme	Count
Advice and guidance services	8
None or n/a or happy with current provision	6
Community Safety (Policing/Security)	5
Health and wellbeing services (GP Services, mental health support)	5
Young people - activities and support	5
Educational/training support/services (including for employment)	4
Sport/leisure activities	4



# Services needed

*“We need Citizen Advice Centre.”*

Advice and guidance services

*“I need legal support. I went to the service located on Old Brompton Road.”*

Advice and guidance services

*“Better policing on the Ten Acre Estate. Drug use and car theft are commonplace and we never see police patrolling here, lots of traffic wardens though!”*

Community safety (Policing/security)

*“Police presence.”*

Community safety (Policing/security)

*“As mentioned repeatedly to the council, there are no adult services/support for people with ADHD/autistic people. The ADHD service has a closed waiting list and there is nothing offered by the NHS or charities either.”*

Health and wellbeing services

*“All walk-in GP services.”*

Health and wellbeing services

*“I worry about the 10-16 year old who are not interested in football or boxing. More sports like cricket, tennis and water sports for the youths could be included and also music and acting, we already have a theatre.”*

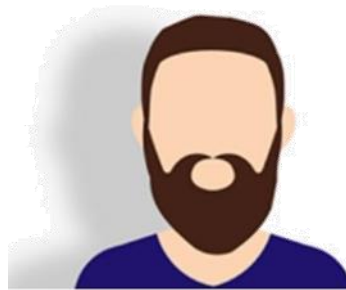
Young people - activities and support

*“More clubs for children and teenagers, i.e. football club. Refurbished sports pitch.”*

Young people - activities and support

*“No training for jobs or courses.”*

Educational/training support/services  
(including for employment)

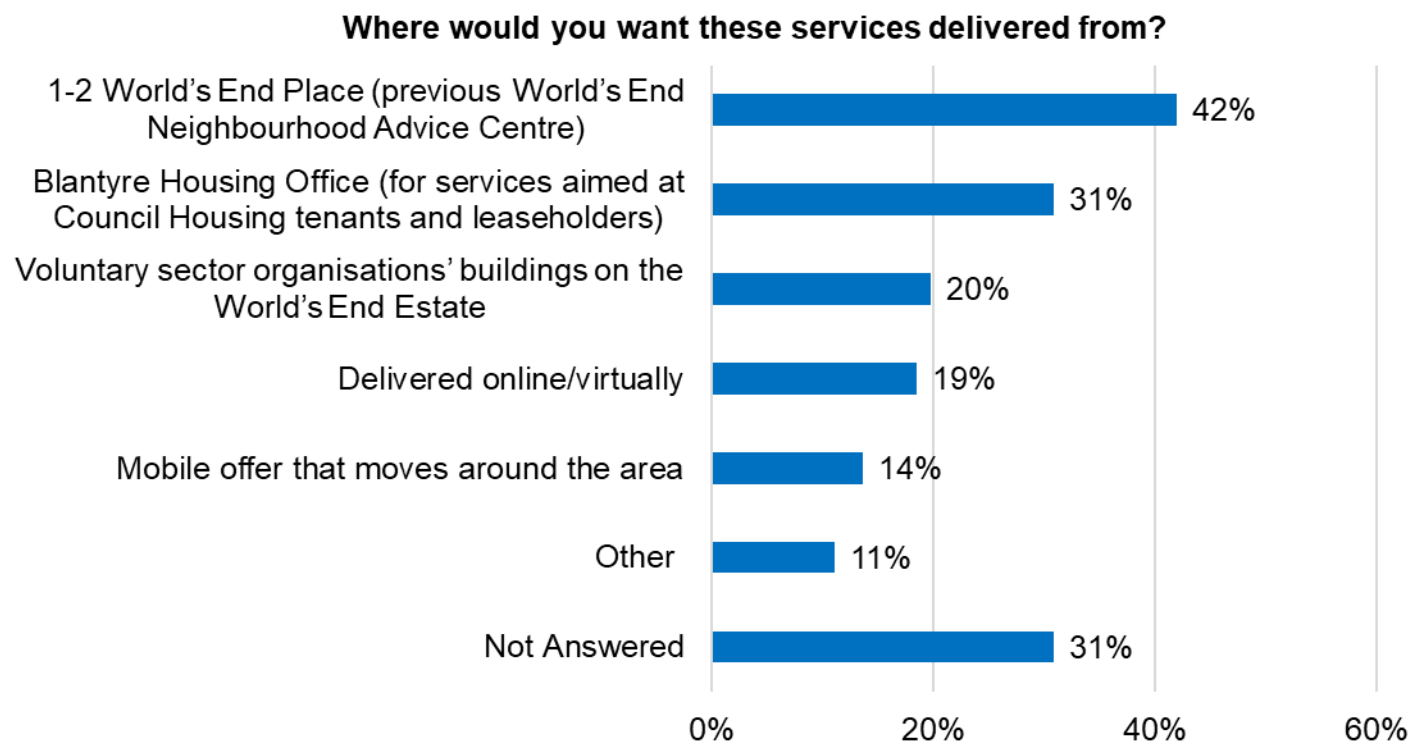




# Locations for service delivery

Respondents were asked where they would like to see additional services delivered from. Respondents were able to select all locations that applied from the list below.

- More than four in ten (42 per cent) would like to see services delivered from **1-2 World's End Place** (previous World's End Neighbourhood Advice Centre)
- Almost a third (31 per cent) would like to see services delivered from **Blantyre Housing Office** (for services aimed at Council Housing tenants and leaseholders)
- Around a fifth, would like to see services delivered from **voluntary sector organisations' building on the World's End Estate** (20 per cent) and **delivered online virtually** (19 per cent)
- A total of 11 per cent indicated other locations, these are explored on the following page



**Base: 81 (all respondents)**



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# Other locations for service delivery

Those indicating an 'other location', were asked to detail where.

These comments were fairly individual and therefore difficult to theme. Examples of comments can be seen below, with the full list of comments found in the appendices.

Seven respondents mentioned specific buildings or organisations in the area. These included Chelsea Theatre, Chelsea Under 5s Centre, Cheyne Family Hub, SMART, Housing Concierge Office and the Police building.

*“For example:-SMART Centre or Chelsea Theatre.”*

*“Chelsea Under 5s. Cheyne Family Hub.”*

*“Transform the empty properties (World's End pub and Riley's pub), from filthy old outdated pubs to something useful.”*



