

Kensington and Chelsea Citizens' Panel – Service Standards

Consultation report and findings
Report written January 2025

Introduction

Background

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

The Panel survey on the Council's resident-led Service Standards launched in November 2024 and focussed on gaining a better understanding of how aware residents are of the Service Standards and what the impact of the Standards has been. It also looks at Panel members' views about the customer service they experience when contacting the Council.

Methodology and report

The survey was developed with colleagues from the Customer Access Team, as well as the Lead Member for Finance, Customer Services and Net Zero Council. The Panel survey was launched on 15 November 2024. Four subsequent reminder emails and two reminder texts were sent to encourage Panel members to complete the survey. ***Please note that throughout this report where the term Panel members or respondent is used, this refers to the 250 Panel members who responded to this survey.***

The survey closed on 30 December 2024 and 250 completed surveys were received (238 online and 12 paper).

Throughout the report, responses have been analysed for any key demographic differences. Responses to questions have been compared by sex, age, ethnicity and area lived in. For questions where there is a differences of five per cent or more between the categories, the difference has been reported on.

Introduction

Appendix

The separate appendices report contains the data tables of results and the details of all themed comments made by respondents in relation to the consultation, this report shares some examples of the comments made under the most frequently mentioned themes. The appendices report is available on request.

Equalities

Equalities data is presented in the '**About Respondents: Demographic Breakdown**' section and is used throughout to identify any differences in opinion. Please note the split in age ranges used is limited to those under 60 compared to those over 60 due to the small number of responses from Panel members under 35 so it was not possible to make any further breakdowns meaningful.

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

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

Acknowledgements

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

Results at a glance – Panel survey findings

- **Contacting the Council** – Almost half of Panel members (47 per cent) selected that they contacted the Council once a year or less. A total of 31 per cent contacted the Council every 2/3 months or less (**2/3 months** (17 per cent) **about once a month** (10 per cent) and **every week** (4 per cent)).
- **Awareness of Service Standards** – Over half of Panel members (57 per cent) had not heard of the Service Standards. Male respondents (27 per cent) were more likely to have heard of the Service Standards than female respondents (21 per cent). Ethnically Diverse respondents (29 per cent) were more likely to have heard of the Service Standards than White respondents (22 per cent). Those living in the south of the borough (29 per cent) were more likely to have heard of the Service Standards than either those living in the north (24 per cent) or the centre (21 per cent).
- **Services contacted** – The top five mentioned services Panel members have contacted in the past 12 months were **Parking** with 43 mentions, **Waste Management** (35 mentions), **Housing** (29 mentions), **Council Tax** (22 mentions) and **Housing Repairs** (20 mentions).
- **Views on recent contact** – Panel members most often felt **confident that the Council understood what they contacted them about** (37 per cent always and 34 per cent mostly) and **seen, heard and listened to** (35 per cent always and 28 per cent mostly). Those living in the centre of the borough (74 per cent) felt this more than those living in the north and the centre (61 per cent each). Respondents least often felt that **they could escalate their enquiry or concern easily** (18 per cent sometimes, 13 per cent rarely and 13 per cent never) and that **they were included in decisions about them/their family** (19 per cent sometimes, 10 per cent rarely and 13 per cent never).
- **Overall satisfaction with customer services** – Over half of respondents (62 per cent) said they were **either very satisfied** (30 per cent) or **satisfied** (32 per cent) with the service they had received. Those aged 60 and over (65 per cent) were more satisfied than those aged under 60 (58 per cent). White respondents (63 per cent) more satisfied than Ethnically Diverse respondents (58 per cent).

Results at a glance – Panel survey findings continued

- **Impact of Service Standards** – Over half of Panel members (52 per cent) said they **neither agree or disagree** that the customer service they received from the Council has improved since the introduction of the Service Standards. Ethnically Diverse respondents (41 per cent) were more likely to agree than White respondents (28 per cent). Those living in the north of the borough (35 per cent) were more likely to agree than those living in the south (30 per cent) and the centre (28 per cent).
- **Comments about Customer Services** – The top five themes identified in the comments made were **praise for service received** with 55 mentions, **negative feedback on a specific service** (18 mentions), **did not received a clear follow up** (14 mentions), **not contacted the Council recently** (nine mentions) and **does not feel staff care** (eight mentions).
- **What good looks like** – When asked if they thought the Service Standards help them know what good looks like and what they can expect when they contact the Council 50 per cent of Panel members selected **yes**. Those living in the south of the borough (63 per cent) were more likely to say yes than those living in the north (49 per cent) and the centre (45 per cent).
- **What to do if unhappy** – Half of Panel members (50 per cent) said they know how to tell the Council if they are unhappy with the service received. Those aged over 60 (55 per cent) were more likely to say yes to this then those under 60 (45 per cent). Those living in the south of the borough (59 per cent) were more likely to say yes than those living in the centre (50 er cent) and the north (44 per cent).
- **Measuring progress** – The most often selected ways to measure progress around the Standards are **resident satisfaction survey responses** (65 per cent) and **monitoring and analysing positive, neutral and negative feedback** (56 per cent). The least often selected ways to measure their progress in working to the Service Standards are **staff satisfaction survey responses** (23 per cent) and **resident led testing of services** (37 per cent).

Results at a glance – Panel survey findings continued

- **Equality, Diversity and Inclusion (EDI) information** – Over half of Panel members (60 per cent) said they were either **very likely** (30 per cent) or **somewhat likely** (24 per cent) to share EDI information. Panel members were also asked why they thought people might not want to share their EDI information, the three themes mentioned most often were **fear of discrimination** (29 mentions), **concerns about confidentiality** (26 mentions) and **too personal** (16 mentions).
- **Focus groups on Service Standards** – Over half of respondents (54 per cent) said they were not interested in attending a focus group to provide further feedback on the issues covered by this survey
- **Quality assuring Service Standards** – Half of respondents (50 per cent) said they were interested in supporting the Council with quality assurance and monitoring progress against the Service Standards.
- **Incentives for participation** – The most often selected ways to encourage and support respondents in participating with activities in the Council are **nothing – I just want to volunteer my time** (39 per cent), **donation to charity on their behalf** (36 per cent) and **vouchers** (33 per cent).
- **Influencing decisions in the Council** – A total of 42 per cent of respondents said they either **definitely agree** (10 per cent) or **tend to agree** (32 per cent) that they can influence decisions in their local area.
- **Future Panel topics** – The most often selected suggested topics for discussion are **clean streets** (58 per cent), **community safety** (49 per cent) and **parks and open spaces** (42 per cent). The least often selected suggested topics for discussion are **Grenfell** (12 per cent), **social investment and property** (18 per cent) and **young people participation** (18 per cent).

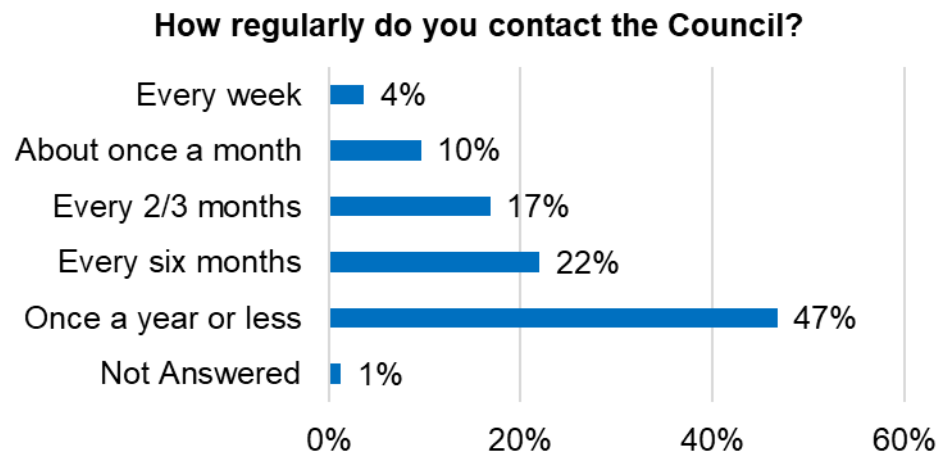
Contacting the Council

Panel members were asked how regularly they contact the Council.

