

5 **THE SECOND COMMUNITY
STRATEGY FOR THE ROYAL
BOROUGH OF KENSINGTON
AND CHELSEA**

DRAFT FOR CONSULTATION

10

VERSION 2

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CHAPTER 1: INTRODUCTION

What is a community strategy?

- 5 The Royal Borough is a vibrant and complex area at the heart of one of the world's major cities. It offers residents opportunities and presents them with challenges.

10 What it feels like to live in, work in or visit the Royal Borough is determined by the way it looks and feels, and by the actions of many organisations and people - national, regional, local public agencies; local, London wide or national and international businesses; hundreds of community and voluntary organisations; and hundreds of thousands of residents, visitors and workers.

15 Life in the Royal Borough is most likely to be improved when local people and the organisations that serve them agree

- 20
 - what they want to achieve;
 - who is going to do what;
 - what they will work on together;
 - how these efforts will be supported; and
 - how success will be measured.

25 A community strategy therefore seeks to identify

- a set of agreed long-term goals;
 - specific aims and objectives that will help organisations and individuals to work towards these goals;
- 30
 - where lead responsibility for delivering these aims and objectives lies, and how achieving them will be resourced;
 - ways of measuring progress in achieving the agreed aims; and
 - ways of reporting that progress so that people can see
- 35
 - whether ambitions are being achieved and ask "why?" if they are not.

40 In developing this strategy, the Kensington and Chelsea Partnership Steering Group has sought to understand local needs and opportunities; set clear ambitions for the area; and identify how they will be delivered.

45 This is not a straightforward thing to do. Different parts of the Royal Borough have different needs. Competing (and sometimes conflicting) views and interests need to be balanced. Compromises and consensus may need to be reached around difficult issues. The bewildering variety of national and local initiatives and activities

that are planned or already underway do not always pull in the same direction. Local ambitions need to take account of the capacity of organisations and people to deliver them in a way that lasts. Choices have to be made about what to do and when to do it.

5 Finally, the complexities of living in and managing an urban area are such that, once priorities have been set, a complicated range of organisations and partnerships need to be involved in their delivery.

10 The draft strategy does not seek to exploit the opportunities that may arise if London's bid to host the 2012 Olympic and Paralympic Games is successful. The International Olympic Committee will announce its decision in July 2005 and if the London bid is successful, the strategy will seek to identify aims and objectives which will contribute to the Games' success and exploit the benefits
15 that they may bring to the borough

How has the draft strategy been developed?

20 Over the last nine months the Kensington and Chelsea Partnership Steering Group has sought to

- develop a better understanding of what things are like in the Royal Borough
- 25 • find out what local people think about living and working in the Royal Borough
- develop a set of goals, aims and objectives which meet local people's needs and aspirations
- 30 • identify the range of national, regional and local initiatives and activities that are planned or underway, and to spot opportunities for new initiatives, that will contribute to the achievement of these goals.

35 The Kensington and Chelsea Partnership Steering Group now wants to hear your views on

- whether it has understood the position in Kensington and Chelsea accurately;
- whether it has managed to capture the views of local people and reflect them successfully;
- 40 • whether the 10-year goals and the aims and objectives it has identified as priorities for the next three years are the correct ones.

45 On the basis of the views that it receives, the Steering Group will then revise and publish a further version of this strategy in September.

Between September and March next year, the partnership will develop and publish a delivery plan that will set out clearly what it hopes can be achieved, who will lead, how activities will be resourced, and how progress will be delivered, measured and reported.

Listening to local people

The Steering Group has undertaken a variety of exercises¹ to identify the views of local people:

- a review of the findings of consultation exercises carried out by partners over the last 18 months
- a survey of the 1,000 members of the Council's Residents Panel, accompanied by an open invitation to residents carried in newspapers and newsletters and on websites to let the Steering Group know their views;
- eleven focus groups with residents from particular backgrounds (such as young people, parents of young children, and the Moroccan and Somali communities), and projects with a number of other groups (such as disabled people, Black Caribbean elders and young carers); and
- consultation with organisations and partnerships that can help to deliver the ambitions set out in the strategy.

The results of all this work have been used to inform the goals, aims and objectives identified in the draft strategy. The Partnership looks forward to receiving a wide range of further views on the draft, and will take these into account in developing the final version.

How is the strategy organised?

The strategy is organised around seven themes:

- Environment and Transport
- Culture Arts and Leisure
- Community Safety
- Health and Social Care
- Homes and Housing
- Community, Equality and Inclusivity
- Learning
- Work and Business

¹ [The results of all of this consultation activity can be found on the KCP website, or is available from the KCP support team. See the inside front cover for addresses.]

The chapters that follow address each of these themes. Each chapter contains

- 5
 - a description of the position in the Royal Borough, including the views of local people and relevant national and regional factors
 - a set of aims and objectives in relation to that theme.

10 In developing the strategy, the Steering Group is keen to assess the extent to which it addresses two “cross-cutting” issues:

- 15
 - **Health and Well-being:** promoting the overall health and well-being of all people living in the borough.
 - **Equalities and Inclusivity:** recognising and responding to the ambitions and needs of all communities within the borough.

20 Where a particular objective in the draft strategy contributes to one of these overarching aims, it has been flagged up in the text by using the symbol (H) for Health and Well Being and the symbol (E) for Equalities and Inclusivity. Recognising these links, and taking them into account when taking action to achieve the objectives, makes it more likely that these cross-cutting issues will be tackled
25 effectively.

The Steering Group intends to do further work to draw out the strategy is contribution to two other important issues:

- 30
 - **Sustainability:** recognising and balancing the benefits of high levels of employment, social progress, protection of the environment and the prudent use of local resources.
 - **Neighbourhood Renewal:** tackling the problems confronted by deprived areas and people in the borough.

35 Its conclusions will be published in the final version of the strategy.

What the Partnership Steering Group would like you to do

40 The Steering Group wants to make sure that it gets the strategy right. We also want to broaden the active membership of the Partnership so that it includes organisations and individuals that feel that they can commit to and contribute to the achievement of the aims and objectives.

45 You are therefore invited to:

- let the Steering Group know whether you feel that the description of the local position is accurate and covers the main issues that need to be addressed
- tell us whether we have identified the right aims and objectives under each theme, and dealt effectively with the crosscutting aims mentioned above
- let us know which of these aims and objectives you feel your organisation, or you as an individual, can help to deliver.

10 The Steering Group recognises that this is a long and detailed document. It would be interested in your views on all of it, or only on those issues that most concern or interest you. Please let us have your reply by no later than Wednesday 29th June 2005.

15 **What will happen next?**

A final version of the strategy will be presented to a full meeting of the Council of the Royal Borough of Kensington and Chelsea for approval in September 2005. The strategy will then be published in a variety of formats, including a version on the Internet, and will be accompanied by summaries describing the way in which the cross-cutting issues referred to above are being tackled.

The Kensington and Chelsea Partnership will then turn its attention to the development of a delivery plan which will set out what action will be taken on each objective, who will be in the lead, and how progress will be delivered, monitored, and reported to local people.

The Council is currently developing a new framework for the spatial development of the borough. The 'Local Development Framework' will replace the current Unitary Development plan in 2007. In preparing the Local Development Framework, the Council will take the Community Strategy's goals, aims and objectives into account and will try to ensure that any land use requirements arising from that strategy are addressed. Consultation on the Community Strategy will be used to inform the preparation of the Local Development Framework.

40

CHAPTER 2: ENVIRONMENT AND TRANSPORT

Our goal: A borough with an environment and amenities, which enhance the quality of life of the whole community.

5

To achieve this we will:

- ❖ protect and improve the borough's high quality and often inspirational urban environment
- 10 ❖ deliver services and work with local people day by day to make the borough a pleasant place to be in
- ❖ improve local transport management, services and networks
- ❖ promote energy efficiency, recycling and the reduction of pollution

15

A special local environment

Kensington and Chelsea is known worldwide for its unique character and architectural inheritance...

20

- The borough has 36 conservation areas covering about 70% its area and over 4,000 buildings are listed for their special architectural or historical interest.

25 *Maintaining that character is not easy...*

- Like most inner urban areas there are many pressures on the borough's environment. It has the highest residential density in the country with 174,000 people living in 4.5 square miles. A further 150,000 travel into the borough to work and many more travel through the borough every day.

30

- One of the Council's main aims is that the borough should remain an attractive place for those who live or work or visit here. Through its role in the planning system the Council endeavours to protect the character of the area and prevent inappropriate development. It does this through policies in the current Unitary Development Plan and, subject to consultation, will continue to do so under the Local Development Framework, which will replace the Plan in three years time.

35

40

- Many of the Council's other policies - for instance on parks and green spaces, the street scene, and trees - also seek to protect and enhance the quality of the local environment.

45

- For such a densely populated area the borough is fortunate to contain a number of excellent open spaces and wildlife habitats -

from well known sites such as Holland Park and Kensington Garden to smaller but also valuable sites such as the Chelsea Physic Gardens and Meanwhile Gardens.

5 *Innovation and excellence in design holds out the prospect of further improvements...*

- To build on the success of the award winning streetscape projects in Kensington High Street proposals are being developed for Exhibition Road, South Kensington, Sloane Square, Golborne Road and World's End. Changes are also being made to many residential streets as part of a streetscape pilot project and proposals are to be put forward to extend this to other wards within the borough. A Streetscape Design Guide sets out the Council's policies and approach to the design of the street scene.

❖ **Aim 1: To protect and improve the borough's environment by**

- i. protecting and enhancing the borough's trees, parks and open space;
- ii. continuously seeking to improve the borough's streetscape by undertaking major improvement projects, promoting good design, using high quality materials and workmanship and removing street clutter;
- iii. maintaining the borough's unique built environment and local heritage by preserving the borough's listed buildings and conservation areas;
- iv. ensuring that new buildings enhance the townscape;
- v. enhancing local biodiversity and preserving local habitats.

Working with and for local people

35 *One of the keys to maintaining or improving the local environment is the behaviour of residents and people who visit the borough...*

- A responsible approach to issues such as street cleanliness, noise and waste disposal can make a huge difference to the impact of people on the environment and the quality of life in the borough. A sense of civic pride and responsibility can also mean that public agencies do not have to take unpopular (and often expensive) enforcement action. Everyone who lives, works in or visits the borough has the chance to make a difference to how it feels to be here.
- One in four residents feel that noise spoils their home life 'a lot' or even 'totally'. The most common types of noise

5 disturbance are neighbour noise, building and construction noise and traffic noise. Fifty percent of residents feel that the levels of noise coming from traffic, buildings or road works are unacceptable. In 2003/04 the Council's Environmental Health division responded to over 9,000 complaints about noise and almost 2,000 complaints about nuisances.

So protecting the public from environmental hazards and nuisances is vital...

10

- The efficient regulation of licensed premises, pest control, noisy neighbours and construction works is essential if the borough is to be a desirable place in which to live and work.

15

- The introduction of the 2003 Licensing Act and the potential for 24-hour drink licenses will need to balance carefully the needs of commercial premises with the need to protect residents from noise and nuisance.

20

- Residents have said that crime, traffic congestion, and street cleanliness are the things that have the most impact on their quality of life, and that traffic congestion and clean streets are the two that need most urgent improvement.

25

- Recent efforts to tackle litter, black bags on the pavement and dog fouling (identified three years ago as the most frequent and annoying problems on the borough's streets) have met with some success. The borough exceeds the national benchmark for street cleanliness, with over 80% of streets in the borough meeting the required standards of cleanliness compared to the national average of 74%.

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- Initiatives such as the recently launched "Love the Streets You Live In" campaign have proved popular. Two out of three residents feel that the streets are generally clean and half of them feel that the streets are generally clutter free.

❖ **Aim 2: To deliver services and work with local people day by day to make the borough a pleasant place by**

40

- i. providing an effective and speedy response to residents' complaints about noise and other nuisances; (H)
- ii. protecting residents from noise and disturbance that might arise from the new licensing laws; (H)

45

- iii. achieving cleaner borough streets;

- iv. encouraging people to be considerate towards their neighbours, to take pride in their area and to join in efforts to improve it;
- 5 v. being clear with people about behaviour that has unacceptable environmental impacts, and how it will be dealt with.

10 **"Although the cleaning has improved a lot lately, the problem is often some residents who do not take care of the estate - they leave litter and allow dogs to foul" – Resident in World's End**

Getting around the borough

15 *People's experiences of and feelings about local public transport vary widely...*

- 20 • Three in five residents say they are satisfied with the quality of local public transport, while one in five say that they are not. Some people list the quality of public transport as being among the best things about living in Kensington and Chelsea – others feel that it is one of the worst.
- 25 • Although the borough has 12 underground stations and 32 bus services, areas in the north west and south of the borough are relatively poorly served by public transport, and improvements are needed here.
- 30 • Residents have said that improving the reliability of public transport is a top priority to enable them to move around the borough.

Transport problems in Dalgarno

35 Residents of the Dalgarno estate said they found it difficult to use the shops and services in Ladbroke Grove and other areas of North Kensington because of the lack of public transport to and from the estate. The long walk to the nearest bus stop means that residents with mobility problems aren't able to get around the borough easily, and feel isolated where they live.