*“Wherever the police HQ is situated. Open a police station patrol 24/7.”*

*“Lots Road Estate.”*

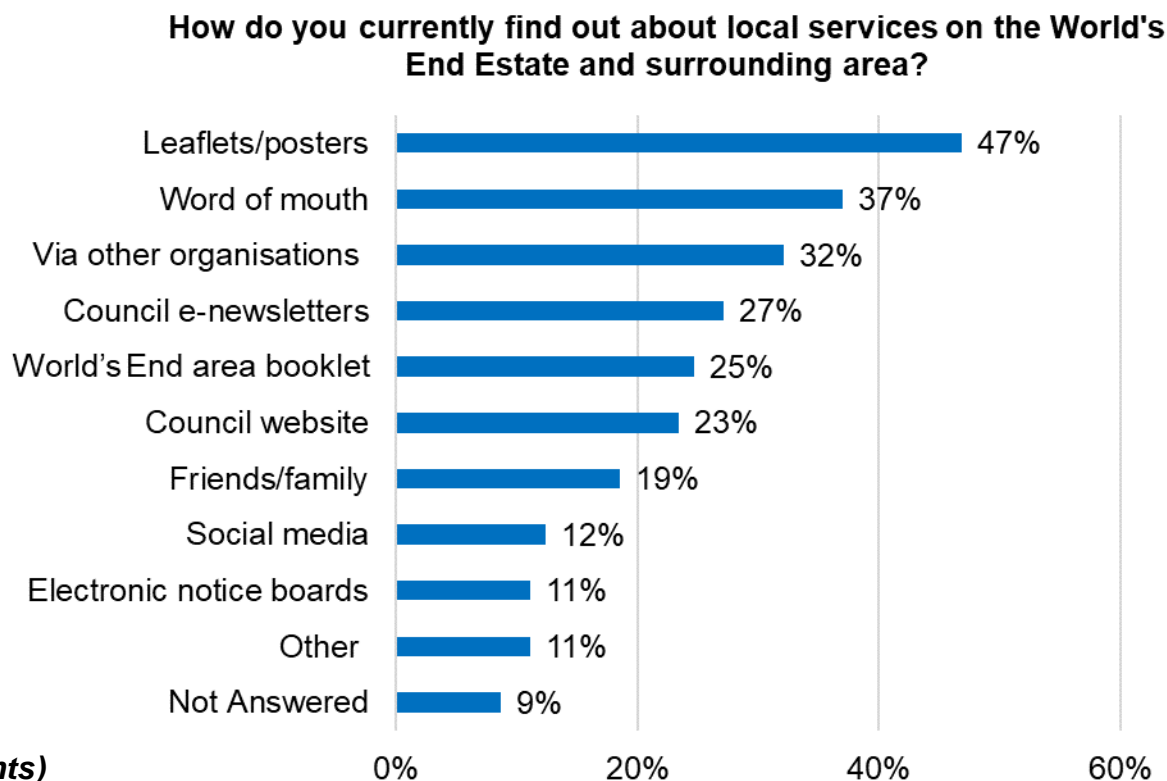
*“Shame you closed WENAC.”*



# Finding out about local services - currently

Respondents were asked how they currently find out about local services. Respondents were able to select all options that applied from the list below.

- Almost half (47 per cent) find out about local services via **leaflets/posters**
- Around a third find out via **word of mouth** (37 per cent) or **via other organisations** (32 per cent), e.g. Chelsea Theatre or the Big Local
- Around a quarter found out about local services via **Council e-newsletters** (27 per cent), the **World's End area booklet** (25 per cent) or the **Council website** (23 per cent).
- A total of 11 per cent indicated they found out via other methods, these are explored in the subsequent pages



**Base: 81 (all respondents)**



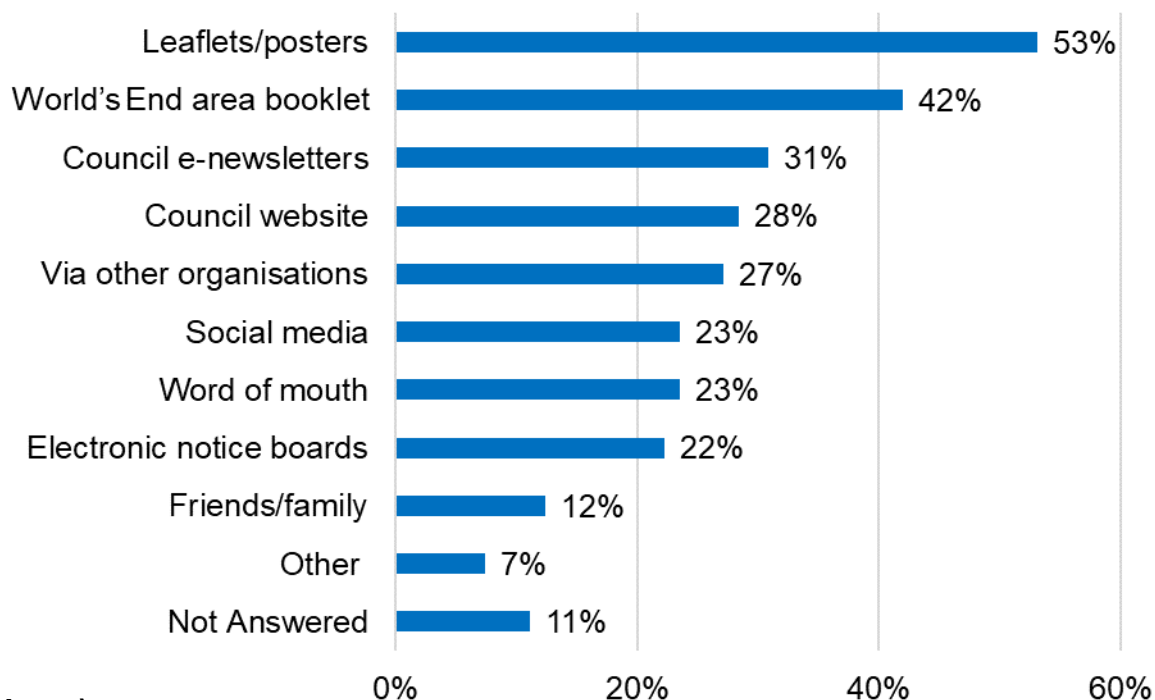
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# Finding out about local services – in the future

Respondents were asked, in the future, how they would like to find out about local services. Respondents were able to select all options that applied from the list below.

- Over half (53 per cent) would like to find out about local services **via leaflets/posters**, this was also the most common way that residents currently find out about services
- More than four in ten (42 per cent) would like to find out via the **World's End area booklet**, this is higher than the 25 per cent who currently find out about local services in this way
- Just under a third (31 per cent) would like to find out via **Council e-newsletters**, this is a similar percentage (27 per cent) to those that currently find out in this way.
- A total of seven per cent indicated they would like to find out via other methods, these are explored in the subsequent pages

**In future, how would you like to find out about local services on the World's End Estate and surrounding area?**



**Base: 81 (all respondents)**



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# Finding out about local services – other comments

Those indicating other ways that they either currently find out about local services, or suggesting other ways that they would like to find out in the future, were asked to detail their answers.

Comments made have been themed and those with two or more comments are summarised in the tables below. Examples of comments can also be seen below, with the full list of themes and comments found in the appendices.

## Currently find out.

Theme	Count
Don't hear/see much	4
Community champions or local organisations	2
Post/letter	2
Posters/leaflets	2
World's End Services booklet	2

*“Took me 35 years to find out about the good practice GP surgery I live opposite.”*

Don't hear/see much

*“Dialogue days carried out by community champions at The Chelsea Theatre, inviting the community.”*

Community champions or local organisations



## Would like to find out in the future.

Theme	Count
Leaflets/newsletters	3
Via local organisations	3
Letters/post	2
Notice boards	2

*“More leaflets and information posted through the door, as most of the support services in the booklet I didn't know about.”*

Leaflets/newsletters

*“SMART's rehabilitation centre.”*

Via local organisations



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# Other comments on local service delivery

Respondents were given the opportunity to add any other comments they wished on local service delivery.