- **Almost half** of Panel members (47 per cent) selected that they contacted the Council **once a year or less**.
- A total of 31 per cent of respondents contacted the Council every 2/3 months or less, **2/3 months** 17 per cent, **about once a month** 10 per cent and **every week** four per cent.

Demographic differences

- Female respondents (50 per cent) were more likely to contact the Council once a year or less than male respondents (42 per cent) and less likely to make contact every six months (20 per cent compared to 25 per cent).
- Those aged over 60 (51 per cent) are more likely to contact the Council once a year or less than those under 60 (44 per cent) and less likely to make contact about once a month (seven per cent compared to 12 per cent).
- Ethnically Diverse respondents (15 per cent) were more likely to contact the Council about once a month than White respondents (eight per cent).
- In general, those living in the north of the borough were more likely to contact the Council more regularly than those living in either the centre or south (contact every 2/3 months: north 20 per cent, centre 15 per cent, south 16 per cent, every 6 months north 28 per cent, centre 21 per cent, south 12 per cent, once a year or less north 38 per cent, centre 51 per cent, south 57 per cent).



Base: 250 (all responses)

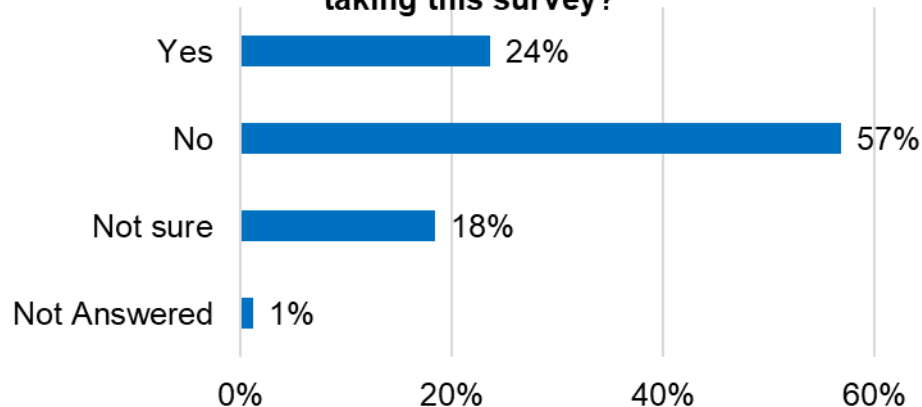
Awareness of Service Standards

When asked about if Panel members had heard about the Service Standards, 57 per cent had not heard of them, 24 per cent had and 18 per cent were not sure.

Demographic differences

- Male respondents (27 per cent) were more likely to have heard of the Service Standards than female respondents (21 per cent).
- Ethnically Diverse respondents (29 per cent) were more likely to have heard of the Service Standards than White respondents (22 per cent).
- Those living in the south of the borough (29 per cent) were more likely to have heard of the Service Standards than either those living in the north (24 per cent) and the centre (21 per cent).

Have you heard about the Council's Service Standards before taking this survey?



Base: 250 (all responses)

Which service did you last contact

Panel members were given an open space to name the service they contacted most recently within the Council. A total of 239 comments were shared which have been themed and themes with eight or more comments have been summarised in the table below. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Parking	43
Waste management	35
Housing	29
Council Tax	22
Housing repairs	20
Planning	11
Traffic management	9
Environment	8

Comments about service last contacted

“Residents parking.”

Parking

“Rubbish pickup not coming.”

Waste Management

“Housing - on behalf of an elderly friend.”

Housing

“Council Tax.”

Council Tax

“Planning dept.”

Planning



“Repairs dept.”

Housing Repairs

“Roads and traffic.”

Traffic Management

“Report graffiti & dog waste problems.”

Environment

Views on recent contact with the Council

Panel members were asked generally about when they have contacted the Council in the last 12 months, to what degree they felt a series of statements to be true.

The statements that at least 50 per cent of respondents said were always or mostly true, were:

- **Confident that the Council understood what they contacted the Council about** (37 per cent **always** and 34 per cent **mostly**)
- **Seen, heard and listened to** (35 per cent **always** and 28 per cent **mostly**)
- **That the Council cares** (19 per cent **always** and 36 per cent **mostly**)
- **Confident that the Council made a record/noted what they contacted them about** (35 per cent **always** and 29 per cent **mostly**)
- **That their enquiry or concern was resolved, or that they received a clear explanation as to why it could not be** (35 per cent **always** and 24 per cent **mostly**)

Respondents least often felt:

- **That they could escalate their enquiry or concern easily** (18 per cent **sometimes**, 13 per cent **rarely** and 13 per cent **never**)
- **That they were included in decisions about them/their family** (19 per cent **sometimes**, 10 per cent **rarely** and 13 per cent **never**)

Views on recent contact with the Council

Demographic differences (these percentages are a combination of always and mostly)

Seen, heard and listened to:

- Male respondents (68 per cent) felt this more than female respondents (59 per cent).
- Those living in the centre of the borough (74 per cent) felt this more than those living in the north and the south (61 per cent each).

That the Council cares

- Male respondents (60 per cent) felt this more than female respondents (52 per cent).
- Those aged over 60 (62 per cent) felt this more than those under 60 (51 per cent).
- White respondents (57 per cent) felt this more than Ethnically Diverse respondents (51 per cent).
- Those living in the centre of the borough (61 per cent) and those living in the south (58 per cent) felt this more than those living in the north (49 per cent).

Confident that the Council understood what they contacted the Council about

- Male respondents (69 per cent) felt this more than female respondents (61 per cent).
- Those living in the centre of the borough (76 per cent) felt this more than those living in the south (71 per cent) and north (67 per cent).

Views on recent contact with the Council

Demographic differences (these percentages are a combination of always and mostly)

Confident that the Council made a record/noted what they contacted them about

- Male respondents (69 per cent) felt this more than female respondents (61 per cent).
- White respondents (67 per cent) felt this more than Ethnically Diverse respondents (56 per cent).

That their enquiry or concern was resolved, or that they received a clear explanation as to why it could not be

- Male respondents (66 per cent) felt this more than female respondents (54 per cent).
- Those living in the centre of the borough (63 per cent) and in the south (61 per cent) felt this more than those living in the north (55 per cent).

That they knew how to escalate their enquiry

- Male respondents (56 per cent) felt this more than female respondents (38 per cent).
- Ethnically Diverse respondents (50 per cent) felt this more than White respondents (45 per cent).
- Those living in the south of the borough (53 per cent) felt this more than those living in the centre (46 per cent) and the north (43 per cent).

Views on recent contact with the Council

Demographic differences (these percentages are a combination of always and mostly)

That they could escalate their enquiry or concern easily

- Male respondents (48 per cent) felt this more than female respondents (35 per cent).
- Those living in the south of the borough (47 per cent) felt this more than those living in the centre (42 per cent) and the north (37 per cent).

