

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

HOUSING AND COMMUNITIES SELECT COMMITTEE – 13 MAY 2024

DIRECTOR FOR COMMUNITIES

PERFORMANCE INFORMATION FOR THE COMMUNITIES DEPARTMENT

This report and its appendices are provided at the request of the Housing and Communities Select Committee, to allow the Committee to consider the performance of the Communities department in Q2 and Q3 for 2023/24 and to advise on how they would like to consider similar data in future.

FOR DISCUSSION

1 EXECUTIVE SUMMARY

- 1.1 This report – and its appendices – provide a set of performance information relating to the work of the Council’s Communities department. The data provided is generated quarterly, for management use and to brief the Lead Member, and the reports presented here are the most up-to-date available at the time of papers for this meeting being published.
- 1.2 The performance data provided in this report covers Q2 and Q4 (October 2023 to March 2024) for the 2023/24 financial year.

2 RECOMMENDATIONS

- 2.1 The Select Committee is invited to scrutinise the information contained in the appendices, ask the Lead Member and senior officers any questions that may arise and make recommendations to the Leadership Team on the information presented.

3 BACKGROUND

- 3.1 The Communities department comprises five services, each led by a Head of Service that reports to the Director for Communities.
- 3.2 **Community Partnerships** is responsible for building and maintaining partnerships with VCS, community groups and statutory partners at a neighbourhood and boroughwide level. The team administers a number of the Council’s key grants programmes that support the VCS and community groups to deliver activities to create a Fairer borough and provides capacity building to the VCS. They also lead on the Grenfell Community Programme and The Curve Legacy work. The team also supports the Council to understand the different communities of interest within the borough.
- 3.3 **Consultation & Participation** is a specialist resource to support council departments and services to consult, listen, engage and partner with communities so everyone’s voice is heard. The team includes the youth

participation function to ensure that young people's voices are heard and they are supported to productively participate in the civic life of the borough.

- 3.4 **Community Safety** has a statutory function and works closely with partners, including the Police, to reduce crime and anti-social behaviour across Kensington & Chelsea. The team engages and consults with communities about their community safety priorities and establishes systems and processes for sharing information to ensure effective partnership safeguarding and strategic response to crime and disorder.
- 3.5 **Registrars** is tasked with the statutory responsibility for the civil registration of all vital events occurring in Kensington & Chelsea, including the registration of births, marriages and civil partnerships, deaths and citizenships. There are approximately 50,000 customer interactions per year through the service.

Economic Development joined the Communities department in August 2023. The team focuses on efforts to support a strong and inclusive economy that provides opportunities for local businesses to flourish and for residents to gain skills, jobs and help them progress to realise their ambitions and potential. They work with a strong emphasis on internal and external partnerships across the policy areas of employment and skills, enterprise and business support and adult and community learning

4 COMMUNITIES PERFORMANCE INFORMATION

- 4.1 This report provides information relating to the performance of Community Partnerships and Consultation & Participation as is relevant to the Housing & Communities Select Committee.
- 4.2 Performance information for Community Safety, Registrars and Economic Development is reported via other Council committees.
- 4.3 The data in these reports relates to performance for Q3 and Q4 in 2023/24, i.e. October 2023 to March 2024.
- 4.4 The Council has an agreed set of performance data on key headline measures across the organisation. This is updated every quarter. Of the measures contained in this corporate performance report, the ones relating to the work of the Communities department of interest to the Select Committee are:

Grenfell Recovery

- Grenfell Projects Fund (GPF) – number of individuals supported (slide 2)
- GPF – number of programmes delivered (slide 2)
- GPF – % of individuals rating project as very good/brilliant (slide 3)
- GPF – % of individuals who reported benefitting from the project (slide 3)

Appendix 2 lists the projects funded under GPF2.

Organisational Momentum – Customer

- Citizens' Panel survey – % of surveyed who definitely agree/tend to agree that they can influence decisions affecting their local area (slide 4)
 - Number of responses to council consultations (slide 5)
 - % of consultation exercises that have a “You Said We Did” statement (slide 8)
- 4.5 The previous report on 28 November 2023 included additional indicators that provided more detail on the corporately reported indicators
- How many residents responded to our Grenfell Projects Fund feedback survey, alongside the % data
 - How many Citizens' Panel members responded to each consultation survey
 - Citizens Panel survey – Number of responses, alongside % of those surveyed who definitely agree/tend to agree that they can influence decisions affecting their local area
 - Representativeness of Council consultations
 - List of Council consultations, alongside the number of responses to each consultation
 - Consultation findings “You Said We Did” summary reports
- 4.6 At the meeting in November, the Select Committee requested inclusion of a heat map to show levels of response by ward to all consultations over the year. Two maps have been produced (Appendix 1, slides 16 and 17) and detail responses to consultations carried out between 1 April 2023 and 31 March 2024:
- Map 1: number of responses per ward to all consultation activity (boroughwide and geographically bases).
 - Map 2: number of responses per ward to boroughwide consultations, i.e. excluding consultations that were geographic in nature.
- 4.7 The measures/performance indicators set out in Appendix 1 are chosen as being those which – in the judgement of senior officers – together illustrate the effectiveness of the service in meeting the priorities and strategic objectives of the Council; the needs of residents and other stakeholders; and the Council's statutory obligations. For some indicators, the data shows a target which has either been set internally, or which reflects a statutory requirement. Some indicators do not lend themselves to target-setting, but are still important to track – often to enable understanding of trends over time.

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Background Papers used in the preparation of this report:

None other than documents and reports referred to above

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