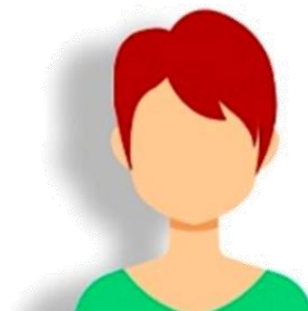
Comments made have been themed and those with three or more comments are summarised in the table below. Examples of comments can also be seen below, with the full list of themes and comments found in the appendices.

- Three respondents felt that the area is well cared for or has enough services
- Three commented on community safety issues or tackling anti-social behaviour

Theme	Count
Area is well cared for/has enough services	3
Community safety and tackling anti-social behaviour	3

*“We need to reduce drug, car theft and home crime on this iconic 10 acre estate.”*

Community safety and tackling anti-social behaviour



*“A wonderful, eclectic and lively area. Streets are generally safe but often there's a lot of litter, people drink and take drugs in the parks in front of children.”*

Community safety and tackling anti-social behaviour

*“I believe this area is well cared for by RBKC.”*

Area is well cared for/has enough services

*“Nothing that I can think of but just to say thank you for everything you do, really means a lot to me. Greatly appreciated.”*

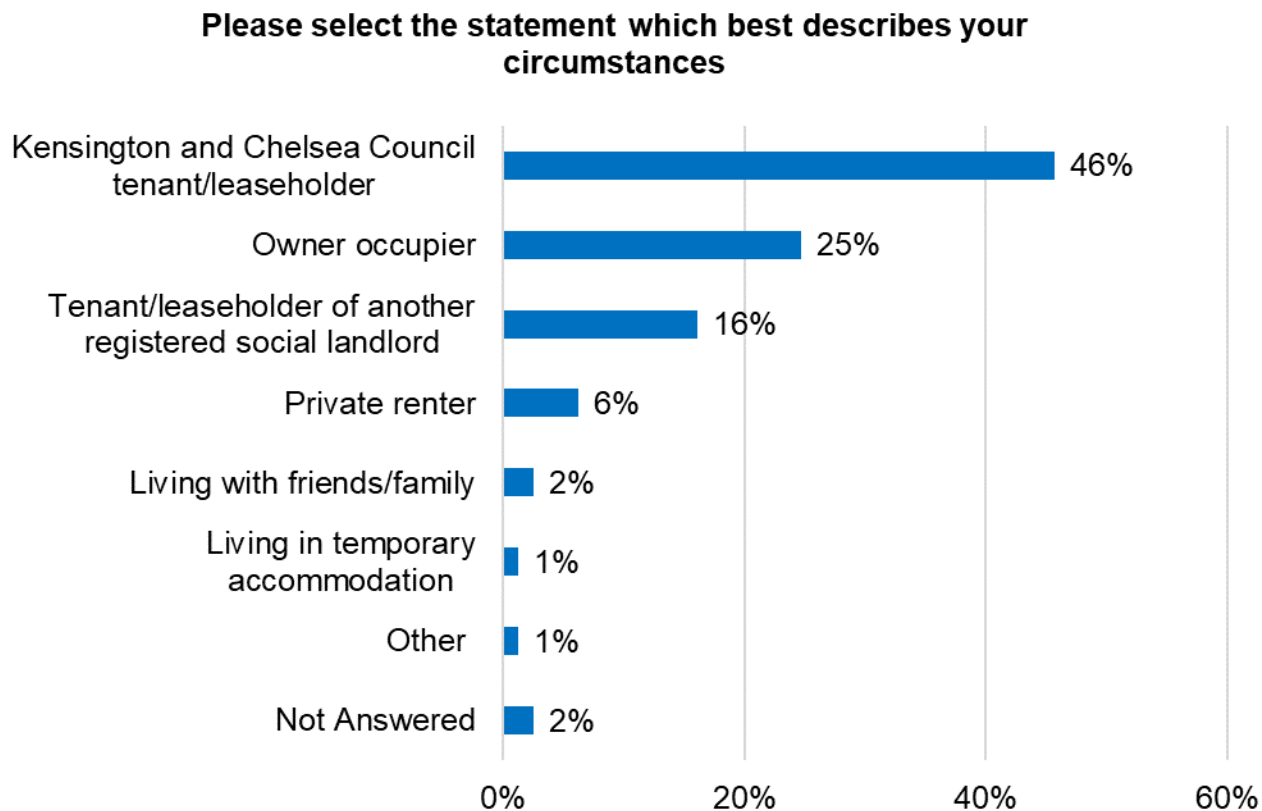
Area is well cared for/has enough services



# Housing tenure

Respondents were asked about their housing tenure.

- Almost half (46 per cent) of respondents indicated that they are a **Council tenant/leaseholder**
- A quarter of respondents are **owner occupiers**
- A total of 16 per cent are **tenants/leaseholders of another registered social landlord**



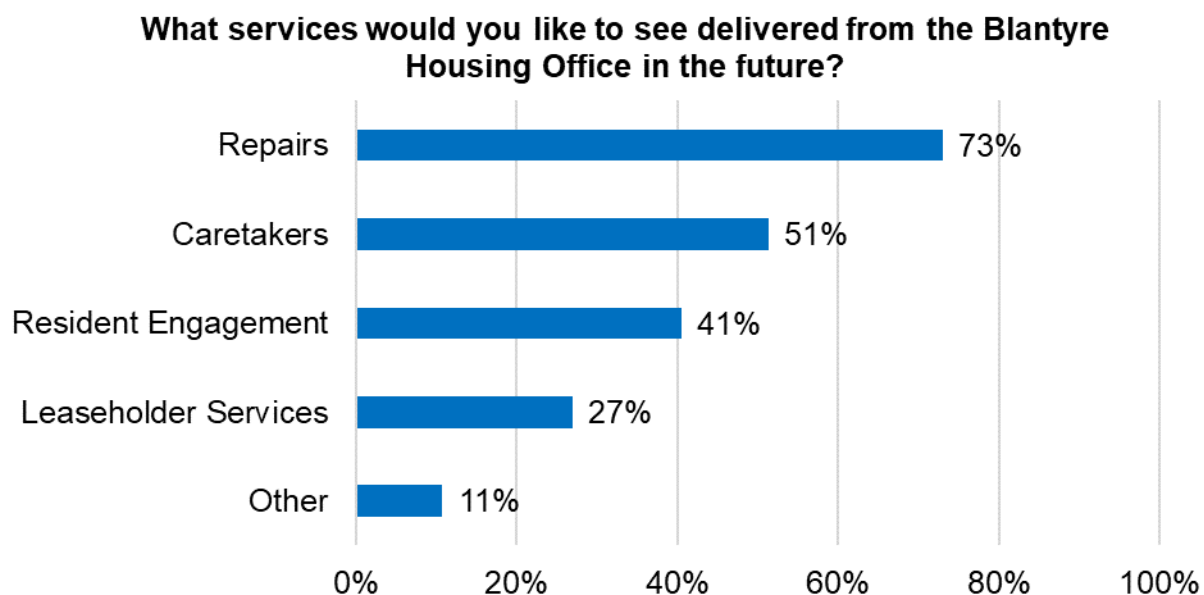
**Base: 81 (all respondents)**



# Blantyre Housing Office – Future services

Respondents indicating they are a Council tenant or leaseholder (37 respondents) were asked what services they would like to see delivered at the Blantyre Office following refurbishment. Respondents were able to select as many answers as they wished from a list and/or indicated other services

- Almost three-quarters (73 per cent) of respondents would like to see a **Repairs** service delivered from Blantyre Housing Office
- Over half (51 per cent) would like to see **Caretakers** at the Blantyre Housing Office
- Around four in ten (41 per cent) would like to see **Resident Engagement** at the office
- Over a quarter (27 per cent) would like to see **leaseholder services** delivered from the Blantyre Housing Office
- A total of 11 per cent indicated other services they would like to see; these are detailed on the next page.