That they were included in decisions about them/their family

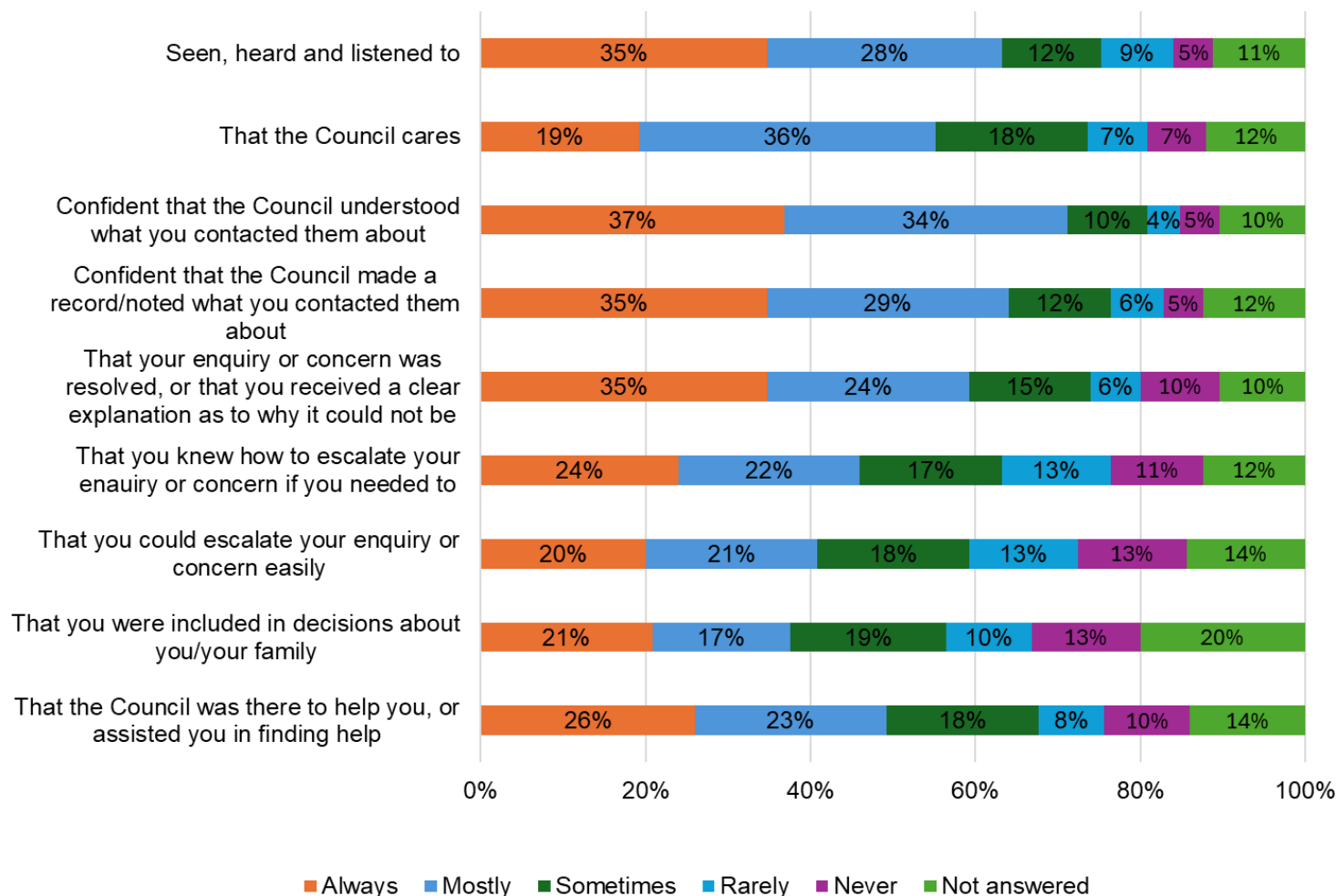
- Male respondents (43 per cent) felt this more than female respondents (34 per cent).
- Those aged over 60 (41 per cent) felt this more than those under 60 (36 per cent).
- Those living in the centre (41 per cent) and in the south (38 per cent) felt this more than those living in the north (34 per cent).

That the Council was there to help them

- Male respondents (56 per cent) felt this more than female respondents (45 per cent).
- Those aged over 60 (54 per cent) felt this more than those aged under 60 (46 per cent).
- White respondents (52 per cent) felt this more than Ethnically Diverse respondents (44 per cent).
- Those living in the centre of the borough (54 per cent) and those living in the south (51 per cent) felt this more than those living in the north (44 per cent).

Views on recent contact with the Council

Thinking generally about when you have contacted the Council in the last 12 months, please tell us to what degree you felt:



Base: 250 (all responses)

Overall satisfaction with Council's customer service

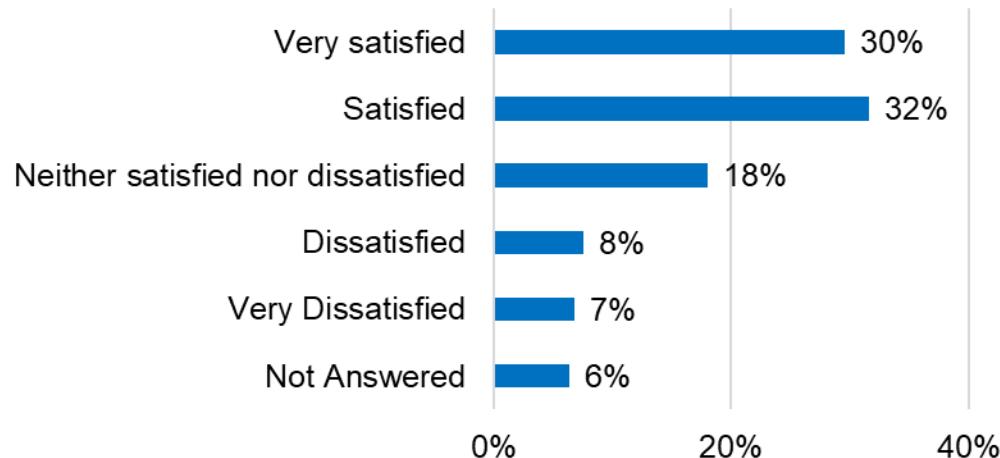
Panel members were asked how satisfied or dissatisfied they are with the customer service they have received when contacting the Council.

- **Over half** (62 per cent) said they were either **very satisfied** (30 per cent) or **satisfied** (32 per cent).
- A total of 15 per cent said they were either **dissatisfied** (eight per cent) or **very dissatisfied** (seven per cent) with the customer service they received.

Demographic differences (these percentages are very satisfied and satisfied combined)

- Male respondents (65 per cent) were more satisfied with the customer service they received than female respondents (58 per cent).
- Those aged 60 and over (65 per cent) were more satisfied than those aged under 60 (58 per cent).
- White respondents (63 per cent) more satisfied than Ethnically Diverse respondents (58 per cent).
- Those living in the south of the borough (68 per cent) were more satisfied than those living in the north (61 per cent) and those living in the centre (58 per cent).

How satisfied or dissatisfied overall are you with the customer service you have received when contacting the Council?



Base: 250 (all responses)

Service Standards impact on customer service

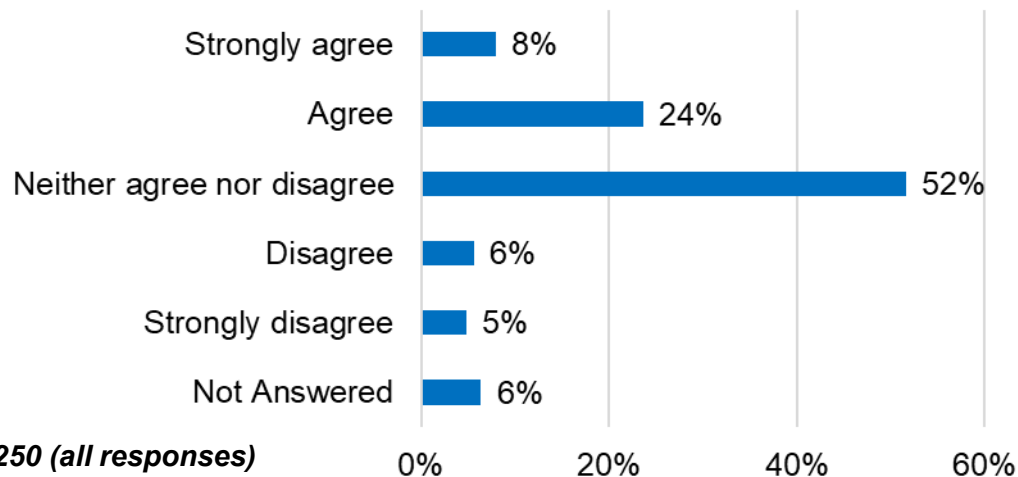
Panel members were asked how far they agreed or disagreed that the customer service they received from the Council has improved since the introduction of the Service Standards.

- **Over half** of respondents (52 per cent) said they **neither agree nor disagree**.
- Almost a third of respondents (32 per cent) said they either **strongly agree** (eight per cent) or **agree** (24 per cent).
- A total of 11 per cent of respondents said they either **strongly disagree** (five per cent) or **disagree** (six per cent) that the customer service they received from the Council has improved.

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

- Male respondents (34 per cent) were more likely to agree that customer service had improved than female respondents (29 per cent).
- Those aged over 60 (35 per cent) were more likely to agree than those under 60 (29 per cent).
- Ethnically Diverse respondents (41 per cent) were more likely to agree than White respondents (28 per cent).
- Those living in the north of the borough (35 per cent) were more likely to agree than those living in the south (30 per cent) and the centre (28 per cent).

How far do you agree or disagree that the customer service you receive from the Council has improved?