40

Making a success of our transport system means working with and lobbying other partners...

- 45 • Like other Londoners, the residents of Kensington and Chelsea rely largely on Transport for London (TFL) to deliver reliable public transport services. In 2004-05 TFL allocated

£1,720,048 to the borough to deliver transport related schemes including road safety education programmes. TFL also funds and works closely with the Council to develop public spaces such as Exhibition Road and Sloane Square.

5 Major decisions on transport investment get taken at a London-wide level, increasing the importance of attempts to influence regional bodies through lobbying to express local priorities.

10 • Many vulnerable people like the elderly face barriers to using public transport. Both the Council and the voluntary and community sector provide alternative transport provision that meets their needs. Through the Association of London
15 Government, every resident over the age of 60 or who is registered as disabled is entitled to a "Freedom Pass" which allows free travel on London Transport. The Council also funds a range of other transport services in partnership with Kensington and Chelsea Community Transport to help
20 vulnerable people to obtain medical and social care services, to go shopping and to carry out other day-to-day activities.

• The creation by Government of a new "Strategic Road Network" in London will make it more difficult for the Council
25 to carry out maintenance and design improvements on several major shopping streets in the Royal Borough, because to do so it will need to obtain agreement from Transport for London.

The introduction and possible extension of congestion charging poses new challenges...
30

• Since the introduction of the congestion charge zone there has been a significant increase in the number of powered two wheel vehicles in the borough. In response the Council is
35 proposing to increase the number of secure motorcycle parking spaces and promote safety by allowing a reduced charge motorcycle permit for residents who have completed an approved motorcycle training course.

40 • In a 2003 survey, only 2% of respondents supported the Mayor of London's proposal to extend the congestion charge to part of the borough, and almost two-thirds were against any form of congestion charging in the borough.

45 • The Council continues to have serious concerns about the western extension of the congestion charge zone, particularly over unresolved issues of great importance to residents and

5 businesses in the Royal Borough – such as the likely effect of the extension on commercial (particularly retail) activity, on recruitment and retention of staff, on air quality, on the cluttering of our streetscape and on the Council's future ability to fund community transport and streetscape projects.

10 • The technology to be introduced could be rendered obsolete within two years of installation if Transport for London rolls out a “tag and beacon” scheme such as they have been successfully trialling.

15 • Londoners roundly rejected the Revised Transport Strategy enabling the extension during a consultation exercise that attracted record levels of response. The Council believes that its concerns should be addressed in a public inquiry before the Mayor of London proceeds to confirm the scheme order. This is also the best means for him to explain to Londoners why he should proceed despite their opposition.

20 • The Council will continue to seek to improve the current proposal in the event that it goes ahead.

25 • The Council will develop and consult on a new transport strategy for the borough once it is known whether the western extension of the congestion charge zone is to go ahead.

❖ **Aim 3: To improve local transport management, services and networks by**

30 i. working with strategic and operational partners to enhance the public transport system for the whole community; (E)

ii. maintaining streets to a high standard so that walking is easy and safe and cyclists, buses and other vehicles can move safely; (H)

35 iii. ensuring that the Council's ability to implement locally supported policies and schemes is not affected by the creation of the Strategic Road Network;

40 iv. improving road user and pedestrian safety through promoting safer behaviour by drivers, cyclists and pedestrians, tackling anti-social behaviour and promoting positive road safety messages in schools and with residents and the business community; (H)

v. ensuring that recreational, health and shopping centres are easily accessible by public transport; (H) (E)

45 vi. seeking to prevent or mitigate the negative impacts that any extension of the Congestion Charge Zone will have on the borough.

“Accessibility on buses is getting better but it still needs work.” – Chelsea resident

5 Waste, recycling, energy efficiency and the reduction of pollution

10 *The borough has its part to play in national and global efforts to protect the wider environment and the interests of future generations...*

- 15 • International agreements, European Union directives, and national Government targets on environmental quality all depend on local action to deliver change. The Kensington and Chelsea Partnership believes that local employers and residents should be encouraged and expected to “do their bit” to reduce and recycle waste, use energy efficiently and reduce pollution.

20 *Sometimes, a balance needs to be struck between conflicting goals...*

- 25 • Planning policies that preserve the architectural heritage and enhance the appearance of the borough can cut across other desirable goals such as installing double-glazing to reduce energy use and providing additional storage in front of buildings to encourage recycling.

30 *A major effort is needed if national recycling targets are to be met...*

- 35 • The rate of recycling and composting household waste has increased from 12.7% in 2002/03 to 16.5% the following year. There is an ambitious national target to double current levels of recycling to 30% of all household waste to be recycled by 2005/06. The Council is currently developing a programme to achieve this target.

- 40 • There are also very ambitious Government targets to reduce the amount of biodegradable waste going to landfill. By 2020 this must be no more than 35% of the amount going to landfill in 1995. Between now and 2020 the Council must hit a number of intermediate targets. If it misses these it will face heavy financial penalties.

- 45 • Government consent for the planned Energy from Waste plant at Belvedere in Bexley is vital if these penalties are to be

avoided. Otherwise, Kensington and Chelsea faces extra waste disposal costs of around £5 million a year, and rising, by 2012.

- 5
- The Council will work in joint “Innovations Forums” with its recently reappointed waste contractor SITA to develop new schemes aimed at improving the borough’s recycling rate and street cleaning.

10 *Residents and businesses have a vital part to play...*

- By disposing of their rubbish in ways that keep biodegradable waste separate from other waste, people can help to reduce the amount of biodegradable waste going to landfill.
- 15

- Recycling can be difficult for people living in flats and mansion blocks, but problems can be eased if managers, porters, residents and waste services work together, and the Council is taking steps to encourage the necessary commitment and cooperation.
- 20

25 *Local air quality worries many residents...*

- As many as two thirds of the borough’s residents worry about air quality and four out of ten people are not satisfied with current air quality. At busy roadside locations such as major road junctions air quality can become very poor, especially during congested periods.
- 30

- The causes of poor local air quality – such as emissions from traffic and industry – are not constrained by borough boundaries. The concentration of pollutants is strongly influenced by atmospheric chemistry. Even when direct emissions are reduced the levels of pollutants do not fall at a corresponding level or rate. But a reduction in car use in the borough and in the number of vehicle engines left idling can help.
- 35
- 40

- Planning guidance produced by the Council seeks to lessen any adverse impacts on air quality arising from new developments in the borough.
- 45

- Walking and cycling cause less harm to the environment than motorised travel and can have health benefits, but effort

is needed to make urban areas feel safe for pedestrians and cyclists

Worlds End estate

In a focus group, Worlds' End residents expressed a lot of concern over the traffic around the estate – describing it as an island between three major roads. They said that noise and pollution from the traffic causes them mental and physical health problems. They were also worried about the health of young people living on the estate, who have playgrounds next to major roads, and fear that their risk of asthma is increased.

The pressure on parking in the borough is intense...

- There is an ever increasing demand for residents' parking spaces in the borough with limited potential to increase the current number of spaces available. There are around 27,000 residents' parking bays in the Borough, but over 41,000 residents hold a residents' parking permit.
- The Council will continue to develop initiatives to manage parking within the Royal Borough. It has taken positive action to reduce the demand for on street residents parking permits and approved several residential developments - in areas of the borough where public transport access is very good - which do not allow the residents to purchase on street parking permits.
- The Council has also promoted a City Car Club, which enables local residents to share several cars, which are located throughout the borough, hence reducing the need for residents to own a car. The Council will also consider the possible introduction of graduated permits for different types of vehicles, and is consulting residents on the possible extension of parking controls on Sundays in the borough's busiest shopping areas.

❖ Aim 4: To promote energy efficiency, recycling and the reduction of pollution by

- i. encouraging and involving residents and businesses so that they take part in recycling and waste minimisation schemes in order to reduce waste sent to landfill;
- ii. improving the borough's waste collection service and ensuring that high standards are maintained by SITA, the waste collection contractor;

- iii. working in partnership with Western Riverside Waste Authority to lobby Government to give consent to the new Belvedere waste plant;
 - iv. seeking to develop a consensus among residents and businesses for radical changes in behaviour so that biodegradable waste is not mixed with other waste;
 - v. promoting environmental education in schools;
 - vi. encouraging and promoting the use of energy efficiency and anti-pollution measures across the Council, PCT, police, businesses and the voluntary and community sector;
 - vii. working with Transport for London and the Association of London Government to minimise the environmental effects of noise, congestion and air pollution caused by transport;
 - viii. encouraging people to take measures to minimise the environmental impact of transport, including the use of shared journeys to school or work;
 - ix. protecting local shopping centres, particularly to minimise people's need to use transport;
 - x. encouraging walking and cycling as attractive forms of travel for short journeys; (H)
 - xi. promoting the use of public transport and powered two wheelers as alternatives to the car; (H)
 - xii. leading and supporting a number of enforcement and education initiatives to reduce emissions from vehicles and improve air quality. (H)
- 30

CHAPTER 3: CULTURE ARTS AND LEISURE

Our Goal: [A borough where everyone has the opportunity to enjoy its public parks and open spaces and a wide variety of high quality cultural, artistic and leisure activities]

To achieve this we will:

- ❖ ensure that the conditions for a thriving arts sector are established, maintained and developed
- ❖ encourage literacy, reading and lifelong learning for people's economic good and cultural and personal development
- ❖ improve the quality and accessibility of sports and leisure provision for all in the Royal Borough and encourage participation in physical activities
- ❖ improve the quality and accessibility for all of the public open space within the Royal Borough

Arts, culture and leisure in Kensington and Chelsea

Kensington and Chelsea offers a wealth of opportunity for the enjoyment of culture, arts and leisure activities...

- The borough is host to important arts institutions such as the South Kensington Museums, cultural events with international reputations such as the Notting Hill Carnival, and a number of successful and world-renowned further and higher education arts institutions.
- The Council provides direct support for the critically acclaimed Opera Holland Park and manages the Leighton House and Linley Sambourne Museums, and three commercial galleries: Leighton House Gallery, the Ice House Gallery and the Orangery Gallery.
- These rich and dynamic resources both contribute to and benefit from other arts activities within the borough. The voluntary sector is key to the vibrant cultural life of the borough, developing and delivering arts projects and initiatives within the community. It is estimated that there are over 600 arts organisations and artists based in Kensington and Chelsea.
- Although the borough has less open space than any other part of London except the City, it is blessed with numerous small parks and open spaces – some open to the public, and some for the private use of nearby residents. These help to

provide the peaceful and almost “village” feel that sets Kensington and Chelsea apart from many other inner London areas, and they are especially important in a borough where 84% of residents have no access to their own garden space.

5

- Six public libraries provide universal and free access to a wide range of literature, poetry, drama and information about fine arts and other subjects, as well as running activities to encourage reading and learning.

10

- Three main public leisure centres serve the borough (Kensington Leisure Centre, Chelsea Sports Centre and the Westway Sports Centre, which is run by the Westway Development Trust)) and each of the five main parks has a range of sports facilities on offer. These facilities cater for over 2 million visitors each year and provide opportunities for residents to pursue an active lifestyle. They are also well used by local schools and clubs.

15

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- Some of these facilities enable users to develop their skills to the highest level - Westway Sports Centre, for example, is home to the largest indoor climbing centre in Europe. . This Sports Centre also provides special access for Borough schools, including free use of facilities during school time and an after-school programme for local children involving over 700 children every week.

25

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- The numerous private health and fitness clubs in the borough, catering generally for the more affluent residents, and are operated by private companies and the numerous hotels throughout the borough.

These opportunities make an invaluable contribution to the quality of life enjoyed by residents and visitors...

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- Arts and sports programmes provide a focus for engagement with young people. They can provide learning opportunities, help to tackle anti-social behaviour, and promote citizenship and community involvement. Sports programmes are specifically targeted at housing estates in order to provide ongoing activities for local young people.

40

- Arts projects are helping to deliver regeneration in the north of the borough and play a part in measures to combat graffiti and brighten up the borough.