**Base: 37 (Those indicating they are a Council tenant/leaseholder)**





# Blantyre Housing Office – Future services

Those that indicated that they would like to see other services delivered from the Blantyre Housing Office, were asked to comment on what they would like to see.

Three respondents would like to see services **tackling anti-social behaviour**, all other comments were individual and not possible to theme. Examples of comments made can be seen below and all comments can be found in the appendices.

*“Anti-social behaviour, where such behaviour can be reported and dealt with quickly.”*

Tackling anti-social behaviour



*“Leaseholder services are non existent needs to be addressed.”*

Leaseholder services

*“Repairs service should be a direct offer, not through customer care intermediaries. Dedicated housing officers should be first point of contact.”*

Repairs service

*“Responsible person who will lock the playground in the evenings which is located behind Apollo House, Cremorne Estate. As it is not being locked and causes youths using the playground until 2am and disturbing the residents being loud and playing music constantly. This has been reported so many times and nobody is resolving this anti-social behaviour.”*

Tackling anti-social behaviour

*“Impartial advice, face to face.”*

Advice services



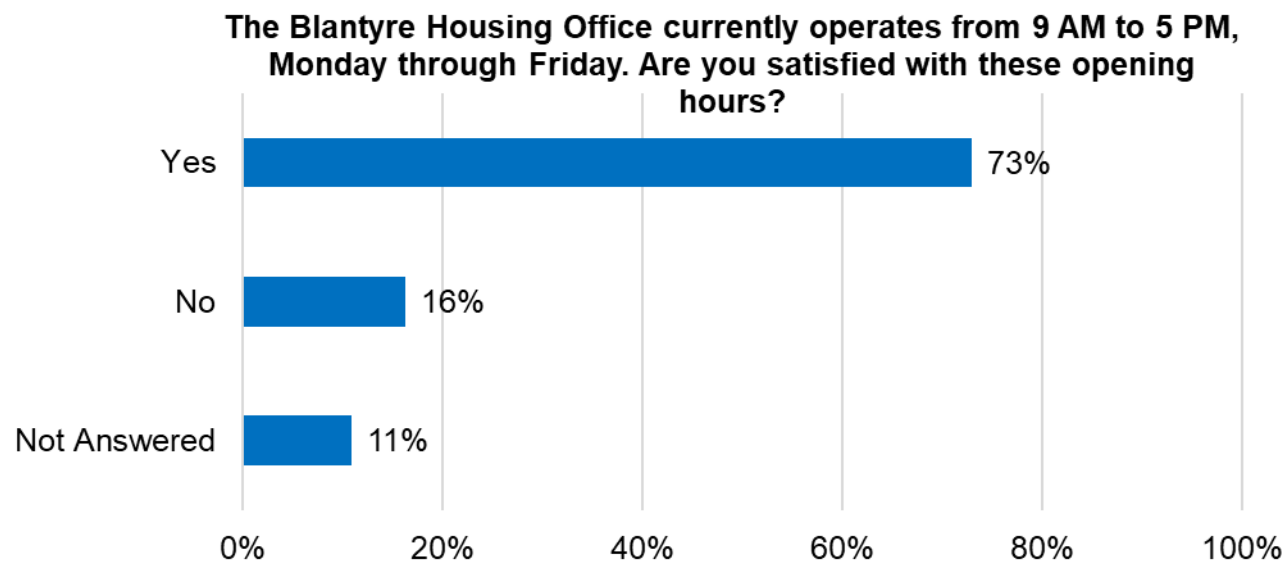
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# Blantyre Housing Office – Operating hours

The Blantyre Housing Office currently operates from 9am to 5pm, Monday to Friday. Respondents indicating they are a Council tenant or leaseholder (37 respondents) were asked if they were satisfied with these opening hours.

- Almost three-quarters (73 per cent) of respondents indicated that they were satisfied with these operating hours
- However, 16 per cent of respondents were not satisfied

Those indicating that they were not satisfied, were asked to suggest changes to the current opening hours, this is explored on the next page



**Base: 37 (Those indicating they are a Council tenant/leaseholder)**



# Blantyre Housing Office – Comments on operating hours

Those that were not satisfied with the current operating hours of the Blantyre Housing Office, were asked to comment on what they would like to see.

Comments made have been themed and those with two or more comments are summarised in the table below. Examples of comments can also be seen below, with the full list of themes and comments found in the appendices.

- Three respondents indicated the current opening hours do not work for those working
- Three respondents would like to see a later closing time, for example 6pm
- Three would like to see weekend opening
- Two would like to see earlier opening times, for example 8am

Theme	Count
Does not work for those working	3
Later closing time (6pm)	3
Weekend opening (Saturday and/or Sunday)	3
Earlier opening times (8am)	2

*“Monday 8am - 6pm - to deal with the weekend issues; Tuesday - Friday - 9am - 6pm and Saturday and Sunday - 10am - 1pm*