Comments about customer service

Panel members, were given open space to share any other comments they wanted to make about the customer service they have experienced from the Council. A total of 134 comments were shared which have been themed and themes with six or more comments have been summarised in the table below. Examples of the comments made can be found on the next page and the full list of comments is available in the appendix report.

Theme	Count
Praise for service received	55
Negative feedback on a specific service	16
Did not received a clear follow up	14
Not contacted the Council recently	9
Does not feel staff care	8
No comment	8
Suggestion to improve service	6
Inconsistent service provided	6

Comments about customer service

"I have certainly noticed a more "can-do" approach from staff and officers at the council.

*A more friendly response and a want to resolve something
I notice also, the many ways the council consults and wants to hear back from residents on many issues."*

Praise for service received

"RBKC are horrendous, they do not care for their residents and find ways of extracting money from them. I am with Lancaster West W11 and they are useless, I never feel listened to, instructions are not noted and it causes stress and upset. It's tiresome having to make endless complaints and they do everything to benefit themselves."

Negative feedback on a specific service

"Very difficult to say as so little contact."

Not contacted the Council recently



"Disengaged, uncaring as Staff know that they will not be held to account for service which would be totally unacceptable in the Private sector."

Does not feel staff care

"It would be useful if the council adopted an online platform such as commonplace for residents to make comments on particular projects/changes happening in the area i.e. any school streets or neighbourhood schemes and see how things work. Be more transparent and you'll have much more compliance (from me experience working in the public realm)."

Suggestion to improve service

"I have found that since the change the service and compassion to me as a vulnerable adult works well. That I was listened to but when transferred to actual department nothing had changed."

Inconsistent service provided

"I did not hear back from the Council about my enquiry, and no steps seem to have been taken to address it."

Did not received a clear follow up



Views on Service Standards

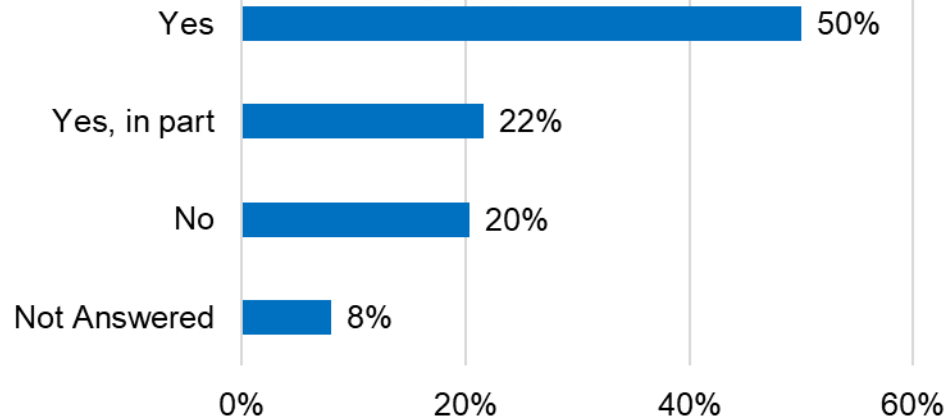
When asked if they thought the Service Standards help them know what good looks like and what they can expect when they contact the Council 50 per cent of Panel members selected **yes**, 22 per cent selected **yes, in part** and 20 per cent selected **no**.

Respondents who answered 'yes, in part' or 'no' were given the space to explain why, a summary of responses is outlined on the next page.

Demographic differences (percentage those answering yes)

- Male respondents (55 per cent) were more likely to say yes to this than female respondents (46 per cent).
- Those aged over 60 (55 per cent) were more likely to say yes than those under 60 (45 per cent).
- Those living in the south of the borough (63 per cent) were more likely to say yes than those living in the north (49 per cent) and the centre (45 per cent).

Do you think the Service Standards help you know what good looks like and what you can expect when you contact the Council?



Base: 250 (all responses)

Views on Service Standards – yes in part or no

Panel members who gave the answer, **yes in part**, or **no**, when asked if the Service Standards help them know what good looks like and what they can expect when they contact the Council were given the space to expand on this. A total of 87 comments were shared which have been themed and themes with four or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst all comments made can be found in the appendix report.

Theme	Count
Doesn't know what the Service Standards are	25
More action needed	11
No comment	9
Praise for service received	7
In favour of the standards	7
Negative feedback on Service Standards	7
Can't see a difference	5
Not sure of the question	4

Views on Service Standards – yes in part or no

"I don't really understand what the standards are designed to solve for, as there has been little information provided to the residents."

Doesn't know what the Service Standards are

"Sometimes I need to explain many times."

More action needed

"The standards are extremely woolly and are, to a large extent, subjective and unmeasurable."

Negative feedback on Service Standards

"Whenever I need contacting the Council I get a response that I am satisfied with."

Praise for service received

"Yes because having a set of guidelines for staff to adhere to helps support, encourage and engage in the correct way can only enhance and benefit the council and the service users. I did feel listened too, supported and engaged both when I went there in person, on the phone and when corresponding through emails."

In favour of the standards

"I have no idea what is the difference. I only see the worse."

Can't see a difference

"I have no knowledge of the Service Standards and not sure I understand the question "...know what good looks like...." ?"

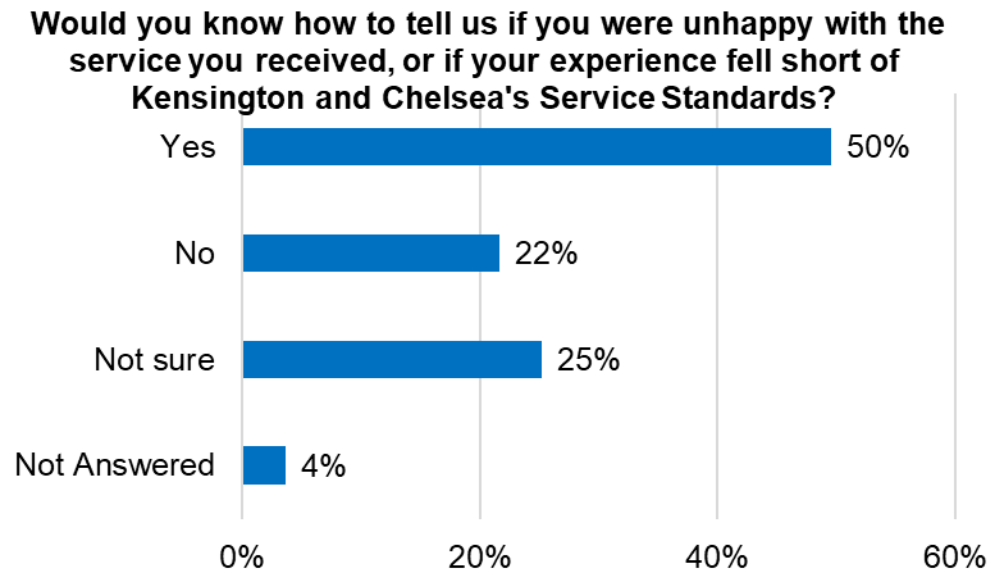
Not sure of the question

What to do if unhappy

When asked if Panel members knew how to tell the Council if they were unhappy with the service they received, or if their experience fell short of Kensington and Chelsea's Service Standards, half, (50 per cent) selected **yes**, 22 per cent selected **no** and 25 per cent selected **not sure**.

Demographic differences (percentage answering yes)

- Those aged over 60 (55 per cent) were more likely to say yes to this than those under 60 (45 per cent).
- Those living in the south of the borough (59 per cent) were more likely to say yes than those living in the centre (50 per cent) and the north (44 per cent).