- Arts tutors working in day centres, and voluntary groups organising theatre and gallery visits, can help vulnerable residents to lead independent and more satisfying lives.
- 5 • Subsidies to clubs and organisations and a concessionary leisure pass scheme for certain groups of borough residents are helping to encourage use of the borough's leisure centres.
- The leisure centres are working with the PCT to increase physical activity in older people, cardiac patients and lone parents living in the borough.
- 10 • The Notting Hill Carnival attracts visitors from all over the world, as well as providing employment opportunities all year round for a variety of local businesses.
- The borough's parks and open spaces provide venues for Holland Park Theatre, the Portobello film festival and a variety of art based events, as well as a host of informal and organised sports and leisure activities.
- 15 • Borough libraries host projects such as reading groups for the visually impaired and classes in English, Basic Skills and IT which can give residents greater confidence to exploit the opportunities that living in the borough provides. Local museums have been working with older people's groups on a literacy project.
- 20 • Securing and enhancing and improving the accessibility for all to the borough's arts, culture and leisure facilities is therefore important if residents' quality of life is to be preserved and improved.
- 25

Supporting the arts

- 30 *The Council has long promoted the provision of high-quality public art...*
- Over the last five years Kensington and Chelsea Environment Limited (KCEL), a company run by the Council to distribute funds contributed by SITA under the landfill tax credit, has supported a range of projects to preserve or enhance the borough's artistic and cultural heritage, including several sculptures in parks and open spaces and the restoration of several local churches.
 - 35
 - A Public Art Panel for Kensington and Chelsea is being developed to encourage and guide future public art initiatives. Work is also being undertaken with a partnership of central London boroughs on public art in open spaces.
 - 40
 - 45

- Planning and conservation policies help to encourage the provision of art works in housing, office and retail developments. The 'Percent for Art' campaign seeks to improve the built environment by employing the talents of Britain's artists and crafts people in building projects. A guide to the scheme is being produced.
- The Council encourages developers of buildings to incorporate works of art or performing arts spaces within their developments and seeks planning obligations to secure new provision in appropriate development proposals. The Council's planning policies also seek to preserve wherever possible the borough's numerous artists' studios, in recognition of their significant contribution to artistic and cultural life in Kensington and Chelsea.

Funding for the arts is available from several places...

- Funding is available from Arts Council England (ACE) Grants for the Arts, other lottery distributors, Film First, the Royal Borough's Arts Grants Scheme, the London Borough's Grant Scheme and various local and national trusts and foundations.

Nevertheless, financial support for arts activities in the borough is stretched...

- Currently none of the borough's arts organisations receive funding through the London Boroughs Grant programme. ACE's Grants for the Arts scheme is heavily oversubscribed. The borough's past successes at attracting ACE grants is no guarantee of success in the future, as ACE is reviewing its priorities. ACE is also seeking a greater financial contribution from local authorities for the arts, putting further pressure on local funding. Funders seldom support organisations' core costs and the ensuing insecurity can stifle creativity and prevent long-term strategic planning.
- Financial pressures on services such as education and social care, which the Council has a legal obligation to provide, put a squeeze on the Council's ability to support discretionary activities such as the arts. The Council's new Arts Grants scheme is oversubscribed - only one in four applications is successful - and other forms of funding such as the Neighbourhood Renewal Fund are due to end.

- The lack of affordable land and buildings in Kensington and Chelsea limits the kind of activities that can take place and makes it difficult for successful local cultural and arts organisations to grow without relocating elsewhere.

5

Unsurprisingly the lack of funding has been identified as a major problem by arts organisations...

- There is a demand among local arts workers and organisations for training and advice on funding, marketing and working with volunteers, and for assistance with project and organisational development.

10

- Information sharing and networking, listings and publicity for arts events and a resource directory of organisations and venues have also been identified as priorities for action to support the sector.

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❖ **Aim 1: To ensure that the conditions for a thriving arts sector are established, maintained and developed over the next five years by**

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- working with the arts sector to improve access for all people who wish to spectate or participate in the arts; (E)

- ensuring the physical soundness of and access to Council managed venues; (E)

25

- widening the range of residents who enjoy the Council run museums, libraries and galleries, and Opera Holland Park; (E)

- encouraging people from local communities to try out forms of art and activity that are new to them; (E)

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- helping artists and arts organisations to get financial advice, development and training opportunities and guidance on establishing and managing new arts venues;

- improving the publicity and information available about art and culture in the Royal Borough;

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- encouraging civic pride in the Royal Borough's arts and celebrating and promoting successes;

- seeking to preserve artists' studios so that there is a range of facilities suitable to the needs of artists who live or work in the Royal Borough;

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- establishing a Public Art Panel to encourage and guide the development of public art in the Royal Borough.

Developing the Library Service

The borough's libraries deliver a good level of service...

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- The Government's Public Library Standards measure the quality of libraries by looking at how easy it is for people to use them, the level of customer service people receive, how up to date and comprehensive the stock of books and other material is, how satisfied users are with their library, the contribution the service makes to efforts to improve literacy levels and so on. In 2004 the Library Service achieved an "excellent" rating from the Government for progress in meeting these standards and its Charter Mark status, awarded for excellent customer service, was renewed for the third time in 2004.

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- The most recent Public Library User Survey, carried out in 2003, found that over 90% of respondents rated staff helpfulness, knowledge and expertise as good or very good.

To sustain and improve on this the Library service must not stand still...

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- New information technologies provide opportunities to provide new types of library service (such as cheap access to the internet) and to deliver established services in new ways (such as "self-service" book lending). A balance needs to be struck, however, between the differing and sometimes competing demands of users for a traditional library service, on the one hand, and a service which exploits (and enables users to exploit) the opportunities afforded by new information technology on the other. And redesigning services can mean that staff need to learn new skills or use established skills in new ways.

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- Not all of the libraries are well-placed or designed to serve people with limited mobility and other impairments.

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❖ **Aim 2: To encourage literacy, reading and lifelong learning for people's economic good and cultural and personal development by**

- i. ensuring that first class resources for reference and reading for pleasure are accessible to all who live, work or study in the borough;
- ii. promoting literature and reading;

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- iii. increasing the use of libraries, especially by those traditionally under-represented amongst library users; (E)
- iv. ensuring that libraries are excellent providers of information;
- 5 v. promoting informal learning opportunities and supporting formal learning providers;
- vi. providing high quality customer service;
- vii. developing a Library Strategy to meet the present and future needs of residents.

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Encouraging sport and physical exercise

Satisfaction with and use of local sports centres presents a mixed picture...

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- Surveys suggest that the proportion of users satisfied with the borough's public sports and leisure facilities has not changed greatly over the last three years, and is currently far lower for Chelsea Sports Centre (64%) than for the Kensington Sports Centre (81%) – reflecting the range and quality of the facilities on offer.

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- Against national benchmarks the proportion of users of the Kensington Leisure Centre who are young people, elderly, from ethnic minority groups or disabled is relatively low. The same is broadly true of the Chelsea Sports Centre although usage by young people and the disabled is greater here. These figures are influenced by the characteristics of the population living close to these sports centres. Equivalent data for the Westway Sports Centre is not available.

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"What's really needed in the area is an affordable gym. The disused public toilets or car parks on the estate would make a fabulous gym or swimming pool."- World's End resident

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- A shortage of outdoor sports pitch provision across the borough means we rely heavily on neighbouring authorities. There is also a shortage of indoor sports space particularly in the south of the borough. The priority is therefore to make the best possible use of the existing space, and to prevent its loss to other uses.

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- ❖ **Aim 3: To improve the quality and accessibility of sports and leisure provision for all in the borough and encourage participation in physical activities by**

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- i. increasing participation in sport in Kensington and Chelsea; (H)
- ii. improving the provision of sports and play facilities; (H)
- 5 iii. promoting physical activity as a means of improving quality of life and well being, and especially for children, young people, the elderly and the disabled; (H)
- 10 iv. ensuring that a range of public and private sporting venues are used for physical activity including parks, leisure centres, youth clubs and schools; (H)
- 15 v. providing a good quality of service in safe and well run facilities; (H)
- 15 vi. providing encouragement, expertise, advice, and support to service providers and deliverers of local sport;
- 15 vii. ensuring that services are accessible to all; (H) (E)
- 15 viii. examining how sports provision in the south of the borough can be improved. (H)

Sport for young people

Young people from Wornington Green, and the Royal Borough's Youth Forum, were asked about the facilities available for them to do sport and leisure. Youth Forum members appreciated the amount of things there are to do in the borough, but said they were often too expensive for young people – better voucher systems, or a leisure pass for young people and students would be an improvement.

The young people from Wornington Green reported different experiences – though they appreciated what they had, there was not enough for them to do, and little choice of activities. They knew people did not like them 'hanging around' but they felt that they did not have other things to do.

Public parks and open spaces that can be enjoyed by all

The borough has award-winning and popular parks and open spaces...

- The borough's parks and open spaces received a Silver Medal in the 2004 Britain in Bloom competition in 2004 and a Gold Medal for London in Bloom. Kensington Memorial Park won the award for most improved park in London. Holland Park has won the Civic Trust's Green Flag award – the highest quality mark available for parks and open spaces.

- When residents are asked what they think is the best thing about living in the Royal Borough, they mention the local parks more often than any other aspect of life in the borough. Eighty-five percent of residents say they are satisfied or very satisfied with the quality of the local parks.
- Nevertheless, we know that investment is needed over the next few years to sustain and improve the quality of the borough's parks. And we know that improving safety and tackling vandalism are important issues for park users. The Council is starting to address these issues through the development of a local Parks Strategy.
- Some green spaces in the borough – notably Little Wormwood Scrubs and Brompton Cemetery – are not managed by the Council, and may provide opportunities for greater enjoyment by local people.

Space to play in Dalgarno

One of the main concerns of residents who were invited to a focus group was the lack of safe space for young people to play on in the area – “There is nothing – we have CCTV cameras instead of children's facilities”.

Despite Little Wormwood Scrubs being so close, people said that it was overgrown, badly maintained and a wasted resource. They reported that the play facilities that are available are damaged. They suggested using the space for football pitches, or organised activities.

❖ Aim 4: To improve the quality and accessibility for all of the public open space within the borough by

- providing high quality parks and open spaces;(H) (E)
- promoting the use of parks and open spaces by local communities, and involving people in decisions about what their local park should be like, and in looking after it;(H) (E)
- providing spaces for relaxation, recreation and exercise and making parks feel safe for everyone to enjoy;(H)
- using good quality design and materials to improve and maintain the borough's parks and open spaces;(E)

- v. exploring opportunities to make better use of green spaces within the borough that are currently managed by other organisations. (E)

CHAPTER 4: SAFER COMMUNITIES

[Our Goal: A borough where there is a low level of crime and disorder and residents and visitors feel safe.]

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To achieve this we will

- ❖ ensure that residents are, and feel, secure in their homes and daily lives
- 10 ❖ catch and convict offenders, stop them from re-offending and ensure that victims are properly supported
- ❖ reduce the use of illegal drugs and the misuse of alcohol
- ❖ reduce the numbers of young people involved in crime and disorder either as victims or perpetrators

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Preventing and reducing crime

Kensington and Chelsea is not a high crime area . . .

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- Government figures for November 2004 place the borough outside the top 40 local authority areas deemed to be “high crime areas”. The borough is 60th in this league table, and only one of its immediate neighbours – Wandsworth – is in a lower position.

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And the trend is downwards . . .

- In 2003/04, 29,873 crimes were reported to the police in the borough compared to 31,921 the previous year.
- Reports of disorder or anti-social behaviour to the police also fell from 12,130 in 2002/03 to 11,613 in 2003/04.

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35 *Nevertheless some residents and visitors do not feel safer . . .*

- In a survey of residents in April 2004
 - Only 6 out of ten respondents said that they felt very or fairly safe during darkness.
 - One half of respondents said that they were very or quite worried that someone may steal something they were carrying, and a similar proportion worry that someone may steal something from their motor vehicle.

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- Six out of ten respondents said that they were very or quite worried that someone may break into or try to break into their home.
- 5 ○ Just over a third of respondents said that they were very or quite worried that someone may physically assault or harm them.
- Residents have also made it clear in such surveys that they want more enforcement staff in uniform on the streets.

“there’s no point having a nice house if you’re too frightened to leave it’ – Dalgarno resident

15 *And we know that whilst overall reported crime has reduced there is still concern about some offences . . .*

- Street crime rose from 1,334 reports in 2002/03 to 1,532 reports in 2003/04. There are particular hotspots in the Notting Barns, Norland and Colville wards.
- 20 • Reports of burglary rose from 1,652 in 2002/03 to 1,769 in 2003/04. The Courtfield Ward is a hotspot. Reports of domestic violence rose from 1,450 in 2002/03 to 1,749 in 2003/04.
- 25 • Motor-vehicle crime still causes concern, even though reports of offences fell by 11% in 2003/04 compared to 2002/03 and records indicate similar reductions in 2004/05.

30 *We also know that many crimes are preventable . . .*

- Some residents leave windows and doors open and make it easier for burglars and some motorists leave valuable items on display in their parked cars. Some residents and visitors are not aware of the danger of snatch thefts when using a mobile phone whilst walking in the streets, and some multi occupation properties do not have adequate main front doors and locks. Action can also be taken to reduce the opportunities for arson and the incidence of hoax emergency calls to the Fire and Rescue Service. Since the introduction of schemes to tackle the number of hoax calls made to the fire service the number of hoax emergency calls has decreased from 10% of total calls in 2000-01 to 5% in 2004-05.