Later closing time, weekend opening



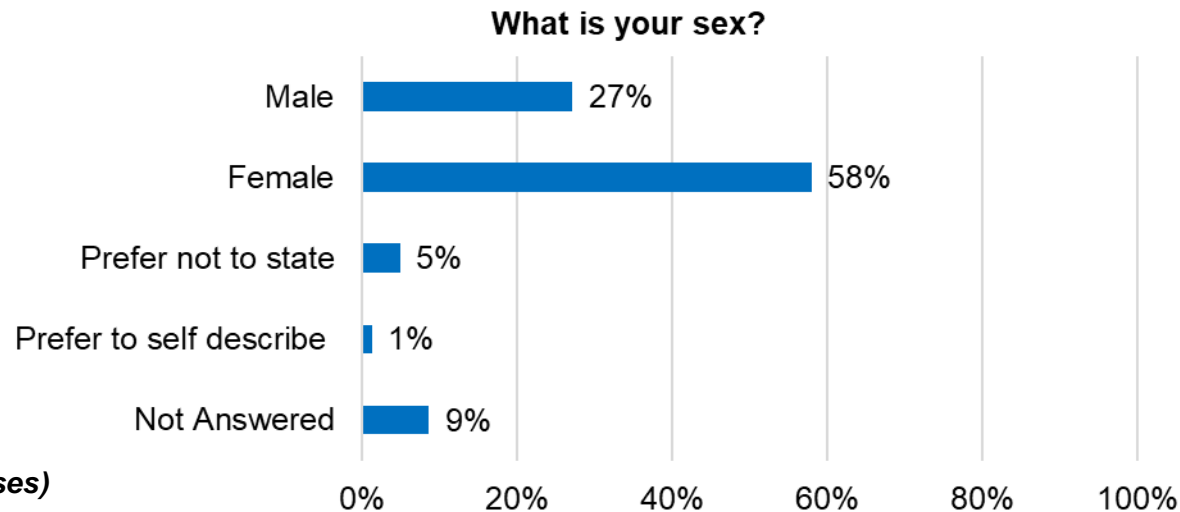
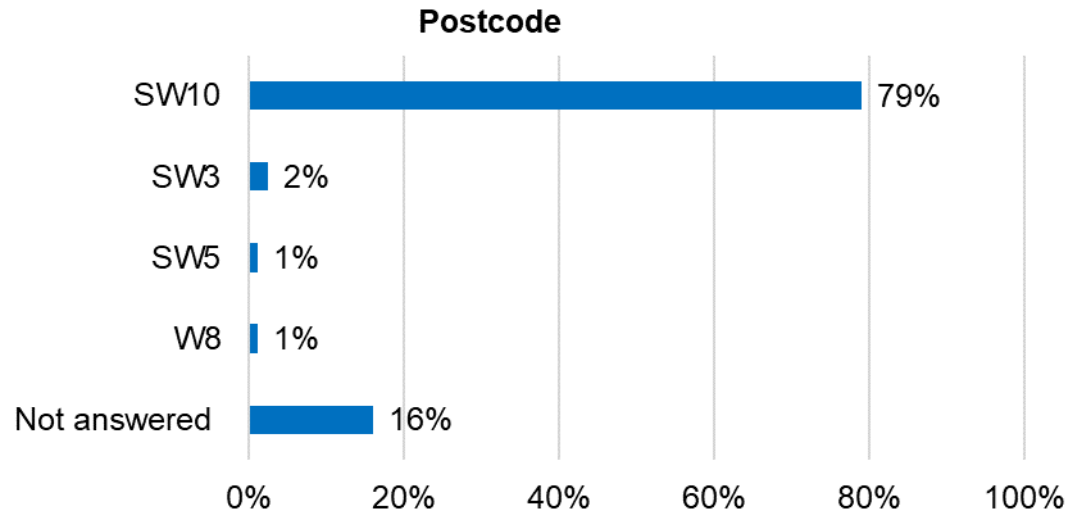
*“People are working, these hours which makes it impossible for home residents to visit the office.”*

Does not work for those working



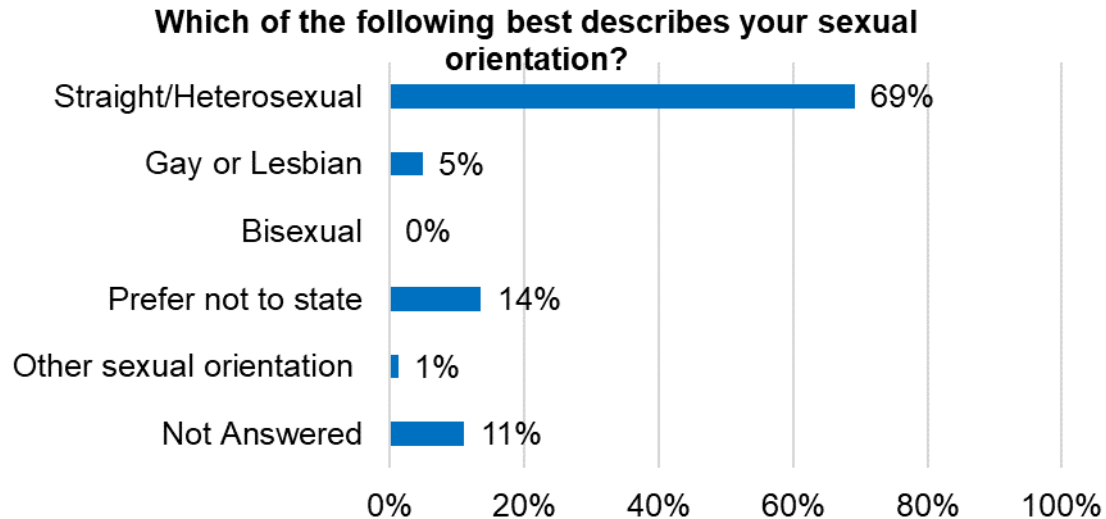
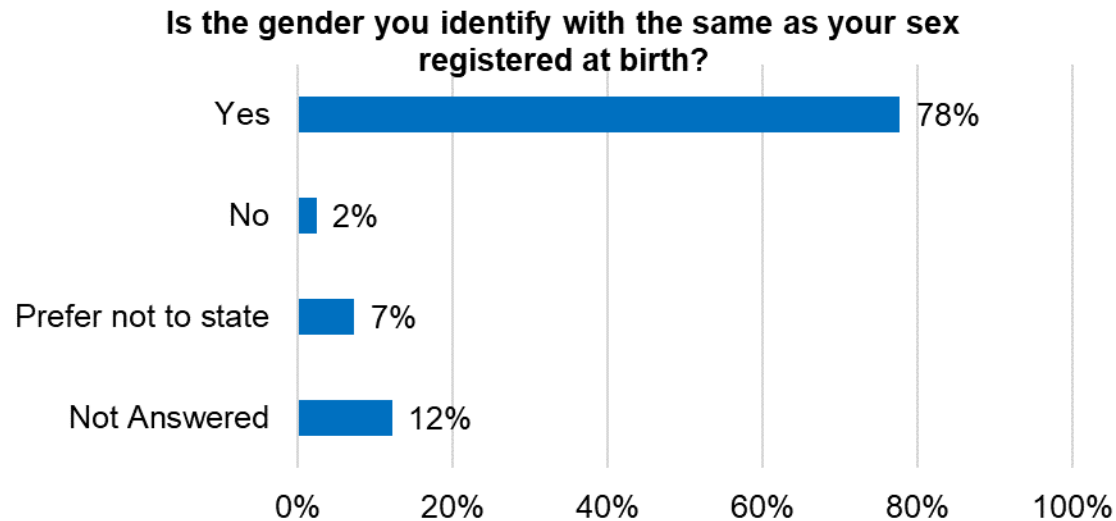
# About the respondents

Respondents were asked a series of questions about themselves, to understand more about those responding. The following pages detail respondents' answers