Base: 250 (all responses)

How to measure progress against the standards

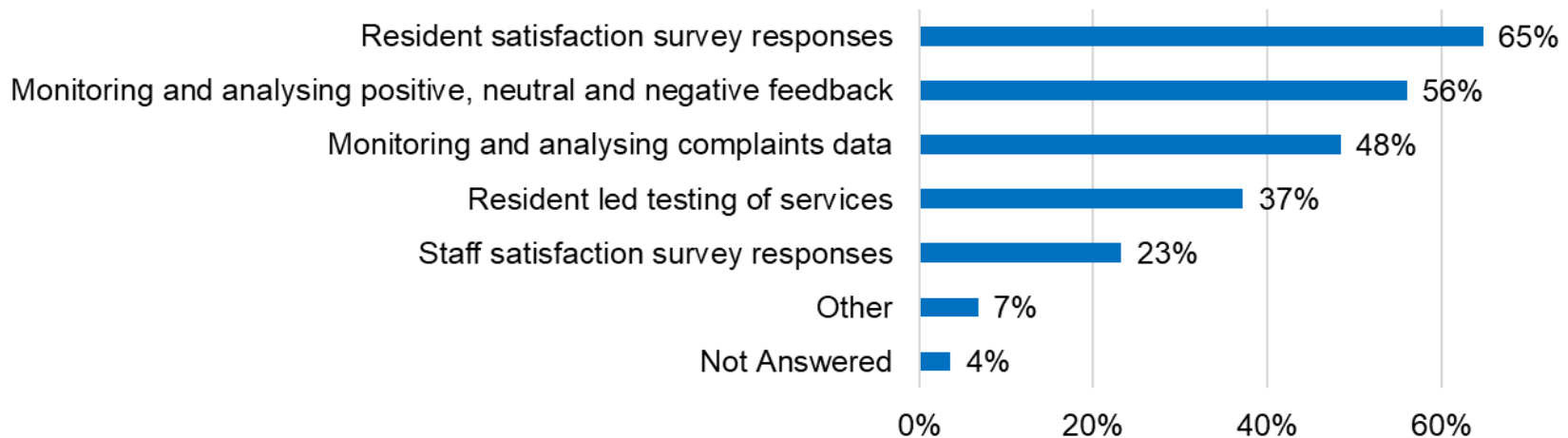
Panel members were asked what they thought were the best ways for the Council to measure their progress in working to the Service Standards. Panel members were able to select more than one answer for this question.

The most often selected ways to measure are **resident satisfaction survey responses** (65 per cent) and **monitoring and analysing positive, neutral and negative feedback** (56 per cent).

The least often selected ways to measure their progress in working to the Service Standards are **staff satisfaction survey responses** (23 per cent) and **resident led testing of services** (37 per cent).

Respondents who answered 'other' were given the space to explain why, a summary of their responses are outlined on the next page.

What do you think are the best ways for us to measure our progress in working to these standards?



Base: 250 (all responses)

Other comments

Those who responded 'other' were given the space to detail their answer. A total of 36 comments were shared which have been themed and themes with two or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst all comments made can be found in the appendix report.

Theme	Count
Monitoring and analysing positive, neutral and negative feedback	5
Resident satisfaction survey responses	4
No comment	3
Other	3
Alternative platforms for discussion	2
Concern about survey design	2
Service level agreements	2
Don't know	2

Other comments

“Survey tends to be completed by people who want to grumble - not balanced.”

Monitoring and analysing positive, neutral and negative feedback

“These forms are badly written and mostly inappropriate.”

Concern about survey design

“No idea.”

Don't know

“If possible try and get feed back from residents reporting faults or concerns. That way you'll know first hand where improvements are required.”

Resident satisfaction survey responses



“Establish, if not already in place, service level agreements and ensure service delivery times are respected.”

Service level agreements

“Breaking up this council and giving its assets to other councils.”

Other

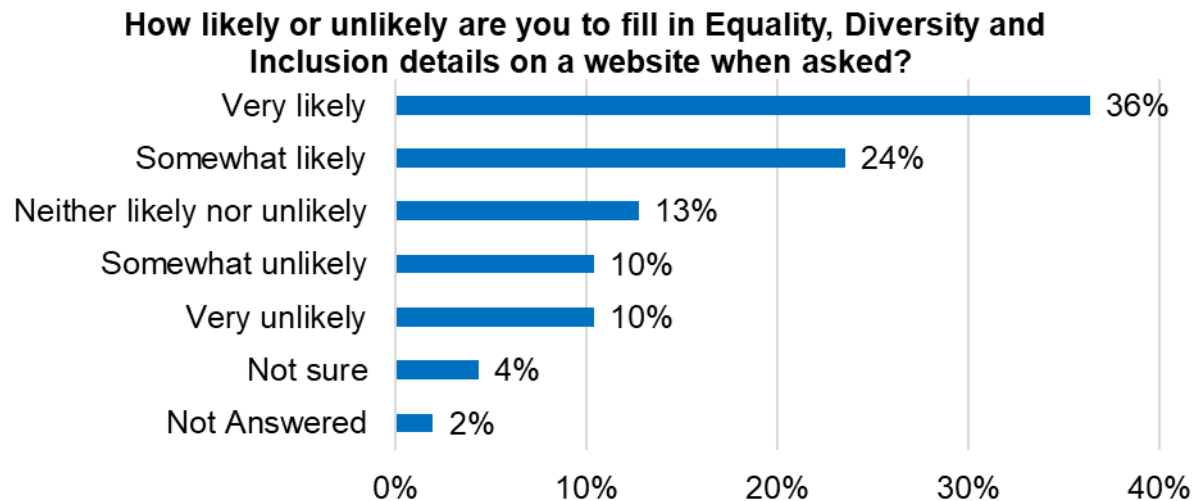
“Have an easier way to record issues.”

Alternative platforms for discussion

Equality, Diversity and Inclusion information

Panel members were asked how likely or unlikely they are to fill in Equality, Diversity and Inclusion (ED&I) details on a website when asked.

- **Over half** of respondents (60 per cent) said they were either **very likely** (30 per cent) or **somewhat likely** (24 per cent).
- A total of 20 per cent of respondents said they were either **somewhat unlikely** (10 per cent) or **very unlikely** (10 per cent) to share the details.



Base: 250 (all responses)

Equality, Diversity and Inclusion comments

The survey explained whilst it is important for the Council to collect Equality, Diversity and Inclusion (ED&I) data to ensure their services are open to all, it is understood some residents may not feel comfortable sharing this. Panel members were given an open space to share why they thought this might be.

A total of 170 comments were shared which have been themed and the themes with 10 or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments can be found in the appendix report.

Theme	Count
Fear of discrimination	29
Concerns about confidentiality	26
Too personal	16
Feels it is unnecessary	14
Doesn't see the relevance	12
Lack of trust in the Council	11
Feel it is intrusive	10

Equality, Diversity and Inclusion comments

"It's not necessary to share everything in life."

Feels it is unnecessary

"Unsure of how the information will be used and possibly fear of different treatment depending on the response given."

Fear of discrimination



"Because sometimes EDI data is not necessarily relevant to the services or questions asked."

Doesn't see the relevance

"Maybe they thought their data will be used to categorise them. Or they might fear their data will be sold for commercial purposes."

Concerns about confidentiality

"Because some things are private and maybe the resident is embarrassed?"

Too personal

"I think there is a huge lack of trust of RBKC which has led to the further deterioration of the quality of services provided. This and other negative features this local authority has would contribute towards residents losing interest in helping the council improve their service standards and increase customer satisfaction."

Lack of trust in the Council

"The Council's collecting these details feels annoying, intrusive and meaningless."

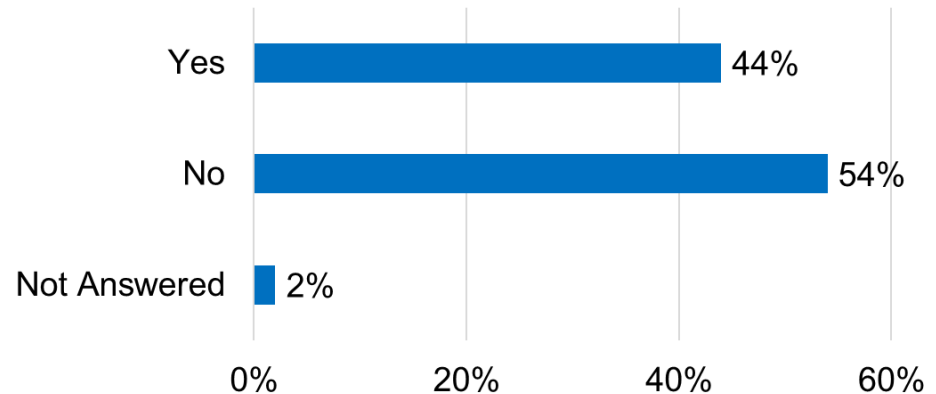
Feel it is intrusive

Further communication

Further work on Service standards

When asked about if Panel members would be interested in attending a focus group to provide further feedback on the issues covered by this survey, 44 per cent selected **yes** and 54 per cent selected **no**.