45 ❖ **Aim 1: To ensure that residents are, and feel, secure in their homes and daily lives by**

- i. reducing the numbers of
 - a. street crimes, domestic burglaries and motor-vehicle crimes;
 - b. violent crimes, particularly domestic violence and offences that involve the use of knives or guns; (H)
 - c. incidents of disorder and antisocial behaviour; and (H)
 - d. non-accidental fires and malicious hoax calls to the Fire and Rescue Service. (H)
- ii. providing dedicated, ward based, local policing teams throughout the borough and increasing the engagement of local people in the process;
- iii. increasing the number of visible enforcement officers patrolling the streets of the borough to tackle street crime and anti-social behaviour and reassure residents and visitors;
- iv. reducing the likelihood of residents and visitors becoming victims of crime and disorder through target-hardening measures, regular awareness campaigns and encouraging individual responsibility for personal community safety;
- v. improving processes for designing out crime when any changes to the built environment are being considered;
- vi. improving support for vulnerable adults at risk of becoming victims; (H)
- vii. improving partnership work with private and social landlords to tackle domestic burglary and antisocial behaviour.

Safety in Latimer Road and Maxilla Walk

Some people we spoke to – including young people who were part of the Royal Borough's Youth Forum, parents of young children at Maxilla nursery, and residents in Meanwhile Gardens - told us about areas they feel are unsafe. Latimer Road and Maxilla Walk were the two most often mentioned where people were afraid to walk in the dark. Visible drug problems, people hanging around in groups, graffiti and poor street lighting were the things that caused concern and made people feel unsafe in the area.

"I feel safe in the day but at night there are hot spots that you know not to go to because there is vandalism and drug related crime" – Resident in Golborne

Catching and dealing with offenders

Whilst we know that some crimes are preventable we also know that . . .

- 5 • A relatively small number of offenders commit a large proportion of the crime in the borough. Catching and convicting these criminals can make a major impact on crime levels and people's feelings about safety in the borough.
- 10 • Parents, schools and providers of youth services have an important role to play in developing a culture that says very strongly that crime and antisocial behaviour are not acceptable.
- 15 • Early signs of offending behaviour need to be recognised so that effective support can be provided to the individuals concerned and, if they are young people, to their parents as well.
- 20 • Victims of crime need support to cope with the consequences and to help make sure that they do not become victims again.
- 25 ❖ **Aim 2: To catch and convict more offenders, stop them from re-offending and ensure that victims are properly supported by**
 - 30 i. focusing attention on catching and convicting those responsible for disproportionate amounts of crime in the borough;
 - ii. identifying, at an early stage, people who show signs of developing antisocial and/or offending behaviour, working intensively with them so that they stay out of trouble, and imposing penalties if they fail to do so;
 - 35 iii. adopting a tough stance on domestic violence by always arresting the alleged perpetrator of such violence; (H)
 - iv. reducing opportunities for stolen and counterfeit goods to be sold in the borough;
 - 40 v. increasing the proportion of offences where offenders are detected and caught and making sure that the local criminal justice system then deals with them effectively;
 - vi. improving the use of public and private CCTV systems to prevent crime and disorder, provide intelligence and assist enforcement;
 - 45 vii. making effective use of powers to tackle anti-social behaviour; (H)

- viii. engaging more effectively with the business community to prevent crimes on their premises, including the expansion of the neighbourhood watch network to the business community;
- 5 ix. developing the use of volunteers in schemes to prevent crime and disorder, provide intelligence and assist enforcement;
- x. developing a better understanding of crime and disorder in the Royal Borough and more effective joint working
- 10 xi. improving support for victims both at the time they report an offence and afterwards. (H)

Dealing with problems caused by drugs and alcohol

15 *There are also concerns about the illegal use of drugs and the misuse of alcohol . . .*

- 20 • Reported drug offences have been increasing in recent years - they have risen from 698 in 2001/02, to 936 in 2002/03 and 1,019 in 2003/04.
- 25 • Analysis of offenders caught for committing acquisitive crimes such as theft and burglary suggests that they are often driven by a need to feed a drug habit. The misuse of alcohol and drugs is often a factor in antisocial behaviour and certain types of crime such as domestic violence.
- 30 • Residents have also expressed concerns: in a survey of residents in April 2004 three out of 10 people said they had witnessed people using illegal drugs.

❖ Aim 3: To reduce the use of illegal drugs and the misuse of alcohol by

- 35 i. increasing the number of drug using offenders who sign up to and complete drug treatment programmes;(H)
- ii. disrupting the sale of drugs in the borough and contributing to London-wide action to reduce wholesale
- 40 drugs markets;(H)
- iii. continuing to close down crack houses quickly;(H)
- iv. developing effective education programmes for young people about avoiding the harm caused by illegal drugs and the misuse of alcohol;(H)
- 45 v. encouraging responsible behaviour by those who manage pubs and clubs to prevent drug and alcohol problems on

- and near their premises, and taking action against licensees who do not;(H)
- vi. taking effective action to tackle street drinking problems.(H)

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Young people

Most young people are not involved in crime or antisocial behaviour

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- Most young people are responsible citizens and respond to guidance from parents, friends, schools and providers of youth services. There is a wide range of positive activities available for young people in the borough and specific activities are provided to occupy young people who might otherwise be tempted to behave badly. There is also targeted support available for those at risk of lapsing into crime or antisocial behaviour.

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Different generations working together

Residents in Chelsea told us about a scheme where young and elderly people share their knowledge and experience to help each other. One lady is visited regularly by an A-level student. The student helps with this lady's computer, and gets help with her A-level biology in return. Another resident told us how she helps out with school meals at a local school, and how much she enjoys meeting the children there.

Nevertheless, residents are worried about the behaviour of some young people . . .

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- In a survey of residents in April 2004, the largest issue of concern expressed by residents was about "youths in groups displaying anti social behaviour". Youth disorder was also one of the three main concerns expressed in a survey in 2004 of tenants in TMO properties.
- In 2003/04, of those cases where offenders have been caught, 7.5% were young people aged between 10 and 17 years old. The number of young people requiring intervention by the Youth Offending Team (YOT) increased from 520 in 2002/03 to 746 in 2003/04.
- The Golborne and Notting Barns wards are hotspots for reported crimes by young people.

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But young people are also vulnerable to becoming victims of crime.....

- 5 • Many reported offences committed by young people are against young people with 16 year olds being especially vulnerable in this respect.
- 10 • Nearly one third of victims of knife crime in the year to August 2004 were under 21 years old.

Assumptions about young people

Young residents in Wornington Green told us they feel labelled by older residents who assume they will cause trouble – “...they think they'll get robbed and we'll terrorise them...under our hoods and hats”

❖ Aim 4: To reduce the number of young people involved in crime and disorder either as victims or perpetrators by

- i. publicising the many examples of positive work undertaken by young people in the borough;
- ii. continuing to develop effective community safety education programmes for young people to prevent them becoming victims or offenders;(H)
- iii. encouraging parents to take responsibility for the behaviour of their children and where necessary providing adequate and timely support to help them to do so;
- iv. providing a youth service for all young people who live, study or work in the borough that also identifies those at risk of becoming offenders;
- v. promoting a consistent and effective approach to tackling offending behaviour in schools;
- vi. providing effective support and diversionary activities for those at risk of becoming offenders and dealing effectively with those who are already offending;
- vii. reducing the number of children and young people in the care of the Council who become involved in crime and disorder;
- viii. seeking punishments for young offenders, from the many different options available to the courts, that are most likely to stop or reduce their offending behaviour;
- ix. providing support for young victims of crime. (H)

CHAPTER 5: HEALTH AND SOCIAL CARE

Our Goal: [A borough where everyone has the opportunity to lead a healthy and independent life and has equal access to good quality health and social care services when they need them.]

To achieve this we will

- ❖ improve and protect the overall health of people living in the borough
- ❖ improve the delivery of and choice offered by local health and social care services
- ❖ improve the experience of patients, carers and users of local health and social care services
- ❖ help children and young people to stay safe and be healthy
- ❖ improve residents' independence, quality of life and life expectancy of people

Addressing the underlying causes of poor health

Prevention really is better than cure...

- This section of the strategy deals specifically with health and social care services. But the achievement of health and well-being is about far more than the effective delivery of such services. Other elements of the strategy will contribute to the important objectives of preventing ill health in the first place.
- Action to tackle poverty, worklessness, low educational attainment and skills, poor housing, fuel poverty, homelessness, poor transport access to local services, pollution, the provision of healthy affordable food, accident rates, bullying and discrimination, fear of crime and anti-social behaviour – can all contribute to better health for local people.
- Elsewhere in this strategy we have set out objectives that will help to achieve these goals. Objectives that address the underlying causes of poor health, and contribute to wider health and well-being in the borough, have been identified by this symbol (H).

National policies and programmes affect what we do locally...

- Local priorities and actions are influenced by major national programmes to improve health and well-being, such as the

recent Government initiatives on "Choosing Health", the Children Act 2004 and the future of social care for adults in England.

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Health and social care in Kensington and Chelsea

In overall terms residents in Kensington and Chelsea enjoy good health....

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- On average, men in the Royal Borough live longer than anywhere else in London, and life expectancy for women is the highest in all of England and Wales. In line with national patterns, the main causes of death in Kensington and Chelsea are diseases such as stroke, heart disease and cancers.

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However, considerable health inequalities exist within the borough....

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- Many areas of North Kensington fall into the least healthy 20% in London. People living in the northernmost wards have an average life expectancy more than five years lower than the borough average and more than ten years lower than those in the healthiest wards. Golborne, St Charles and Notting Barns wards consistently demonstrate high levels of poor health in comparison to London on a wide range of health indicators, and evidence from the 2001 Census suggests that the gap between healthiest and least healthy areas of the borough is growing.

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- Poor health in the borough tends to concentrate in areas of social housing, where levels of self-reported poor health are three times higher than among people who own their own homes. People with significant health needs are often the most likely to be allocated social housing, further increasing the concentration of people with poor health on social housing estates.

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- Poor health and illness are more prevalent in black and minority ethnic groups than among white people. In the Royal Borough the black ethnic groups report the highest rates of poor health and illness, in contrast to London as a whole, where the Asian groups report the worst health.

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- People who live, work in or visit the borough should be able to be confident that their health will not be put at risk by

any food or goods that they buy, or by any employer's working practices.

❖ **Aim 1: To improve and protect the overall health of the local population by**

- i. reducing the number of deaths caused by the main killers - cancer, heart disease, stroke, and their related diseases – especially in parts of the borough where such death rates are higher than average;
- ii. tackling the causes of these diseases, and in particular to reduce adult smoking rates (especially among routine and manual groups); (E)
- iii. safeguarding the public's health by ensuring that it is not put at risk by poor food retailing, dangerous working practices or the sale of dangerous or inappropriate goods.(E)

Improving local services

The quality of services available to local people is variable....

- The Council's social services are recognised as among the best in the country, and the Council is working hard to maintain this level of service
- Satisfaction with social services, and with health care, appears to be high. In a borough-wide survey, only 13% of people said that they were dissatisfied with the quality of health and social services. The survey did not detect any significant differences in satisfaction by area, ethnicity or housing tenure. Indeed, recent surveys suggest that three-quarters of residents in high need areas of the borough (Golborne, St Charles and Cremorne wards) are satisfied with their health services, comparing favourably with national findings.
- Nevertheless, we know that residents in these areas have more limited access to GPs because of restricted opening hours and poorer availability of appointments. Primary care in these high need areas is also less successful on a range of quality indicators.
- The Kensington and Chelsea Primary Care Trust (PCT) has hit recent targets on overall access to primary care, on helping people who misuse drugs, on improving people's working lives and on patient waiting times. But the Trust

found it harder to ensure that people found it easy to see a doctor, to get people to improve their health by giving up smoking, and to manage within existing resources.

- Many local people think that more community-based services (such as health visitors and community nurses) should be provided as an alternative to hospitals, and that more health care should be available through pharmacists and specialist nurses rather than GPs.

Getting an appointment

Residents told us mixed stories about how easy it was to see a doctor where they lived. Some we spoke to in Worlds End thought the health centre there was excellent, and had had no problems seeing doctors or nurses. Another resident in Chelsea told us *"you can never get through on the phone, its always engaged and you can't leave a message. It's frightening when your ill and on your own."*

Parents of young children at the Maxilla nursery also told of problems getting access to their GPs, with lists being full and severe difficulties getting an appointment to take children to the doctor.

The pressures on the current services continue to grow...

- Demand for expensive care placements for older people, disabled people, mentally ill people and looked after children is growing.
- As in other parts of inner London, levels of illegal drug use are high, with consequences not only for the health of drug misusers but also the wider population.
- Residents have said that they want better access to services for hard-to-reach and vulnerable people such as the elderly or BME groups, and effective help for families dealing with drug abuse.
- Like other areas of central London with high living costs, Kensington and Chelsea is finding it difficult to recruit and retain well qualified health and social care staff.
- There are specific long-term challenges to face in providing GP services. A large proportion of GPs in the borough are close to retirement age and since many GPs own their own premises the number of health facilities available in the

borough may fall. Obtaining new premises in a borough with the highest house prices in the country is extremely difficult. The continuation of current planning policies, which seek to resist the loss or secure the replacement of social and community facilities, could help to ameliorate these problems.

- The PCT has recently been approved for the next tranche of a 10 year capital funding programme that will see the development of two new “super-surgeries” in Kensington and Chelsea – one in the north and one in the south of the borough. Major new investment is also expected in the “Paddington Health Campus” in north Westminster. The Council has made a priority of retaining Brompton Hospital as a hospital – possibly private – rather than seeing it used for other purposes.