**Base: 81 (all responses)**

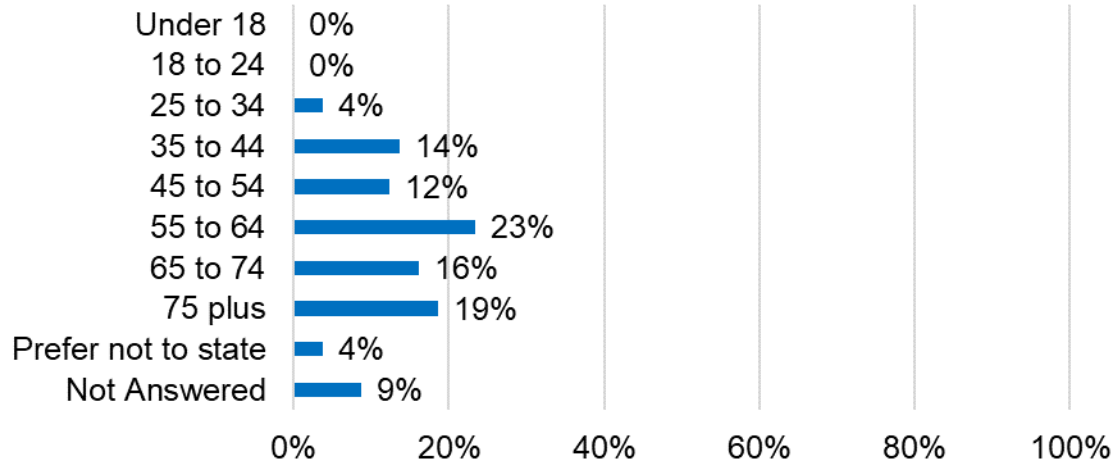
# About the respondents



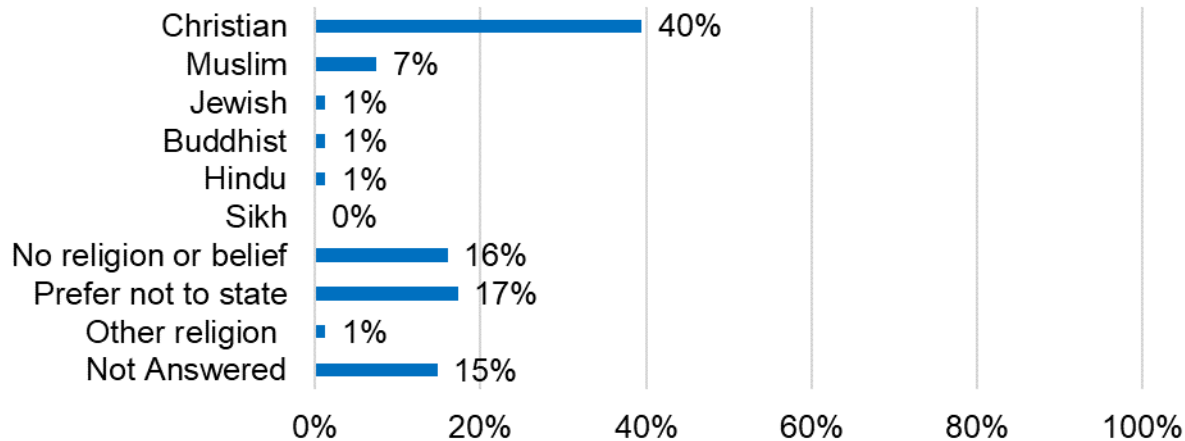
**Base: 81 (all responses)**

# About the respondents

## Which age group do you belong to?



## What is your religion or belief?



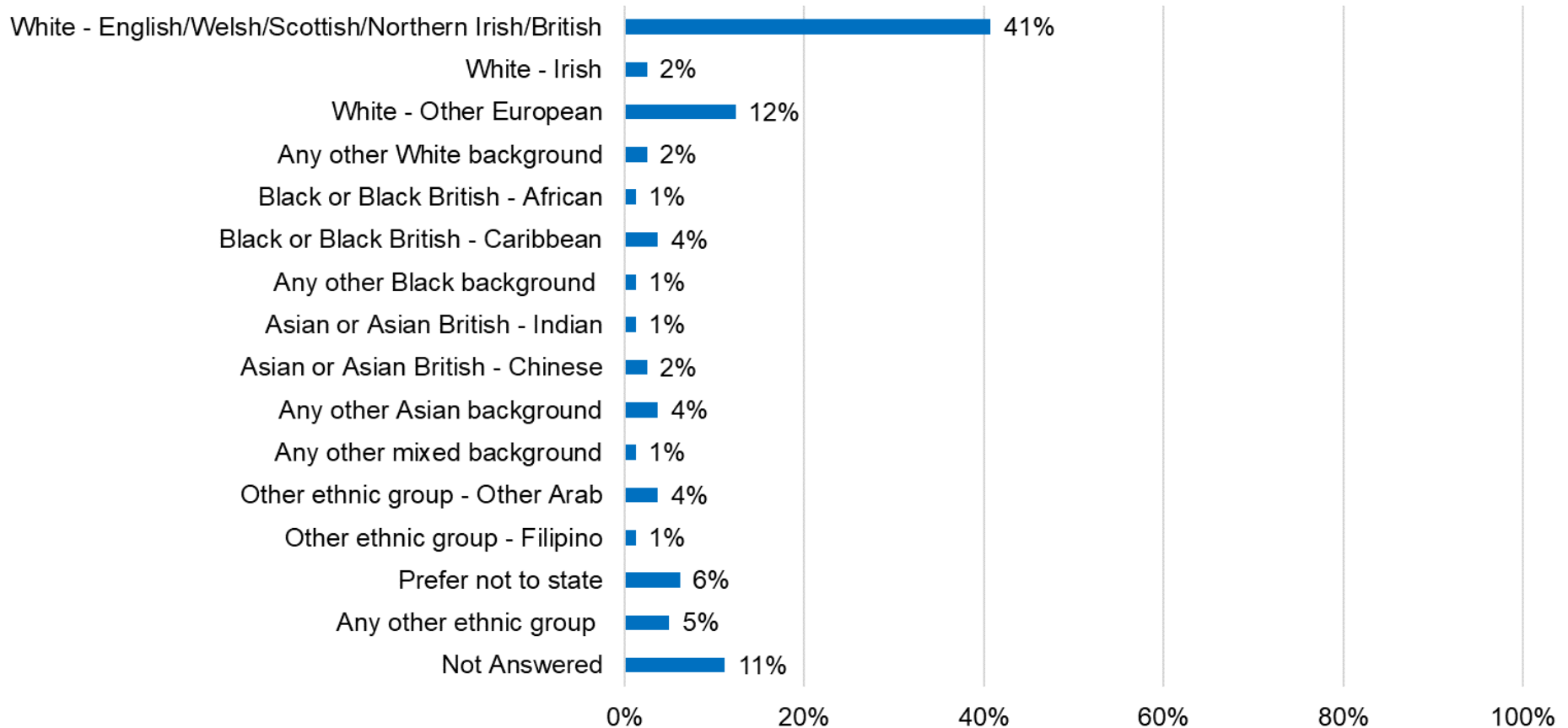
Base: 81 (all responses)