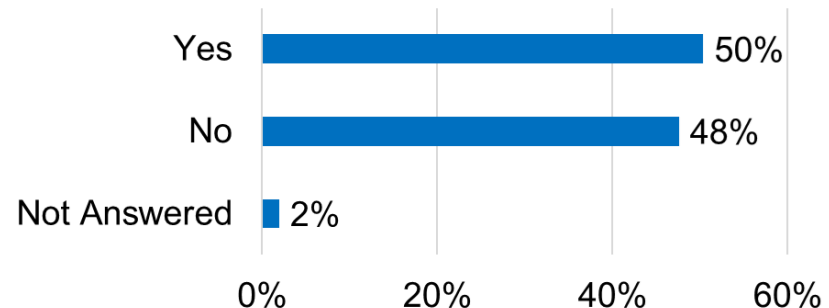
Would you be interested in attending a focus group to provide further feedback on the issues covered by this survey?



Quality assurance and monitoring progress against the Service Standards

When asked about if Panel members would be interested finding out more about supporting the Council with quality assurance and monitoring progress against the Service Standards, 50 per cent selected **yes** and 48 per cent selected **no**.

Would you be interested in finding out more about supporting the Council with quality assurance and monitoring progress against the Service Standards?



Base: 250 (all responses)

Incentives for participation

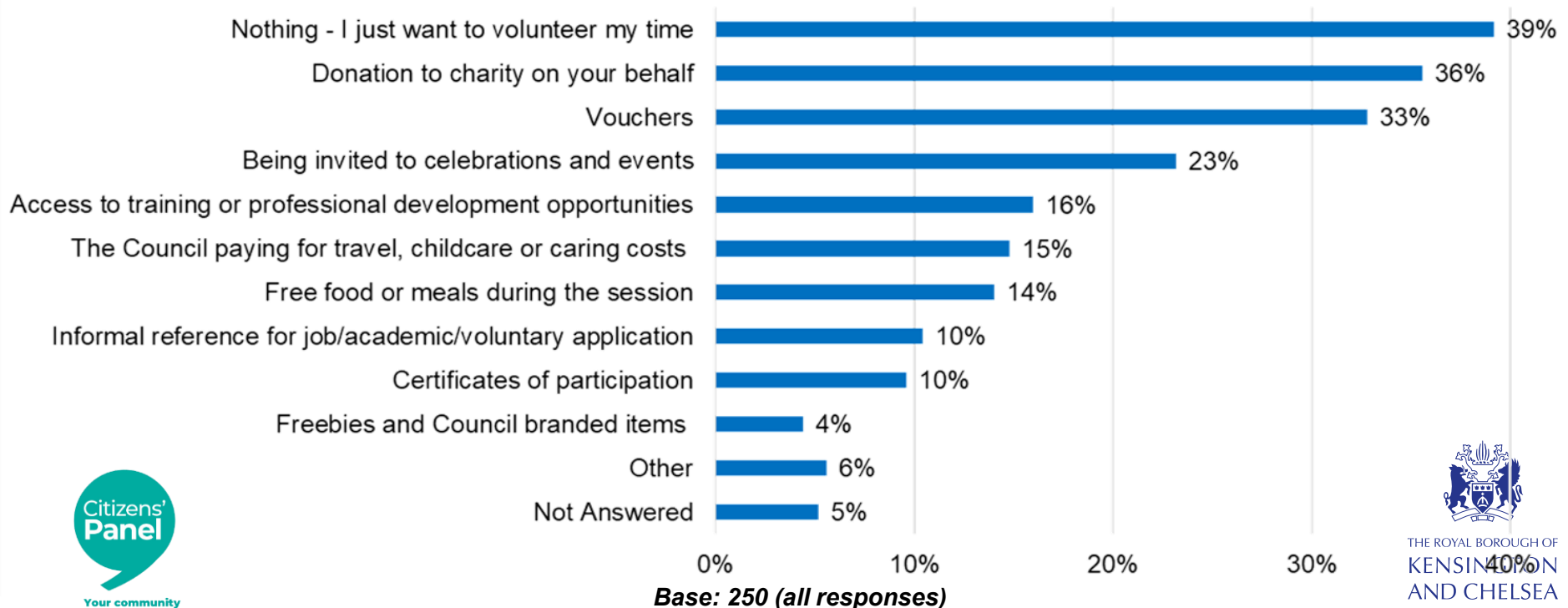
Panel members were asked what would encourage and support them to take part in activities with the Council. Respondents were able to select more than one answer for this question.

The most often selected ways to encourage and support Panel members are **nothing – I just want to volunteer my time** (39 per cent), **donation to charity on your behalf** (36 per cent) and **vouchers** (33 per cent).

The least often selected ways to encourage and support respondents are **freebies and Council branded items** (four per cent) and **certificates of participation** (10 per cent).

Respondents who answered 'other' were given the space to explain why, a summary of their responses are outlined on the next page.

What would encourage and support you to take part in activities with the Council?



Other comments

Those who responded 'other' were given the space to detail their answer. A total of 25 comments were shared which have been themed and themes with two or more comments have been summarised in the table below. Examples of the comments made are also listed below whilst all comments made can be found in the appendix report.

Theme	Count
No need for incentives	3
Relevant topics	3
More accessible	2
Feedback on what's happened as a result	2
Other	2

“Topics I’m interested in / have some understanding/ appreciation of. I think it would be a waste of your time to have people comment on areas they have no understanding/ experience of.”

Relevant topics

“This makes me very angry - why do people expect to be paid/rewarded for helping their community.”

No need for incentives

“I’m disabled so participation slightly limited.”

More accessible

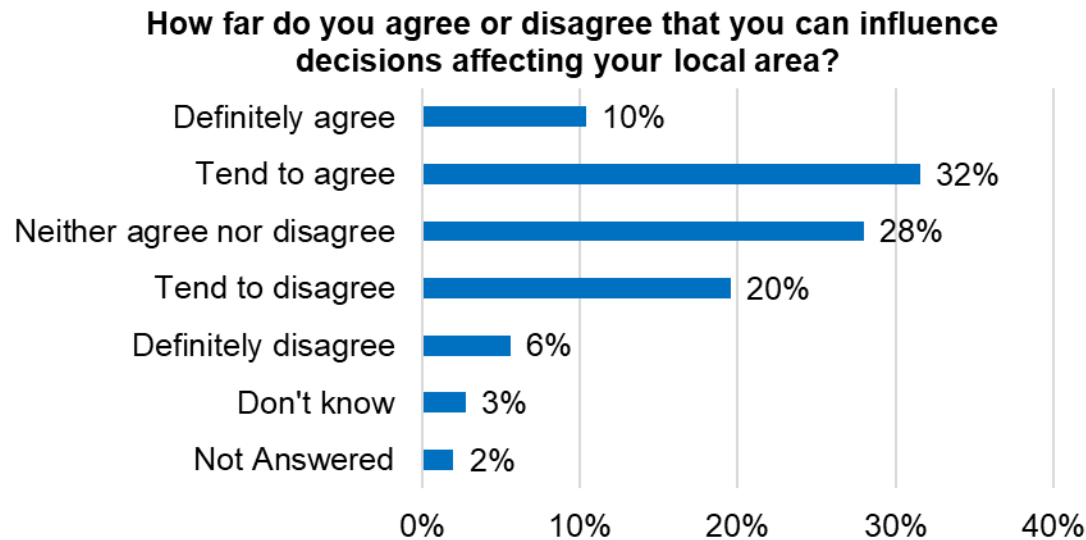
“Feedback on impact if any of participation.”

Feedback on what's happened as a result

Influencing decisions affecting local area

The Council regularly asks Panel members how far they agree or disagree that they can influence decisions affecting their local area.

- A total of 42 per cent said they either **definitely agree** (10 per cent) or **tend to agree** (32 per cent).
- In contrast 26 per cent said they either **definitely disagree** (six per cent) or **tend to disagree** (20 per cent) that they can influence decisions in their local area.
- It is noted that 28 per cent of Panel members **neither agree or disagree**.



Base: 250 (all responses)

Future Panel topics

To support participation, Panel members were asked to select topics they would be interested in discussing during future Panel activities. Respondents were able to select more than one answer.