- The Council is developing and up grading the Ellesmere residential home for elderly people to provide both residential, day care and nursing care facilities. The Council is also currently reviewing options for the Edenham day care centre.

❖ **Aim 2: To improve the delivery of and choices offered by local health and social care services by**

- i. ensuring that services are equitably provided to the whole population, and reducing any inequalities in access to and quality of services;
- ii. increasing the number of vulnerable people successfully living independently, and accessing key services when they need them;
- iii. increasing the number of drug and alcohol misusers entering and completing drug and alcohol treatment programmes and then staying free from drug and alcohol misuse;
- iv. providing suitable outreach and early intervention services for people with mental health problems, appropriate mental health crisis services for all people who need them, and a comprehensive mental health service for families, children and adolescents;

- v. ensuring that physical health, diet and exercise are addressed in care planning for people with disabilities or mental health problems;(E)
- 5 vi. working harder with local communities to improve our understanding of the service needs of the borough's residents;(E)
- vii. engaging with service users and potential users (especially those who are hardest to reach) to enable them to improve their own health and to influence the ways in which services are delivered to them;(E)
- 10 viii. successfully delivering major new health and care facilities in the borough;(E)
- ix. developing a workforce strategy for staff working in the community, especially GPs.
- 15

Mental health care

A group of Somali residents told us they were concerned about the lack of community based support for members of their community that were experiencing acute mental health problems. These individuals were often looked after by members of the immediate family who often did not know where to access mental health care support agencies. People felt they did not know what questions to ask to access the services they required. They felt that more community based health care sessions would significantly improve their quality of life.

Responding to residents' rising expectations

- 20 *People's expectations of the service they receive continue to rise...*
 - Whether they are private sector organisations like banks, building societies or telephone companies, or public service deliverers such as hospitals or councils, providers of services can no longer expect users to fit in with patterns of delivery that are convenient for the provider. Greater attention needs to be paid to the needs and convenience of the service user, and users need to know they will be treated in a fair, courteous and professional manner.
- 25
- 30 ❖ **Aim 3: To improve the experience of patients, carers and users of local health and social care services by**
 - i. ensuring that people are able to make an informed choice about care and treatment options.

- ii. ensuring that patients, users and carers receive services as promptly as possible including effective “out of hours” services;
- 5 iii. making services more responsive to the needs of users, with a personalised care plan for the most vulnerable, greater control over their care packages for people who want it, and an opportunity to choose between different services and providers wherever possible;
- 10 iv. supporting carers so that their quality of life, and their relationship with the person being cared for, are maintained;
- 15 v. ensuring the safety of patients and service users through using processes and working practices that prevent or reduce the risk of harm.

Children and Young People

20 *Health and well-being in later life is dramatically affected by the opportunities that people have and the choices that they make when they are young...*

- The Government has launched a major initiative, underpinned by legislation, to improve the lives of children, young people and their families. An important part of this involves helping children to lead healthy lives, and protecting them from harm.

❖ Aim 4: To help children and young people to stay safe and be healthy by

- i. continuing to provide excellent services to support and safeguard vulnerable children;
- 35 ii. reducing the numbers of young teenagers who become pregnant, and providing good support for teenage parents;
- iii. halting the year on year rise in obesity among young children;
- iv. encouraging and supporting children to have healthy lifestyles and not to take illegal drugs.
- 40 v. providing integrated, flexible and responsive services for families, mothers and children.

Healthy living

45 When asked what ‘healthy living’ meant to them, residents came up with ideas such as healthy eating, doing exercise, not smoking, and not drinking. However people were not always clear what these things actually meant, and thought more clear information would be

helpful to parents – one mother said “*healthy eating – whatever that means!*” Some people also felt that how healthy your life was depended on your income – if you had more money, you could afford to be healthier, as good food and exercise activities are expensive.

Services for adults

For adults with long-term health or social care needs, independent living is often vital to their quality of life...

- Some 20,000 people in the borough are aged 65 or over. While the health of many of these people is good, 43% report that they have a limiting long-term illness. Around 2,000 people are claiming incapacity benefit, and 4,000 are claiming disability living allowance.
- The large majority of adults with long-term health and social care needs want to live lives as actively and independently as possible, and to stay living in their own homes. This improves their quality of life, helps them to maintain social contacts with neighbours and friends, and allows intensive services to be targeted more effectively at those who need them.
- Close working between the Council, the PCT, the Mental Health Trust and Hospitals is vital to the delivery of effective health and social care.

❖ **Aim 5: To improve residents’ independence, quality of life and life expectancy by**

- i. supporting adults with long-term health and social care needs to live independently and in their own homes wherever possible, and keeping any stays in hospital as short as possible consistent with patients’ needs and safety;
- ii. providing support and advice to vulnerable adults to safeguard their well-being and so that crises – such as accidents and falls inside and outside the home - can be avoided;
- iii. improving the quality of care in primary care and community settings, including community support services and day services for people with mental health problems;
- iv. delivering health and social care services in ways that help to address and link with service users’ housing, education

and employment needs, and with leisure and social activities;

- v. improving or safeguarding people's health by encouraging healthy eating and increasing their level of physical activity and use of sports facilities.

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CHAPTER 6: HOMES AND HOUSING:

Our Goal: [To be drafted]

5 To achieve this we aim to

- ❖ improve the quality of housing
- ❖ prevent homelessness and ensure temporary accommodation is of a suitable standard.
- 10 ❖ improve the delivery of housing services
- ❖ increase the supply of housing
- ❖ engage with communities and enhance community life
- ❖ improve the delivery of services

15 Housing in Kensington and Chelsea

Kensington and Chelsea is a popular place to live...

- The borough is well known for its high quality environment. 70% is designated as within conservation areas. This makes the borough one of the most desirable areas in London. It also has the highest population density in the country with 131 persons per hectare compared to a national UK average of 12 persons per hectare.

Popularity comes at a price...

- The Royal Borough has the highest property prices in the United Kingdom. The average property price in the Borough is over £700,000, four times the average for England and Wales and well beyond the means of those on moderate incomes.

High house prices make renting a popular choice...

- 35 • The borough has a larger than average private rented sector (28% of total stock). One in ten households living in these homes receives Housing Benefit.
- 40 • There are an estimated 28,000 dwellings in the private rented sector of which over 2,000 houses are classed as "houses in multiple occupation"². This represents 28% of the borough's housing, one of the highest proportions of private renting in the country.
- 45 • The Council's Tenant Management Organisation (TMO) manages 9,500 homes. Some 2,500 have been bought

² [Description of what "HMO" means]

under the Right to Buy scheme leaving 7,000 for rented social housing.

- The fifty Registered Social Landlord's (RSLs) operating in the borough own some 12,500 properties for letting. When new tenants are needed, the Council can nominate people from the Common Housing Register. A half of all vacancies in one bedroom homes, and three-quarters of all vacancies in larger homes, are filled in this way.

Not all of this housing is in a suitable condition...

- The 2,000 housing stock survey found that 4.3% of private sector housing was unfit. A new housing stock survey is currently being planned and results will be available by November 2005.
- In September 2004 an estimated 2,800 TMO dwellings fell below the Government's "Decent Homes standard" (which measures whether homes are in a reasonable state of repair, have reasonably modern facilities and services, and provide a reasonable degree of comfort in terms of heating and insulation). The TMO plans to improve all these homes by 2008 (two year's ahead of the Government target of 2010). The TMO has secured an additional £43 million to pay for completing the Decent Homes standard head of the Government target, but even more money is needed if the improvements are to be completed on time.
- Registered Social Landlords also have to bring their properties up to the Decent Homes standard by 2010.
- The Council spends some £410,000 a year giving grants to home owners with limited incomes to help them maintain their houses, enable disabled access, renovate properties, improve security and living conditions and make homes more energy efficient. The Affordable Warmth Strategy aims to ensure that vulnerable residents' are able to maintain their properties and keep warm in winter.
- New powers for the Council to license Houses in Multiple Occupation (HMO) are scheduled to come into force in November 2005. To obtain a license landlords will have to meet a range of minimum standards set by Government – details on these are awaited.

❖ **Aim 1: To improve the quality of housing by**

- 5 i. ensuring that all social housing in the borough is brought into a decent condition by 2010; (H)
- ii. increasing the number of private sector houses in decent condition that are currently occupied by vulnerable groups; (H)
- 10 iii. improving access to appropriate housing for those with physical disabilities and increasing the supply of such housing; (H)
- iv. improving housing management services for Council tenants and leaseholders;
- 15 v. identifying and regulating the use of HMOs so that standards in the poorest quality properties are improved. (H)
- vi. implementing the Affordable Warmth strategy. (H)

Pressures on housing in the borough

Demand for low-cost housing intense...

- 25 • The large numbers of overcrowded households living in TMO and RSL stock can result in some households having to wait up to 5 years for transfers to larger accommodation. Delays are longest for families who need larger homes of four or more bedrooms.
- 30 • In common with many parts of London and the South East demand for social housing in the borough is very high and only a small number of properties become available each year for re-letting. In 2003/04 750 TMO and RSL dwellings became available compared to 8,330 households on the waiting list for permanent accommodation in the borough.

And home owning families can face problems too...

- 40 • High levels of demand and high prices for private homes can make it difficult for homeowners with growing families to maintain their ties with the borough, especially in areas where conversions or extensions are ruled out by planning policies.

Easy solutions to the borough's housing pressures are not available...

- 45 • Housing density in the borough is already high. Many of the houses that can be divided into a larger number of smaller

dwellings have already been converted. There are very few large new sites within the borough suitable for housing development.

- 5 • The Council's planning policies seek to resist the loss of residential accommodation, to develop land and buildings for residential use, to provide and retain a range of different housing types and sizes and to encourage the provision of affordable housing on suitable sites.

- 10 • The target set out in the Mayor of London's London Plan of 10,800 new dwellings in the borough between 1997-2016, an average of over 500 per year. Since 1997 an average of 389 dwellings have been built in the borough each year, so this target now looks very ambitious.

- 15 • Residents feel strongly that vacant property in the borough should be brought back into use. In a recent survey 85% of residents said that this should be a priority. In 2004 there were estimated to be 68 empty TMO properties, 500 vacant RSL properties, and more than 200 properties in the private sector, had been vacant for at least six months.

Housing waiting lists

- 25 A Kensington resident told us how their family waited for 3 years for a lift to be put in to their house and eventually had to move as they had a disabled child and had to carry the child upstairs. Their new accommodation is smaller, they have requested a larger house but the housing authority told them they would have to move out of the borough for a larger house. As their child has regular doctor and hospital appointments in the borough they want to stay here for continuity of health care.

35 *Providing information about rights, choices and options helps to ease some people's housing problems...*

- 40 • Housing advice provided by Council and RSL staff and independently by the Housing Advice Service Kensington and Chelsea (HASKC) helps people to avoid homelessness, improve their current housing and understand their housing options. HASKC also attracts external money to train voluntary and community organisations to provide housing advice and information.

45 *Other things can help too...*

- The Council's rent deposit scheme is currently being reviewed to ensure it meets the needs of both local landlords and users. Efficient processing of housing benefit claims ensures that private tenancies are retained and more stable.
5 The Council works with private sector landlords so that there is better co-ordination between statutory and private sector housing agencies.

10 *To solve these problems in the longer term means looking beyond the borough's boundaries...*

- A lack of available sites and very high land prices means that investment in new affordable housing within the borough does not go very far. More can be achieved by working with
15 funding bodies and neighbouring councils over a wider area. This lessens the Council's control over exactly where the new money goes, but ought to yield a higher number of new affordable homes overall.
- The majority of new affordable housing in central and west
20 London is therefore likely to be located outside central areas like the borough, but the Council will have the right to place families in some of these homes. So permanent solutions to some people's needs will be found by providing housing
25 outside the Borough.

❖ **Aim 2: To increase the supply of housing for residents by**

- i. developing additional affordable housing within and outside the borough;
- ii. increasing choice and mobility by promoting properties in low demand areas outside the Royal Borough;
- iii. continuing to use planning policies to provide affordable
35 housing on private developments in the borough, in line with local housing needs;
- iv. minimising the number of vacant properties in the borough and endeavouring to bring private sector of properties that have been vacant for long periods back into use;
- 40 v. developing housing options for those in housing need and to promoting choice to those applying for TMO or RSL housing.
- vi. examining ways to make it easier for homeowners seeking extra space to meet those needs by moving within rather
45 than outside the borough.

Helping those without permanent housing

In the meantime, the shortage of affordable accommodation in the borough means that for many people a temporary home needs to be found...

- Although the Council no longer needs to place families with children in bed and breakfast accommodation there are still over 1,000 households that the Council has accepted a duty to house but who it can currently place only in other types of temporary accommodation.
- The Council receives over 1,000 further homeless applications each year and accepts about half of these as being unintentionally homeless and in housing need. The biggest cause of homelessness is eviction from family and friends' homes due to overcrowding.
- The usual length of stay in temporary accommodation is between three and five years.