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# About the respondents

## How do you describe your ethnic origin?

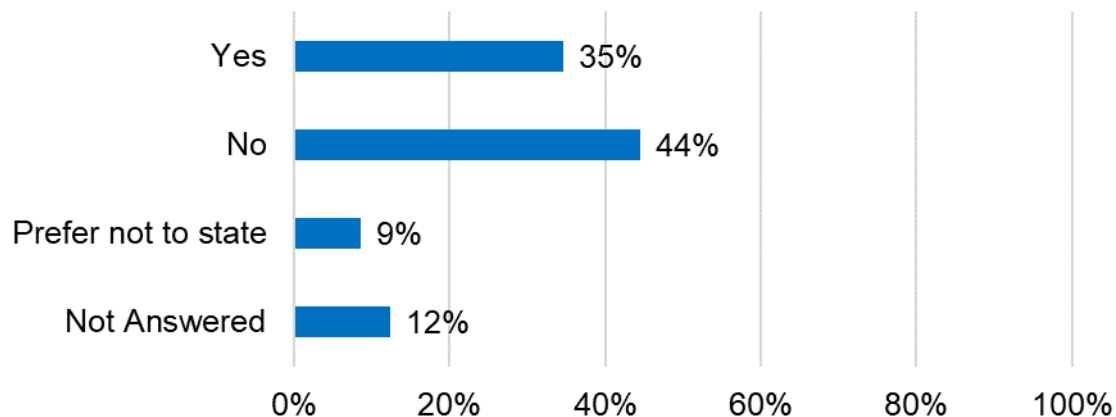


**Base: 81 (all responses)**

**Only ethnicities shown where an answer was supplied**

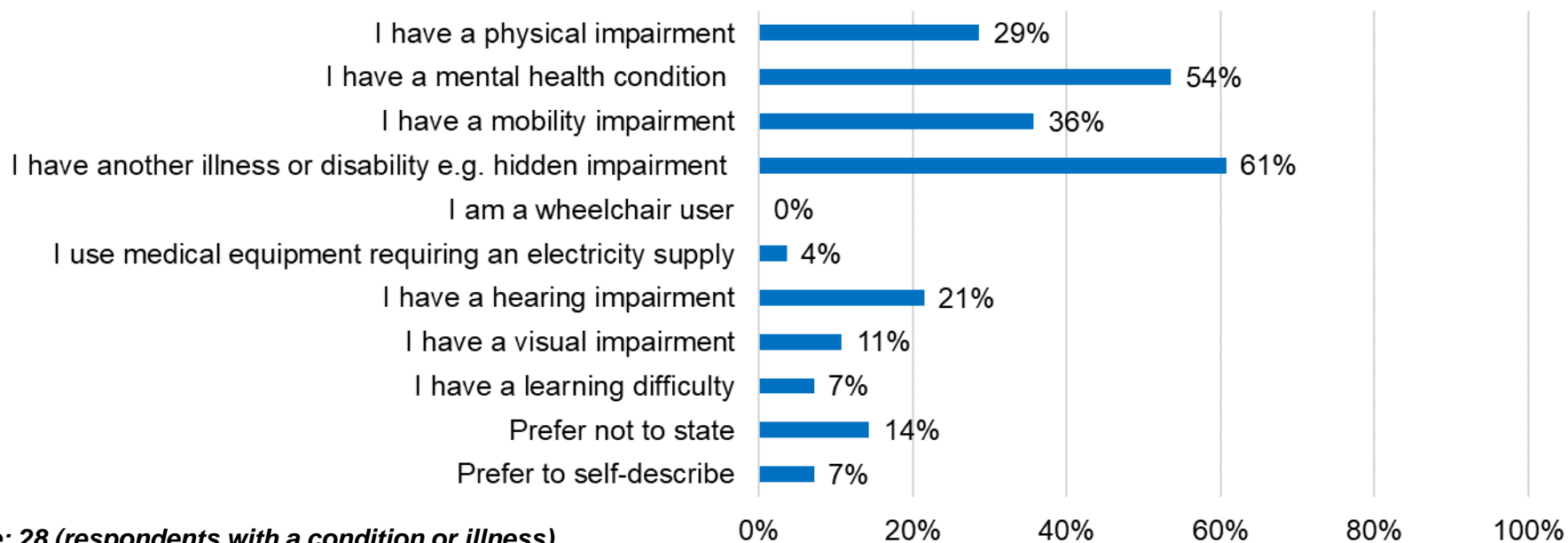
# About the respondents

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



**Base: 81 (all responses)**

**If yes, what is the nature of your physical or mental health condition or illness?**



**Base: 28 (respondents with a condition or illness)**



# Section 5:

# World's End Community Engagement



# Community engagement – Summary of findings

## **Current services used:**

Residents attend and make use of a range of community and voluntary organisations on the World's End Estate and surrounding area. Including Chelsea Theatre, Big Local, Salvation Army, Islamic Centre, St Johns, Mosque, Flashpoint, Chelsea Youth Club, Flashpoint FC. Services provided by the Council are also used by residents including Blantyre Housing Office and Cheyne Family Hub.

Residents take part and use a range of social activities, learning opportunities and classes. This includes sports activities, classes, attending places of worship and use health and wellbeing services provided by GPs, dentist and pharmacy.

## **Support or services would like to see delivered that aren't already provided:**

**Services to support children, young people and parents:** Including, affordable activities for children and young people, play and soft play activities, homework clubs, sports activities (including more clubs, sports pitches and range of sports), homework clubs, half term provision, support groups and service for parents and improvements to parks and playgrounds.

**Support for low income families:** Including, food banks, low cost or subsidised activities, advice and guidance services and more affordable food/supermarket options.

**Advice and guidance services:** Including, financial and legal advice services.

**Social and leisure activities:** Including, combating loneliness and isolation, sports and leisure activities for all ages, sewing, cooking, arts and crafts, trips and outings for older/vulnerable residents, diverse range of cultural activities and coffee mornings.

**Health and wellbeing support services:** Including healthy eating classes.

**Learning opportunities and employment support:** Including English as a second language, digital inclusion support, business advice and support into employment.

**Tackling anti-social behaviour:** Some residents had concerns over community safety and anti social behaviour and would like to see services in place to tackle this.



# Community engagement – Summary of findings

## Locations for delivery

Residents suggested a range of locations for service delivery with 1-2 World's End Place amongst the most popular. The use of community and voluntary organisations on the World's End Estate was also mentioned by many in addition to Blantyre Housing Office, particularly for housing related services.

## Blantyre Housing Office, future services

In engagement sessions Council tenants and leaseholders identified a range of services that they would like to see delivered from the Blantyre Housing Office, these included:

- Repairs service, this was most commonly mentioned
- Rent queries and ability to make payments
- Ability to speak directly to Housing officers
- Caretakers' service
- Services for leaseholders
- Services to tackle anti-social behaviour
- Resident engagement



# Community engagement sessions: Family Hubs Parent Carer Panel Meeting

Engagement Information	
<b>Location:</b>	Cheyne Family Hub
<b>Group/target audience:</b>	Parents/carers
<b>Date:</b>	5 June 2024
<b>Number engaged with:</b>	Six

## Summary of feedback from the engagement activity

### Current services used:

Participants indicated that they use a range of services for children and young people or to support parents and carers. This included services provided by the Family Hub, schools/nurseries and children's centres. Parents attending also indicated that they use health services locally including GP and dentists. Some of the group indicated that they attend places of worship and community centres on the World's End Estate or surrounding area.

### Support or services would like to see delivered that aren't already provided:

Participants highlighted a range of services that they would like to see delivered or for more provision of some services that are provided. There was a focus on services and activities for children and families, this included: soft play, sensory play, play groups, half term provision, homework clubs and more support for those with special educational needs or disabilities. The group would like to see more parenting support groups and a family friendly café. There was also a call to refurbish the park by Flashpoint.

Other suggestions included services to tackle food poverty, including more affordable shops and the World's End Market was mentioned. Social and leisure activities for adults was also mentioned, including more exercise classes and activities to tackle loneliness.

### Locations for delivery

The group felt there was a gap in provision between Fulham Road and Earl's Court Road and would like to see delivery focused on this area.



# Community engagement sessions:

## World's End Day

Engagement Information	
<b>Location:</b>	World's End Club Room
<b>Group/target audience:</b>	Council tenants and leaseholders
<b>Date:</b>	20 June 2024
<b>Number engaged with:</b>	19

### Summary of feedback from the engagement activity

#### Current services used:

Residents attend a range of community organisations on the estate (Chelsea Theatre, Salvation Army, Big Local, Flashpoint) and use Council Housing Services. Activities include lunch clubs, exercise classes, health and wellbeing activities, Market, food bank, baby bank, money/debt advice, information advice and guidance, after school clubs/activities for young people, health services, computer classes.