The most often selected suggested topics for discussion are **clean streets** (58 per cent), **community safety** (49 per cent) and **parks and open spaces** (42 per cent).

The least often selected suggested topics for discussion are **Grenfell** (12 per cent), **social investment and property** (18 per cent) and **young people participation** (18 per cent). The full graph of responses is on the next page.

Respondents who answered 'other' were given the space to explain why, a summary of their responses is below. A total of 29 comments were shared which have been themed and themes with two or more comments have been summarised in the table below.

Theme	Count
Transport	4
Other	3
Parking	3
Disability support	3
Housing	2
Culture	2
Business support	2

Base: 250 (all responses)

“Disability as a whole including hidden.”

Disability Support

“Have wasted my time for years, just to understand that nothing works for the RBKC when it comes to dealing with a resident’s needs and issues in general when this resident is not one of their ‘selective few.’”

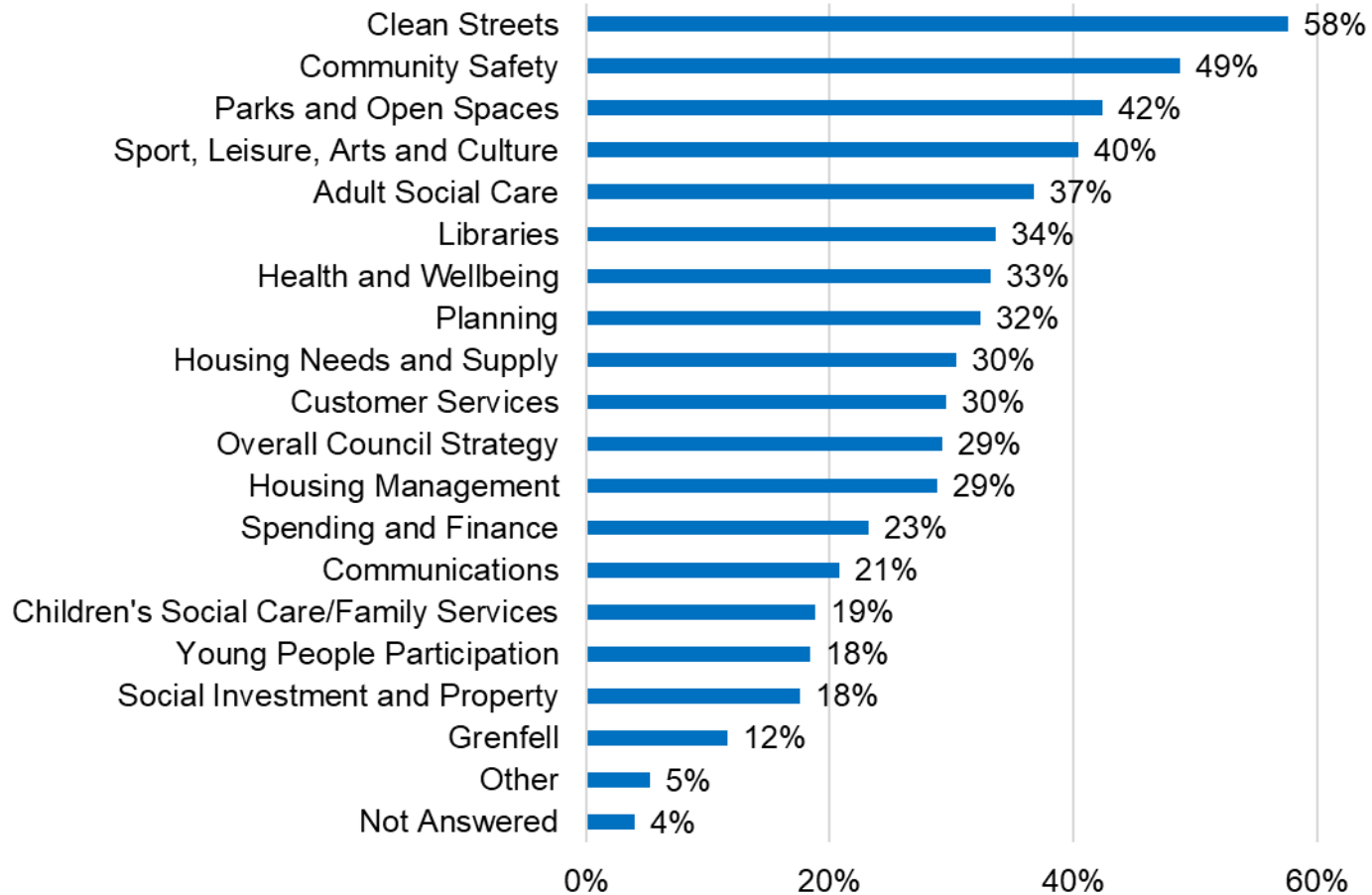
Other

“Visual arts and exhibition spaces e.g. empty shops.”

Culture

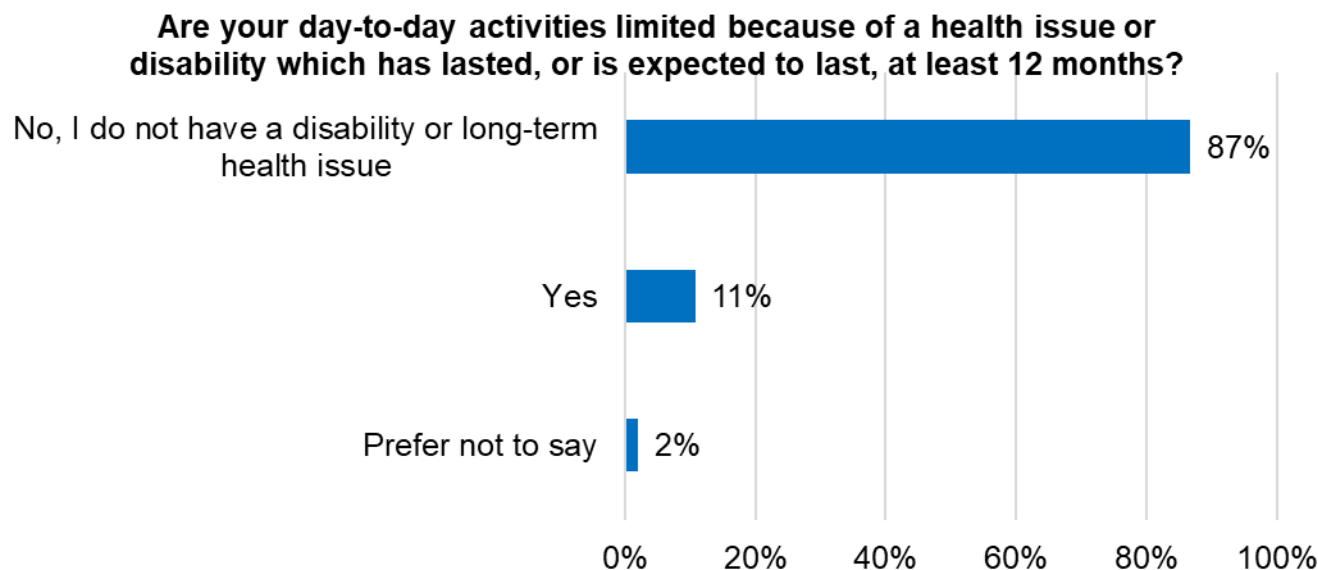
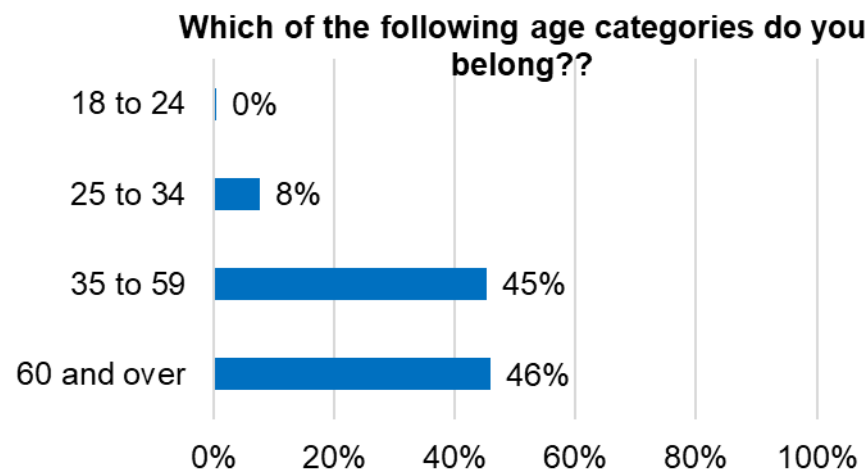
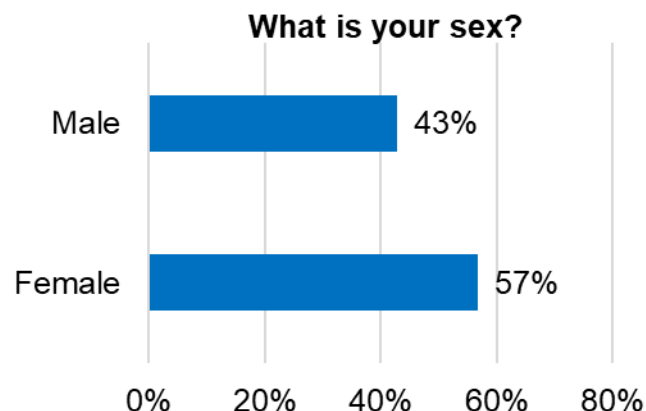
Future Panel topics