❖ **Aim 3: To prevent homelessness and ensure temporary accommodation is of a suitable standard by**

- i. delivering and commissioning high quality housing advice and guidance that increases information on all housing options;
- ii. targeting support at those at risk and increasing the number of vulnerable people accessing support including young people, the elderly, ex-offenders, asylum seekers and substance users; (E)
- iii. providing support and long-term housing options to those fleeing from domestic violence; (H)
- iv. developing affordable private sector housing options;
- v. avoiding the use of bed and breakfast as temporary accommodation for families with children wherever possible; (H)
- vi. promoting the intermediate housing market for middle-income earners to limit polarisation between those that can afford housing and those that have access to social housing.

Improving the quality of people's lives

Housing plays a vital role in determining peoples' quality of life...

5 • The housing that people live in, and its immediate surroundings, can have a profound influence on their mental and physical health, their sense of personal safety, and their sense of belonging to a wider community.

10 • Providers of social housing need to work successfully with their tenants and other public agencies such as the Police and the PCT to safeguard or improve their tenants' quality of life.

15 • The Council established the country's first borough wide Tenant Management Organisation in 1996. A survey of all tenants in 2004 found that 58% of tenants were satisfied with their opportunities for participating in the management of their housing – an increase of 10% since 2001. These figures compare favourably with most neighbouring London boroughs.

20 • In recent years the Council's housing regeneration programme has sought to improve the environment on TMO estates, for instance by improving refuse storage, providing new play areas and carrying out planting schemes.

25 • The TMO has recently introduced a new home visiting service ("TMO2YOU") that will support the needs of initially 50 vulnerable TMO residents to improve their quality of life. Locally based staff will make regular planned visits to ensure residents are aware of the range of TMO services available, check customers are healthy, report repairs, offer advice on budgeting and benefits and sign-post customers to other professionals for further assistance if needed.

35 ❖ **Aim 4. To engage with communities and enhance community life on housing estates by**

40 i. ensuring that housing organisations work in close partnership with the police and the Safer Community Team to develop solutions to anti-social behaviour and drug related crime on estates; (H)

45 ii. engaging with traditionally excluded groups such as young people and black and minority ethnic groups so that they become more involved in decision-making; (E)

- iii. working in partnership with the PCT and other health providers to develop solutions to health problems caused or exacerbated by poor housing conditions; (H)
- iv. continuing to upgrade the facilities on and appearance of social housing estates;
- v. seeking the resources to extend the TMO2YOU service so that more vulnerable TMO residents can access the service.(H)

“Every housing officer should be made to spend three months on an estate – made to take an interest in peoples’ lives” – Wornington Green resident

Improving housing services

Tenants expect an improving level of service...

- In 2004, the TMO surveyed all its tenants and 70% were satisfied with the overall service they received, a slight increase of 2% over the 2001 figure. The TMO wants to improve service delivery and increase the level of tenant satisfaction still further.
- The satisfaction ratings achieved by RSLs in the borough varies from over 80% to less than 50%.
- Consultation has identified a need to improve the management standards of registered social landlords and to communicate the Council's work to promote equalities more effectively. People have also expressed concern about the levels of support for vulnerable people on estates.

"the lift in the housing is always broken - it gets fixed and then breaks again soon" - Golborne resident

❖ Aim 5: To improve the delivery of services by

- i. supporting tenant participation in decision making;
- ii. increasing the responsiveness of providers to the needs of their service users;
- iii. increasing the provision of permanent accommodation and thereby improving access to such accommodation for those in housing need;
- iv. improving the housing options for elderly people;(H)

- v. improving joint working between partner agencies, the private rented sector and professionals to improve the delivery of housing information and advice;
- 5 vi. supporting independent living for vulnerable people by delivering high quality and well planned housing services that complement existing care services;(H)
- vii. striving to eliminate unjustified discrimination in services received by people from different ethnic, faith and other minority groups. (E)

10

CHAPTER 7: COMMUNITY, EQUALITY AND INCLUSIVITY

Our Goal: [A borough where all local people feel confident of their place in the wider community, and where everyone can access the services that they need.]

To achieve this we aim to:

- ❖ Improve the relevance and accessibility of local services to residents and other service users
- ❖ Support and develop community life and leadership
- ❖ Improve the ways that partners inform, communicate with and consult local residents

and

- ❖ The Partnership will act in ways that make it easy for all organisations and individuals to be involved in and contribute to its work.

National legislation, local action

A series of laws protect people from discrimination, and now require public agencies to take positive steps to promote good community relations....

- The Council and other public bodies in Kensington and Chelsea have a duty to eliminate unlawful discrimination and promote equality of opportunity and good relations between people of different racial backgrounds.
- All service providers are required by law to make 'reasonable adjustments' to premises so that there are no physical barriers that make it unreasonably difficult for disabled people to use their services.
- Employment discrimination on the grounds of gender, race, sexual orientation, disability or religion is already illegal, and discrimination on grounds of age will become illegal in December 2006.
- The Government plans to merge the three existing equality bodies, which tackle discrimination (the Commission for Racial Equality, the Disability Rights Commission and the Equal Opportunities Commission) into a single Commission for Equality and Human Rights.

Kensington and Chelsea has its own history of race relations...

- 5
- The Notting Hill area attracted immigrants from the 1950's. They were mainly Afro-Caribbeans from Britain's colonial territories, but unemployment and poor housing conditions in the area led to racial tensions. The Notting Hill riots occurred in 1958 and lasted for four days.

- 10
- The Notting Hill Carnival was first organised in 1964 and it subsequently went on to become Europe's largest street carnival. It is an important celebration of Afro-Caribbean identity and the diversity of London's population, and attracts visitors from all over the world.

15

More recent problems elsewhere in the country have increased awareness everywhere of the importance of strong and cohesive communities...

- 20
- The disturbances in Oldham, Burnley and Bradford in 2001 prompted a number of initiatives by national and local Government to build community cohesion and reduce tensions between racial groups, especially in areas of the country where these are or might start running high.

25

The situation in London is different, but action is still needed....

- Transport for London has a key role to play in terms of improving disabled access to London's tube and bus services.

- 30
- The Metropolitan Police Authority is seeking to increase diversity, improve equality and tackle discrimination in all its activities.

- 35
- Following the inquiry into the murder of Stephen Lawrence the Metropolitan Police have introduced a range of initiatives to increase trust and confidence in policing amongst minority ethnic communities. These include efforts to respond effectively to complaints of racist behaviour or attitudes within the police force, improve police practice and the investigation and prosecution of racist crime, and train the police force in racism awareness and valuing cultural diversity.
- 40

- The Metropolitan Police is also seeking to ensure that its membership reflects the diversity of London's communities and to increase the recruitment, retention and progress of minority ethnic recruits.
- 45

And locally...

- 5 • The Council is committed to achieving equality standard level 5 by 2007 [explanatory box on equality standard]. The Council seeks to draw its workforce from the widest possible pool of talent. One in four of its staff are from BME groups and the Council expects this to increase to 29% by 2007. It also expects to increase the proportion of disabled staff from 10 1.9% of the workforce to 2.5% by 2006.
- 15 • However, only 6% of Council staff in the top 5% of earners are from BME groups, and only 14% of local authority buildings are accessible to disabled people.
- 20 • The PCT is implementing a race equality action plan which will help meet its strategic priority to provide “Better health for all and better services”. It also supports the BME Health Forum, which brings BME health issues to the table for discussion by the PCT and the Council.
- 25 • The local police force continuously seeks to work in partnership with the communities it serves to meet their needs. Communities get involved through five Sector Working Groups as well as Ward Panels. The School Engagement Programme seeks to broker an understanding between young people and police.
- 30 • Community representatives sit on the Police Advisory Group and provide advice to the police on black and minority ethnic issues. Local residents scrutinise the use of police powers to “Stop and Search” and “Stop and Give Account”. Kensington Police Station is being refurbished to make it wheelchair compliant.
- 35 • The Council, the Police and the PCT work closely with and provide financial support to voluntary organisations working on behalf of minority communities such as the Migrant and Refugees Forum, the Race Equality Partnership, and Action for Disability Kensington and Chelsea.
- 40 • The Voluntary Organisations Forum (VOF) brings voluntary and community groups together to work on issues of common interest, share information and provide voluntary and community sector representatives on local partnerships – including the Kensington and Chelsea Partnership.
- 45

Who lives in Kensington and Chelsea?

Kensington and Chelsea is one of the most culturally and ethnically diverse parts of London...

5

- There is a rich history of people from all over the world moving through or settling in the Royal Borough. While 50% of borough residents are white British, a further 28% are from other white ethnic groups (of Irish, European, American or Middle Eastern descent). These communities are particularly common around the centre and south of the borough. Residents from the United States form 5% of the total borough population.

10

15

- Kensington and Chelsea is ranked second highest of all local authorities in England for the proportion of residents born outside the UK (44%) and the highest for proportion of residents born outside the UK but in European Union countries (16%).

20

- Just under one in four residents in the borough belong to a BME group; this ranges from 44% in Golborne ward to 10% in Stanley ward.

25

- Compared to London as a whole Kensington and Chelsea has a low proportion (5%) of Asians (spread relatively uniformly across the borough) and a smaller than average proportion (7%) from the black ethnic group. Black residents are more likely to be located in the far north of the borough, with the highest proportion in Golborne ward.

30

- These broader groupings are themselves very diverse, with regional, tribal and dialectic differences within individual minority ethnic communities. Over 100 languages are spoken in the borough's schools.

35

- Some three quarters of the population have some form of stated religious affiliation. After Christianity (62%), Islam has the second largest proportion of followers in the Royal Borough (8.4%), followed by the Jewish faith (2.2%). No other religions have more than 2% of the local population as followers.

40

And the borough's population is constantly changing....

45

- Data from the 2001 Census indicates that some 19% of the population lived elsewhere one year previously. Between 2002

and 2003 the borough's population increased by an estimated 3.6%.

- In these circumstances it is difficult to gain an accurate picture of exactly who is living in the borough at any one time, and of their service needs. Nevertheless, broad trends can be anticipated. For instance, as the Muslim community in the borough ages there is likely to be an increasing demand for culturally sensitive services for older Muslims.

In an area this densely populated and diverse people living side-by-side have to get on with each other successfully....

- The Kensington and Chelsea Partnership believes that people of different backgrounds and affiliations need to be able to coexist in the same local area without sacrificing their identity or individuality, and preferably to have strong and positive relationships with one another in work, schools and neighbourhoods. To do this people need to share some common principles, including at least tolerating but preferably valuing the difference of others, and accepting that people should have equal access to different types of services and amenities.
- We know that many residents do indeed value Kensington and Chelsea's diversity – a recent Council survey suggests the mix of people living in the borough is regarded as a positive thing by more than a third of residents. But this is not a universal view – 10% of residents see its diversity as one of the worst things about the borough.

Being disabled in Kensington and Chelsea

- There is no reliable detailed information about the borough's disabled population. Some 4% of the borough's working age population – around 6,000 residents - have a severe disability and are economically inactive as a result, and some 14% of residents report that they have a limiting long-term illness. Five percent of these are over 65 years of age.
- Kensington and Chelsea has over 4,000 listed buildings. Conservation areas cover 70% of the borough. Most buildings in these areas are Victorian - tall, narrow, multi-floor premises, the majority with staircase entry – and most are now divided into flats. Some house public facilities such as GP surgeries.

- Many of these buildings present formidable access problems for the disabled, and it is often difficult to make the structural adaptations to these buildings that would overcome these problems. These difficulties affect disabled people both as residents and as users of community facilities. For example, over half of GP surgeries are in converted residential premises and 52% of surgeries are either not accessible or only partly accessible to disabled people.

Barriers such as poor design, inadequate information and discriminatory attitudes exclude people with impairments.

- The views of local disabled people suggest that progress in recent years has been slow in the venues where they most want improved access - shops, restaurants and cinemas. The Council seeks to negotiate good physical access to new developments, but changing the physical environment of the borough will take some time. Barriers caused by discrimination and inadequate organisational policies and planning, however, can be addressed much more quickly.

- Action Disability Kensington and Chelsea's recent 'Inclusive Kensington and Chelsea' report recommends the establishment of a code of practice for inclusive services to be provided to ensure those with disabilities are not excluded. The Code of Practice would involve the co-ordination of demographic information, a management and implementation process, physical access audits, attitude and awareness training, appropriate service delivery methods and provision of information.

Opportunities for people with disabilities

Consultation with disabled residents found that there is not always enough encouragement and support for disabled people to use leisure and sports facilities. For example, currently sessions at a local Sports Centre suitable for disabled people are only available during the day, not in evenings or at weekends. This means that people with disabilities who work or study are not able to use the facilities.