#### Support or services would like to see delivered that aren't already provided:

Residents identified a range of services and activities that they would like to see delivered in the future. This included, spaces for hires (for parties), more exercise classes (including for elderly), health classes/advice (e.g. healthy eating), employment/business advice, cheaper supermarket options and, social activities/classes (e.g. sewing, repairs). There was a particular focus on activities for children and young people. Residents would like to see affordable activities and services better promoted. There was also a view that services are not always inclusive of local needs and culture.

#### Blantyre Housing Office, future services

Residents would like to see Housing Officers available in person and for it to be easier to speak directly to Housing Officers.



# Community engagement sessions:

## World's End Estate engagement day

Engagement Information	
<b>Location:</b>	Big Local, Salvation Army and Chelsea Theatre
<b>Group/target audience:</b>	Residents
<b>Date:</b>	26 June 2024
<b>Number engaged with:</b>	20

### Summary of feedback from the engagement activity

#### Current services used:

Residents attended a range of community organisations on the estate, this included Chelsea Theatre, Salvation Army, Big Local, Flashpoint, the Mosque. Some of the residents also used Council Housing Services, the Under 5s Centre and Ashburnham School. Services used included food banks, exercise classes, lunch clubs, sports and exercise activities as well as local shops and GP services.

#### Support or services would like to see delivered that aren't already provided:

Residents identified a range of services or activities that they would like to see. This included advice services, social activities, sports or leisure activities, improvements to parks or playgrounds, adult education services (English as a second language, digital inclusion) and activities for young people (homework club, sports, etc.).

Some residents raised community safety issues and would like to see anti-social behaviour tackled on the estate.

#### Locations for delivery

1-2 World's End Place was the most popular suggestion. Some residents suggested delivery from community organisations on the estate or the Blantyre Housing Office.

#### Blantyre Housing Office, future services

Offering a repairs service was the most popular suggestion. Other requests included rent queries and payments, services for leaseholders and ability to raise general housing issues and queries.



# Community engagement sessions: Second World's End Estate engagement day

Engagement Information	
<b>Location:</b>	World's End Market, Big Local, Islamic Centre and Chelsea Theatre
<b>Group/target audience:</b>	Residents
<b>Date:</b>	5 July 2024
<b>Number engaged with:</b>	33

## Summary of feedback from the engagement activity

### Current services used:

Residents use a range local voluntary and community organisations including Big Local, Chelsea Theatre, Flashpoint, Islamic Centre, St John's and Salvation Army. Some also use the Market and Housing Office.

Activities used include - knitting class, chair exercise (Age UK), Singing and African dance.

### Support or services would like to see delivered that aren't already provided:

Resident would like to see advice services/financial advice, activities for young people, classes and adult learning (digital inclusion, employability support), support and activities for parents, elderly and vulnerable residents (including day trips and social activities). There was a request for transport for older residents and for cheaper food options (e.g. Aldi and Lidl).

### Locations for delivery

1-2 World's End was the most popular location for service delivery. But some mentioned voluntary organisations on the estate, the Blantyre Housing Office or a mobile offer.

### Blantyre Housing Office, future services

Repairs was most popular, but rent payments and parking options mentioned (there was an ask for short stay parking for Islamic Centre and parking for family/visitors).



# Community engagement sessions:

## Engagement with those using Flashpoint Food Bank

Engagement Information	
<b>Location:</b>	Flashpoint
<b>Group/target audience:</b>	Residents
<b>Date:</b>	20 June 2024
<b>Number engaged with:</b>	Seven

### Summary of feedback from the engagement activity

#### Current services used:

Residents indicated that they attend a range of community organisations on the World's End Estate. This included Flashpoint, Big Local and the Salvation Army. Residents indicated that they use the food bank, luncheon clubs (at a variety of organisations) and social and leisure activities on the estate. Residents were generally very complimentary about the Foodbank and services on offer on the estate.

#### Support or services would like to see delivered that aren't already provided:

Although most were happy with the current provision. Suggestions for additional services included: more food banks or support for low income families, more advice services (including financial advice) and emotional health and wellbeing support. One resident had benefited from training to support digital inclusion and would like to see more such services and training.

#### Locations for delivery

One resident was keen to see the World's End Pub brought back into use and felt this could be a good place for community activities.





# Community engagement sessions:

## Money Café engagement

Engagement Information	
<b>Location:</b>	World's End Community Centre
<b>Group/target audience:</b>	Council tenants and leaseholders
<b>Date:</b>	10 July 2024
<b>Number engaged with:</b>	Nine

### Summary of feedback from the engagement activity

#### Current services used:

Residents used Housing services, including the money café and repairs service. Some indicated that they attended community organisations on the estate, including Chelsea Theatre. The particular services or activities that residents used included advice services, health and wellbeing activities, food banks and leisure activities.

#### Support or services would like to see delivered that aren't already provided:

Some residents indicated that they were happy with services on offer, including Housing services. However, residents indicated that they would like to see a diverse range of social and cultural services offered on the estate, suggestions included: cooking classes, arts and crafts, coffee mornings and activities for young people (e.g. scouts).

#### Locations for delivery

Residents suggested services could be delivered from Blantyre Housing Office and/or from voluntary organisation buildings on the estate.

#### Blantyre Housing Office, future services

The majority of residents would like a repairs service delivered from the office. Other suggestions from residents included access to their Housing Officer, Caretakers and the Resident Engagement Team. Some residents would like to see services to tackle anti-social behaviour on the estate and one suggested a Social Services function.



# Community engagement sessions:

## Flashpoint FC youth engagement

Engagement Information	
<b>Location:</b>	Flashpoint FC
<b>Group/target audience:</b>	Young people
<b>Date:</b>	4 July 2024
<b>Number engaged with:</b>	12

### Summary of feedback from the engagement activity

#### Current services used:

Many of the young people attending Falshpoint FC indicated that in addition to football activities that they also attended Chelsea Youth Club, made use of local parks and some had attended community events and activities

#### Support or services would like to see delivered that aren't already provided:

The young people were particularly keen to see a range of sports activities offered on the World's End Estate or surrounding area. They wanted to see more clubs and pitches, particularly mentioning football, rugby, basketball and hockey. The young people felt that these should be subsidised and affordable. In addition to sports activities, young people mentioned the need for structured outings and health talks.

#### Locations for delivery

The young people would like to see services delivered on or close to the World's End Estate, with Chelsea Theatre, local parks and the Youth Club mentioned.



# Community engagement sessions: Chelsea Youth Club engagement

Engagement Information	
<b>Location:</b>	Chelsea Youth Club
<b>Group/target audience:</b>	Young people
<b>Date:</b>	5 July 2024
<b>Number engaged with:</b>	Five

## Summary of feedback from the engagement activity

### Current services used:

In addition to services at the youth club, some of the young people indicated that they took part in football activities in the local area.

### Support or services would like to see delivered that aren't already provided:

The young people focused on three main areas. Sports; wanting to see a diverse range of accessible sports offered. Playgrounds, more or improved provision and structured activities, including filming, art, clothing design and business start up.

### Locations for delivery

The group wanted to see delivery from the World's End Estate with both Chelsea Youth Club and a mobile offer mentioned.