Which of the following topics you would be most interested in discussing.



Base: 250 (all responses)

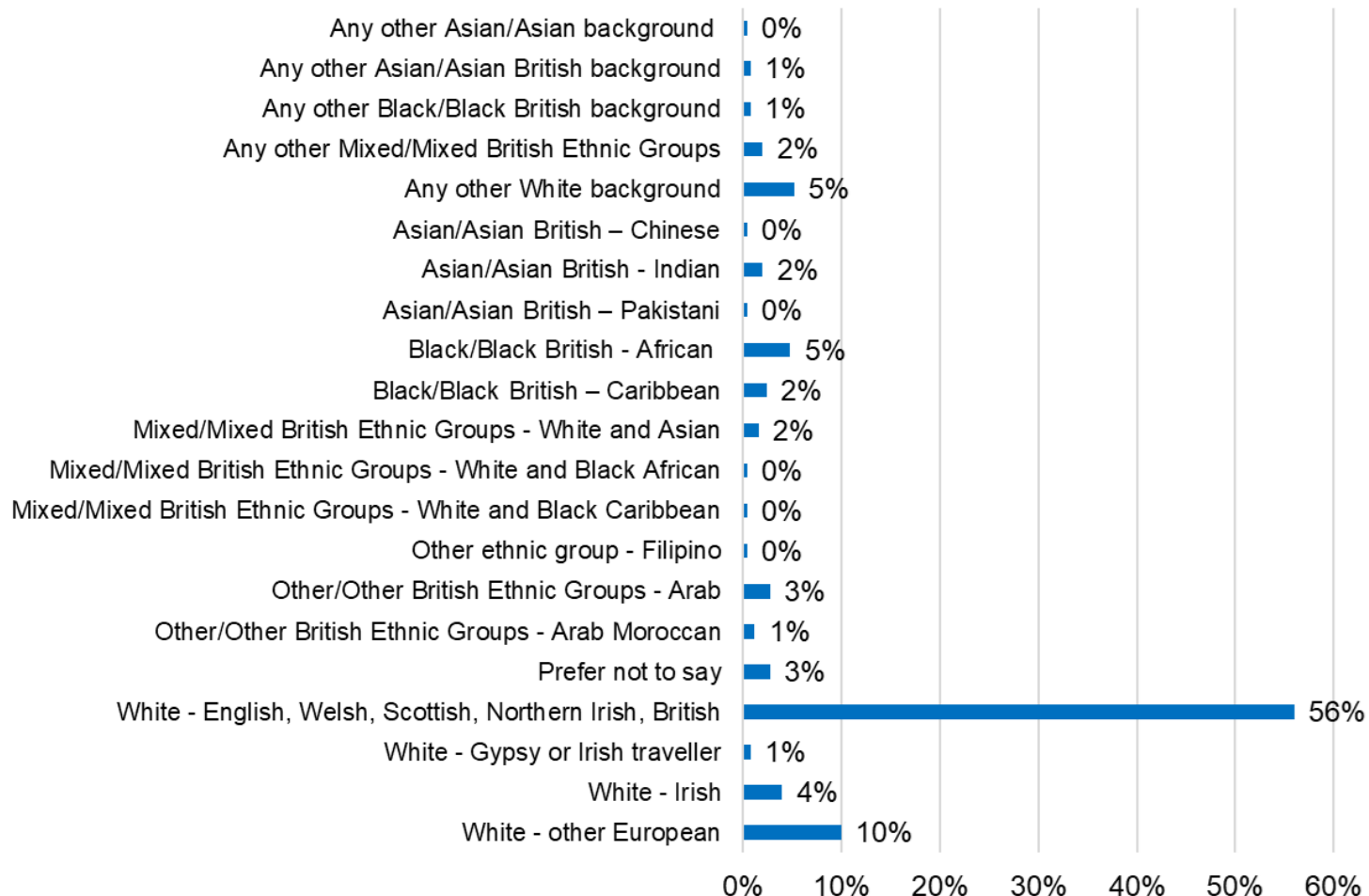
About respondents: Demographic Breakdown



Base: 250 (all responses)

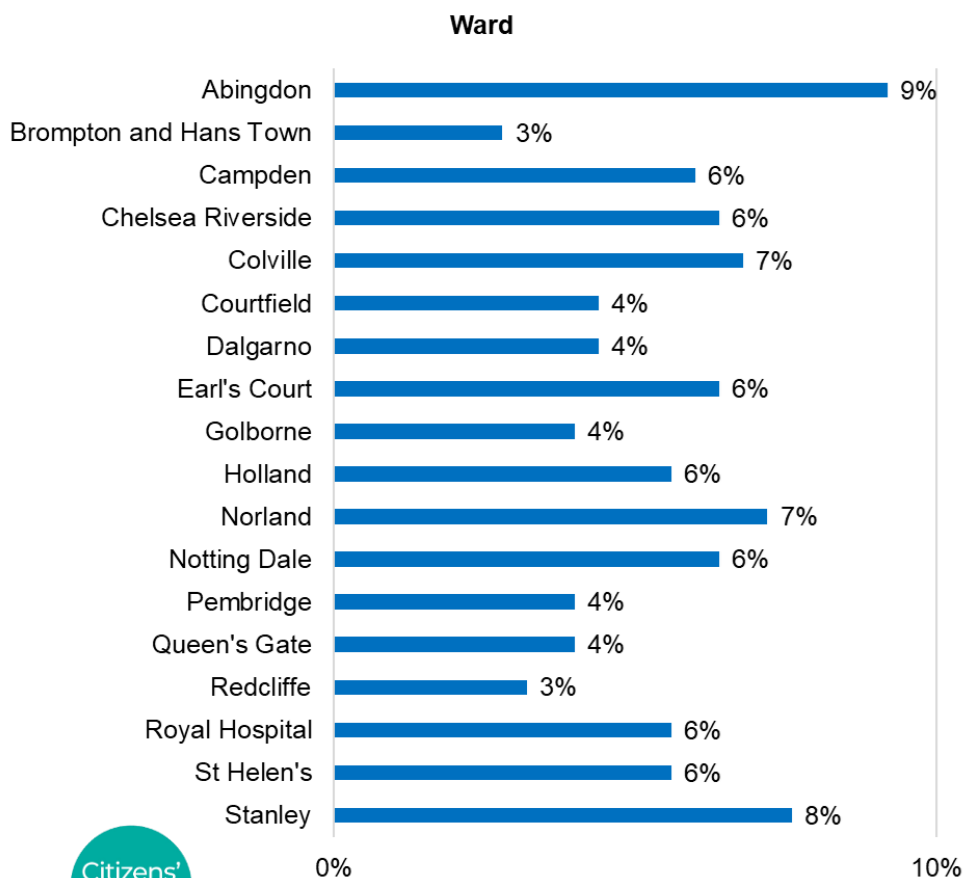
About respondents: Demographic breakdown

How do you describe your ethnic origin?



Base: 250 (all responses)

About respondents: Demographic Breakdown



Base: 250 (all responses)