❖ Aim 1: To improve the relevance and accessibility of local services to residents and other service users

To achieve this partners will strive to:

- 5
- 10
- 15
- 20
- i. follow best practice advice from the Commission for Racial Equality when procuring services from voluntary and private sector providers;
 - ii. comply with the spirit as well as the letter of equalities legislation;
 - iii. take account of people's differences – in ethnicity, faith, physical and mental ability and so on – when delivering services;(H)
 - iv. employ a labour force that broadly reflects the diversity of the population being served;
 - v. provide suitable training in diversity and equality issues for decision makers and staff at all levels;
 - vi. operate robust and effective complaints procedures;
 - vii. deal effectively with incidents of illegal discrimination and harassment;
 - viii. work together to implement the Council's voluntary and community sector Compact codes of good practice;
 - ix. work in partnership to remove barriers to inclusion for disabled people as set out in 'Inclusive Kensington and Chelsea.

Getting access to local services

25 *Though local services are generally good, and some are excellent, there is always room to improve...*

- 30
- 35
- Public services in Kensington and Chelsea have never suffered from the chronic underperformance that has beset service deliverers in other parts of the country. Indeed, for many years residents have had access to some services that have been acclaimed as among the very best available.
 - However, individual service users are rightly more concerned with their experience of using services day by day, rather than broad labels that describe a service as "good" or "excellent".

40 *"Consultations with the public are improving but it remains to be seen if this feeds back into changes" – Chelsea resident*

Simple things need to be done well...

- 45
- A wide range of consultation with local residents has shown that service deliverers in the borough are not yet doing enough to provide good information to them about the services on offer and how they can be obtained.

“It would be good to have better information of who to ring in the Council or TMO for different services” – Chelsea resident

- 5 • People’s experience of dealing face to face with the Council, the PCT and other public services is variable. Everyone using these services has a right to be treated courteously, politely and with respect, and in many instances this happens – but we know from resident feedback that this does not yet happen in every case.
- 10 • To make sure that their services stay relevant, deliverers need good information on the needs and expectations of service users. Extensive consultation already takes place, but with a population as diverse as Kensington and Chelsea’s
- 15 extra effort is needed to make sure that all parts of the community are able to express their views.

‘ Honesty is the most important thing’ – Golborne resident

20 ❖ **Aim 2: To improve the ways that partners inform, communicate with and consult local residents by**

- 25 i. improving and diversifying ways of communicating with residents and service users to take account of their different needs and language abilities; (H)
- ii. being consistently polite, courteous and helpful when dealing directly with the public;
- iii. consulting effectively with all parts of the local community;
- 30 iv. providing effective information about how organisations work, the services they deliver, and the opportunities they offer for residents to get involved in and influence decision-making; (H)
- v. using a range of methods to gauge levels of satisfaction with services among different groups.

35 *“We need someone who can interpret for and liase with individuals who have English as second language when dealing with council and housing services” Golborne Resident*

40 **Community life in Kensington and Chelsea**

Kensington and Chelsea is not a self-contained unit....

- 45 • The borders of the local authority (which match those of the PCT and the local police force) define Kensington and Chelsea geographically and administratively. Life within it, however, is

porous: people, organisations, money, and transport move in and out at will. National laws, media and communications and international factors (such as the global economy, environment and migration) all influence the lives of the people who live in the Royal Borough.

Even so, the local dimension in Kensington and Chelsea contributes a great deal to residents' quality of life.....

- As in other busy urban areas, residents participate in community life through a wide variety of activities: neighbourly help; volunteering; taking part in the work of community and voluntary organisations; representing local interests and views to decision-making bodies or service deliverers; organising specific campaigns to protect or improve local life; and meeting with others to participate in a sport, hobby or interest or to follow a particular faith.
- A recent Council survey suggests that around one third of residents are satisfied (or very satisfied) with the sense of community spirit in their area - but nearly a quarter of residents are dissatisfied.

Community cohesion

A group of World's End estate residents told us some of the best and worst things about living there. They said that one of the best things is the people that live there, but one of the worst is the lack of a 'heart' of the community, meaning that lots of people aren't aware of the services that are available to them, and there is nowhere for people to meet.

- A positive community atmosphere can benefit public services in many ways. Problems and tensions that might otherwise become acute can be spontaneously handled by people's sense of responsibility in a low-profile way. Effective dialogue between people and local service deliverers make it more likely that services will be relevant to and valued by their users.
- Although public institutions and partnerships cannot produce community life, they can provide some of the conditions that help to encourage it.

One indicator of a "healthy" community life is an active voluntary and community sector....

- Kensington and Chelsea has a large mix of voluntary organisations which serve the residents of the borough, from small self help BME groups to large mainstream organisations such as Citizens Advice Bureaux and Age Concern.

5

- Voluntary organisations tend to be based in and around North Kensington. This includes a high number of black and minority ethnic voluntary and community organisations – there are over 80 black and minority ethnic and 85 faith organisations either based in and/or serving the borough. There are also more than 400 tenants and residents associations in the borough.

10

- The Council and the PCT direct a total of some £7,360,000 million to local voluntary organisations to support or deliver services to local communities.

15

- Like other elements of the Council's budget, however, its investment in the voluntary sector has come under pressure in recent years as a result of changes in Government grant. This pressure is likely to continue for some years to come. Funding pressures also limit the scale of the PCT's grants to the voluntary sector.

20

- The Government is investing £125 million nationally through the "Futurebuilders" scheme to increase the role that the voluntary and community sector plays in the delivery of public services. And the national "Change Up" programme is seeking to support performance improvement, workforce development, information technology, governance and financing in the voluntary sector.

25

- These initiatives provide opportunities for better joined up working between voluntary and community organisations and the public sector as well as attracting more resources to the borough.

35

Voluntary organisations and local schools rely on volunteers to sit on their governing boards....

40

- Unfortunately, little is known about the ease with which local organisations recruit locally based trustees. Anecdotal evidence from the Volunteer Bureau suggests that, unlike other areas of the country, voluntary organisations within the borough find it easy to recruit volunteers, there being often more volunteers than spaces to fill.

45

- 5
- Volunteering to serve as a parent governor of a local school is an important way in which residents can contribute to community life. The vacancy rate for parent school governors in the borough remains fairly consistent ranging between 12-14%. The majority of vacancies are from schools based in the North of the borough.

10 *Citizenship became a formal part of the school curriculum in 2002, but this needs to be backed up by opportunities to put theory into practice*

- 15
- Schoolchildren are now taught about social and moral responsibility, community involvement, and political literacy.
 - Real citizenship means giving young people the opportunity to get involved in local democracy and decision-making. The Council has committed itself to achieving the “advanced” level of the Hear by Right standard by 2006.
- 20

Hear by Right offers standards against which organisations in the statutory and voluntary sectors can assess themselves on and improve the extent to which they involve children and young people in decision making and the design and delivery of services. The standards are divided into three levels of ‘emerging’, ‘established’ and ‘advanced’, with each level building on the last. The intension is to ensure that young people’s involvement is built in and not just bolted on.

❖ **Aim 3: To support and develop community life and leadership by**

- 25
- i. supporting the provision of community facilities, organisations and events;(H)
 - ii. bringing together the Forum of Faiths as a demonstration of tolerance, respect and the value of diversity, to address
- 30
- iii. investing in physical resources (such as extended schools and children's centres) that provide a focus for local communities;
 - iv. helping people to get the advice and information they need
- 35
- to tackle challenges, including dealing with harassment and discrimination;

- v. providing accurate local information to counter inaccurate and occasionally irresponsible reports in the national media;
- vi. identifying and scrutinising issues of concern to residents;
- 5 vii. supporting efforts to assist those who find it hardest to be heard, get involved, or get organised;
- viii. being open to opportunities for greater collaboration and empowerment of service users and residents;
- 10 ix. providing opportunities for communities to discuss and debate service provision with service deliverers;
- x. nurturing training to support active citizenship and widening participation in community decision-making, especially among young people and others who are often under-represented on governing bodies;
- 15 xi. seeking to exploit central Government initiatives to build the capacity of the voluntary and community sector.

Seeking to lead by example

- 20 *The Steering Group recognises that its own actions can contribute to openness and inclusivity in the Royal Borough...*

❖ Aim 4: In carrying out its own work, the KCP Steering Group will

- 25 i. seek to ensure fair and equal access for all groups to the work of the partnership;
- ii. seek the views of all parts of the local community on its priorities and activities, inform the local community about
- 30 its work on a regular basis, and ensure that it gives feedback when it consults with the local community;
- iii. recognise the strengths, weaknesses and capacity of the groups it is working with e.g. to attend board meetings, analyse large documents or quantities of data and so on;
- 35 iv. evaluate and monitor the impact of the projects it supports on ethnic minority communities and the disabled;
- v. carry out periodic surveys to assess which groups are receiving information about the partnership and which are not;
- 40 vi. adopt joint approaches where possible to consultation and the communication of key messages;
- vii. provide regular and easily understood information on its activities and on the progress that is being made to achieve the aims and objectives contained in this strategy.
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CHAPTER 8: LEARNING

Our goal: [A borough where everyone is a learner with high aspirations, achieves high standards and where barriers to learning are removed].

To achieve this we will

- ❖ Raise educational standards and achievement;
- ❖ Increase accessibility to and participation in learning and development, particularly for those at risk of underachievement and social exclusion;
- ❖ Ensure that all learning facilities such as schools, children's centres and libraries are effective community resources.

Raising standards and achievement

The borough has some of the best maintained schools in the country...

- There are 37 schools maintained by the borough, educating almost 11,000 young people. While our 26 maintained primary schools provide places for virtually everyone who wants one, there are only four secondary schools in the borough. The majority of our secondary aged children have to find places in maintained schools outside the borough.
- There are also 38 independent schools located in the borough. Such schools are popular with many parents - some 51% of school age children are educated in independent schools. These schools make a vital contribution in providing education and increasingly work with maintained schools to mutual benefit.
- The local authority is graded as 'excellent' for its education service and local schools are well managed and well resourced. The last academic year saw some of the best overall test and examination outcomes ever achieved by the Royal Borough's schools. For example, the borough's primary schools achieved more progress for their 11 year olds than any other local authority.
- The percentage of young people leaving school with 5 or more GCSE grades A*-C has been consistently high by national standards.

But there is room for improvement...

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- Although education standards are improving year on year, some levels of achievement are lower than we expect.
- Some children leave primary school without having reached the expected national level of performance.

We face continual challenges...

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- London and surrounding areas have particular difficulty in recruiting and keeping high quality teachers
- There is a continuous stream of national regulation and initiatives to be implemented locally. For example, recent changes in the way schools are inspected mean that they will have new responsibilities to assess their own performance and identify areas for improvement.

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❖ **Aim 1: To raise educational standards and achievement by**

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- i. continuing to support schools to sustain high levels of achievement;
- ii. refining our support to schools to help them take on fully their responsibilities for improvement;
- iii. helping schools to ensure that they have suitably qualified staff who can be flexibly deployed;
- iv. redeveloping Holland Park school to improve teaching and learning facilities, whilst maintaining the quality of outdoor play space;
- v. encouraging schools to extend their work in ways that can improve their pupils' achievement, for example health, fitness and family learning;
- vi. increasing the opportunities available to accredit young people's learning and development out of school.

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Through this we intend to:

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- increase the numbers of young people leaving school with 5 or more GCSE grades A* - C;
- improve upon the current high standards of achievement at Key Stage 2, for 7 – 11 years olds.

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Increasing participation in learning

- 5 • The Council has targets agreed with the Government, to reduce truancy in schools and improve attendance. These targets were met in 2004, a year earlier than anticipated. Services are tailored to prevent exclusion and under achievement and maximise participation in learning by young people.
- 10 • Connexions provides advice and support for young people aged 13 to 19 (up to 24 for those with learning difficulties and disabilities). The Central London Connexions service, which is based in the borough, was found by Ofsted to be the only 'excellent' Connexions service in the country. The service is successful in helping young people in their transition to adult life.
- 15 • The Council commissions a range of local organisations to provide education to adults in the borough. In the last year almost 10,000 adults enrolled on 1,000 local courses.
- 20 • A recent inspection of the Adult and Community Learning service identified the need for improvements in the way this service is planned and delivered.

25 ❖ **Aim 2: To increase accessibility to and participation in learning and development, particularly for those at risk of underachievement and social exclusion by**

- 30 i. supporting schools to identify challenging targets that reduce the risk of under-achievement and to develop a wide-ranging, broad, balanced and exciting curriculum that engages all pupils; (E)
- ii. providing more integrated services between the NHS, the Council and other partners, especially for children with high educational need and disabilities; (E) (H)
- 35 iii. promoting high educational achievement for looked after children;
- iv. working with schools and other partners to improve children's behaviour, attendance, safety, well-being and engagement in learning;
- 40 v. increasing the diversity of the curriculum for 14-19 year-olds so that it is relevant to everyone;
- vi. securing and co-ordinating a broad range of complementary community-based learning opportunities; (E)
- 45 vii. widening participation in learning, especially by traditionally under-represented groups of adults, to improve their choices, lifestyles and their economic well being; (E)

- viii. reducing the numbers of young people who are not in education, employment or training.

Support for young people

A group of young residents told us their top 'wants' from life. The things most of them mentioned were

- Money and a stable income...
- Support in finding work
- Skilled work, apprenticeships, training and experience
- Qualifications
- Free college places when you're over 19

5 Supporting communities and meeting future needs

- Last year, only 30 per cent of the Borough's Year Six primary pupils obtained places in the Royal Borough's secondary schools, and many parents had to accept places for their children in schools elsewhere that they considered, quite reasonably, to be inadequate. This is why we intend to build a new secondary school in Chelsea.
- The Children Act 2004 places new responsibilities on councils and other service providers to improve children's lives. These include responsibilities to work more closely together.
- Specialist services are also provided to children identified with special education needs, in mainstream play centres and in partnership with the voluntary sector.
- The Government's Ten-year Childcare Strategy requires local authorities to make childcare provision more widely available and envisages that children's centres will be established in every community by 2010.
- The Government's recently-published five-year Strategy for Children and Learners gives greater autonomy and freedom for schools, seeks to increase the numbers of children's centres (providing a broad and coherent range of services for under 5s and their parents) across the country and to introduce extended services in all schools over time.
- Pressures on land and the need to be sensitive to the residential nature of much of the borough make it difficult for private schools to find premises for expansion.

❖ **Aim 3: To ensure schools and children's centres are an effective community resource - to support current and future national education and children's services initiatives, by**

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- i. expanding the number of good local secondary school places by building a new school in Chelsea;
 - ii. using local facilities and resources to broaden the curriculum for 14-19 year olds;
 - 10 iii. expanding the range of services provided in schools including childcare;
 - iv. providing four children's centres across the borough by March 2006, with a further expansion by 2008;
 - v. ensuring that affordable childcare is available for parents who would otherwise be prevented from participating in learning;
 - 15 vi. ensuring that the adult and community learning we secure meets the needs of the community. (E)
 - vii. Examine the policies, which facilitate the growth and development of schools in the borough, while protecting residential amenity.
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Children's Centres

The Children's Centres programme is a national initiative to provide integrated services for children and their families in local neighbourhoods. Children's Centres aim to provide services for children aged 0-5 years and their families.

Children's centres will provide:

- Early education, integrated with full day care
- Family support, including support for parents
- Health services
- A base for childminders, and a service hub within the community for parents and providers of childcare services
- Effective links with Children's Information Services, including out of school clubs and extended schools provision

CHAPTER 9: WORK AND BUSINESS

5 *Our Goal:* [A borough which enjoys high and stable levels of economic growth and employment, with the benefits of increasing prosperity enjoyed across the borough.]

To achieve we will:

- 10 ❖ Create and maintain an attractive business environment in the borough
- ❖ Improve the employment prospects of residents including young people, creating opportunities and tackling barriers which make it difficult for them to gain or retain employment

15 **The local economy**

The local economy is characterised by a large number of small employers...

- 20 • Some 120,000 people are estimated to work in the Royal Borough. Although some of these live locally (for instance, 22% of the Council's workforce live in the borough), many more travel into the borough each day.
- 25 • Most businesses in the borough are very small – three-quarters of local businesses employ less than five people, and only 3% employ more than 50 people.
- 30 • The largest areas of employment are wholesaling and retailing which provide 22% of local jobs; real estate, renting and business activity (20%); and hotels and restaurants (16%). The health of the businesses in these sectors depends on the health of the economy overall, so the local economy is sensitive to cyclical changes in the national economy.
- 35 • The numbers of VAT registered companies has been steadily rising each year, with approximately 9,000 such businesses located in the borough in 2002.
- 40 • The borough therefore continues to be a sought after commercial and retail location - especially Knightsbridge and Kensington, which consequently have the highest concentrations of jobs in the borough.
- 45 *And of course the borough forms part of a wider labour market and economy...*

- 5 London is Europe's greatest financial centre, and contains a high proportion of international firms. The health and competitive position of the entire UK economy is therefore bound up with how London performs. Its current ability to compete internationally gives it a highly productive economy, with average productivity per person around 20% higher than in the rest of the UK.
- 10 The London Development Agency seeks to support London's sustainable economic growth and development. It receives around £350 million per annum to fund economic development and regeneration in London. The Agency recognises that central London is home to many of the capital's most important economic sectors, and seeks to maintain its role as a key driver for London's economy.
- 15 However, despite its acknowledgement that London's economic growth has failed to benefit a substantial proportion of the capital's population, the Agency has not identified even the most deprived areas of the borough as a priority area for its investment.

Nevertheless there are still opportunities to be grasped...

- 25 The Agency is keen to exploit the potential that the fast growing creative industries (film, advertising, design, fashion, music, performing arts, architecture, crafts, publishing, TV and radio) offers to bring economic life and prosperity to London. It is seeking to establish "creative hubs" – small areas with high numbers of such businesses, which can support one another and generate rapid economic growth.
- 30 North Kensington already has a number of creative businesses (not least those associated with the Notting Hill Carnival) and relevant training providers, as does neighbouring north Westminster. Work is currently being undertaken to develop a creative hub - (C-HUB) – straddling the two boroughs. This seeks to recognise the value of the creative sector in the area, and to support it both as a driver of economic growth and a way of promoting social inclusion.
- 35 Training and employment opportunities which engage and value individuals' creativity, talents, imagination and specific culture often prove attractive to a wider range of people than more traditional training. These can provide not just a valuable route into work, but also help to develop creative

industries which reflect and show-case the capital's diverse population.

- 5 • There are a number of “opportunity sites”, (identified in the previous community strategy), in the north of the borough which could provide an economic boost to the area and provide valuable employment opportunities for local people. Working closely with incoming businesses to identify their labour and skill needs can help to ensure that local people are
10 equipped to compete successfully for available job opportunities.
- 15 • Major developments in neighbouring boroughs such as the redevelopment of the Paddington Basin and the White City development also provide job opportunities for local people
- 20 • In the longer-term, improvements to the Capital's transport infrastructure (the new bus station on the Great Western Road; the development of Cross Rail) will have a major impact, and the Partnership needs to ensure that it is ready to meet the challenges and exploit the opportunities that this will bring.

25 *High costs and competing pressures for land can prevent businesses from gaining a foothold locally...*

- 30 • The imaginative use of land - such as the longstanding work of the Westway Development Trust, and more recent initiatives such as the baseline business studios - have helped to create valuable premises for small businesses.
- 35 • Nevertheless, the limited supply of office space and light industrial units coupled with high rents in the borough means that some companies (especially start-ups and smaller firms) find it difficult to establish themselves within prime locations in Kensington and Chelsea. The high costs and availability of suitable premises may force established small businesses that wish to expand to move out of borough.
- 40 • The changing nature of work -- including the growth of self-employment -- will affect the sorts of premises that people seek, and may make smaller premises on flexible lease terms more attractive.
- 45 • The huge demand for land or properties to develop for residential use makes it particularly important to protect land employment use within the Royal Borough. Neighbourhood

shopping policies also seek to protect shops providing goods and services for local residents.

5 *“There should be a local post office and more choice around in shops/services around Latimer Road” – North Kensington resident*

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- Street markets bring money, life and interest to areas of the borough such as Golborne and Portobello Road. Valued by local people who appreciate the chance to buy good value food and other goods locally, they also draw in shoppers and tourists from London and beyond.

15 ❖ **Aim 1: To create and maintain an attractive business environment in the borough by**

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- i. seeking to offer a range of business, office and retail premises to suit different budgets and different needs;
 - ii. working with business to tackle crime, anti-social behaviour and environmental problems;
 - iii. helping to develop a skilled local workforce;(H)
 - iv. promoting networking between businesses;
 - v. examining the possibility of partners adopting local procurement strategies to keep resources within the local community;
 - 25 vi. retaining existing business units and supporting the development of new affordable business units for business start ups in the borough, and promoting their availability to local businesses;
 - 30 vii. recognising the needs of small businesses who wish to expand within the Royal Borough;
 - viii. influencing, contributing to and exploiting pan-London programmes such as Creative London to harness talent and creativity, drive economic growth and promote social inclusion;
 - 35 ix. continuing to protect land for employment use within the borough;
 - x. ensuring that the borough's markets remain viable and continue to contribute effectively to the economic vibrancy of the area.(H)
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Employment in the Royal Borough

45 *Levels of employment in the borough are generally high, and so is the level of economic activity...*

- Kensington and Chelsea has one of the highest average rates of employment in inner London – only 2.1% of the borough's population were claiming unemployment benefit in December 2004.

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But these averages mask significant inequalities between different parts of the borough...

- 10 • Unemployment levels in north Kensington have remained stubbornly higher than the borough average for many years. In the four northernmost wards (Golborne, Notting Barns, Colville and St Charles) the percentage of people claiming unemployment benefit in December 2004 stood at 6%, 4.5%, 15 4.2% and 3.5% respectively compared to a borough average of 2.1%. The Department for Work and Pensions has recently identified three of these wards as having acute employment problems and needing specific action to improve employment rates.
- 20 • Concentrations of workless households such as those in north Kensington can threaten the viability of local shops and other private sector services and have damaging social effects on educational attainment and levels of crime and anti-social behaviour.
- 25 • There are well-documented links between income poverty and ill health, and having many people out of work and on benefit in a small area puts pressure on local public services.
- 30 • For those who are able to work, employment is the best route out of poverty. Employment helps to build self-esteem, independence and confidence, not just in individuals, but in their families and communities.
- 35 • Kensington and Chelsea is home to a large number of new arrivals, refugees and asylum seekers, some of whom have no direct experience of working in the UK and find it difficult to access services that might help them to find a job. Some may be skilled individuals from overseas who are without work, or 40 under employed, due to their qualifications not being recognised.

Barriers to employment

45 A group of Somali residents talked about the difficulties they had finding work here. They said that the language barrier made it hard to find jobs, and that advanced English courses would be a help, rather than just courses that teach a basic level of English.

An array of organisations seek to equip people with skills and knowledge, and help them into jobs or to start up their own businesses...

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- The Central London Learning and Skills Council (LSC) co-ordinates and funds post-16 education in further education colleges and sixth forms, work-based learning and adult learning. To do so, it works closely with local education authorities, schools, employers, industry bodies, and providers in the formal and informal sectors. Last year, it invested some £1,489,000 in adult and community learning and support in the borough.

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- The Connexions Service, based in Freston Road is funded by the Department for Education and Skills. It offers an information, advice and guidance service to all 13 – 19 year olds on a range of issues including education, training, careers and job search.

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- In conjunction with Connexions, the Education Business Partnership, funded by the Council, is striving to develop careers opportunities and establish links with employers for 14-19 year olds.

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- North Kensington Opportunities Centre (NKOC), operating in the north of the Borough, works to secure jobs for local residents by providing training and matching people to job vacancies. Last year 2004/05, the Centre saw 3,456 RBKC residents and provided 517 information and guidance sessions. The Neighbourhood Renewal Fund has been an important source of income for the Centre in recent years.

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- The Portobello Business Centre provides training and support to residents who wish to start their own business. Over the last year (2004-05) the Centre has provided 1263 training sessions to businesses based in the borough and helped 62 businesses to start trading. The Council funds the Centre's core costs, and it has been very successful at attracting other grants from elsewhere.

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And there could soon be an important new agency in north Kensington...

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- Jobcentre Plus (JCP - a central Government agency) is considering whether to establish a local office in Kensal Road. JCP helps harder to reach customers to find employment

- whilst reducing the numbers of people on Incapacity Benefit and Income Support. Certain JCP staff – “community employment advisers” - currently work in some of the borough’s nurseries in order to help parents and carers to get jobs.
- The opening of a local JCP office within the borough will boost significantly the opportunities to tackle high levels of unemployment in north Kensington. The inclusion of the wards of Golborne, Notting Barns and St. Charles in the new DWP PSA target on tackling unemployment should help to direct resources appropriately.
 - Some 7,000 people in the borough are claiming Income Support. Around 4,000 are classified as either sick or disabled and 3,000 as lone parents. Some 2,000 people are claiming Incapacity Benefit and 4,000 are claiming Disability Living Allowance.
- ❖ **Aim 2: To improve the employment prospects of residents including young people, creating opportunities and tackling barriers which make it difficult for them to gain or retain employment by**
- i. enhancing skills and training projects for young people and other clients and strengthening networks of providers and employers to help access funding and to identify clear progression routes into employment;
 - ii. working with Jobcentre Plus, NKOC and other organisations to address the needs of unemployed and under-employed residents and to promote effective links with employers within Kensington and Chelsea and in neighbouring boroughs; (H)
 - iii. ensuring that refugees have the support they need to access appropriate training and employment to enable them to become economically active, and that there are opportunities for them to convert their existing qualifications; (H) (E)
 - iv. establishing links between Connexions, the Education Business Partnership and other agencies dealing with school pupils and leavers and employers’ groups like the Paddington Business Network and the Kensington and Chelsea Chamber of Commerce;
 - v. ensuring that local people have opportunities to find out about and secure jobs with new and established local employers, including major employers such as the Council and the PCT;

- 5 vi. developing geographically-targeted programmes in areas of the borough that have high levels of workless households, involving not just clients on Job Seekers Allowance but also those on incapacity benefit who wish to re-enter employment; (H)
- vii. planning future childcare provision to help parents and carers to access training and work;
- 10 viii. continuing to negotiate local construction training commitments as part of major new developments in the borough;