

**THE KENSINGTON AND CHELSEA PARTNERSHIP  
STEERING GROUP MEETING – 20<sup>TH</sup> MARCH 2002**

**CONSULTATION ON THE DRAFT STRATEGIES**

**COMMUNITY STRATEGY AND NEIGHBOURHOOD RENEWAL STRATEGY**

**A REPORT OF THE FINDINGS**

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## CHAPTER ONE

### EXECUTIVE SUMMARY

#### 1. An overview of the consultation

- 1.1 The consultation on the draft strategies was designed to enable a wide range of people across the Borough to comment on the documents.
- 1.2 The methods used included meetings, workshops and presentations, and also the distribution of paper or e-mail copies of the strategies together with a questionnaire feedback form.
- 1.3 Groups or individuals who have commented on the strategies include:
- Voluntary and Community groups
  - Residents and Tenants groups
  - Faith organisations
  - Businesses
  - Public sector organisations
  - Distribution via local libraries
  - Individuals who responded to adverts in the local papers
  - The Social Councils
- 1.4 The draft strategies have also been presented and discussed at:
- Fighting Unemployment North Kensington Board (FUNK)
  - Community Safety Team
  - Dalgarno SRB Partnership Board
  - Sure Start Golborne Partnership
  - Sure Start NW Partnership
- 1.5 The consultation was conducted in partnership between the Social Councils, the Primary Care Group and the Council and was conducted throughout February 2002.

#### 2. A summary of key findings

- 2.2 156 questionnaire feedback forms were received. These indicate a high level of support for the actions outlined in the Community Strategy. For example:

Section	% of all respondents who strongly agreed or agreed with the actions outlined
Environment and transport	86%
Health and well being	83%
Homes and housing	78%
Learning and Leisure	78%
Safe communities	80%
Work and business	71%

The questionnaire feedback forms also indicate a high level of support for the issues outlined in the Neighbourhood Renewal Strategy.

- 67% of all respondents agreed with the proposal to spend a small proportion of the Neighbourhood Renewal Money outside of the two target wards.  
*In contrast, however, at the consultation meeting held in the North of the Borough the overwhelming view was that NRF money should remain within the two target wards.*

**Borough wide issues** 78% of all respondents agreed that the Borough wide issues and concerns outlined in the NRS were the most important ones.

- **Issues and concerns for North Kensington and Notting Hill:** 80% of those who responded to this question agreed that the issues and concerns identified in the NRS were the most important ones.
- **Issues and concerns for Kensington and Earls Court:** 82% of those who responded to this question agreed that the issues and concerns identified in the NRS were the most important ones.
- **Issues and concerns for South Kensington and Chelsea:** 83% of those who responded to this question agreed that the issues and concerns identified in the NRS were the most important ones.

## 2.3 General comments on strategies

- 2.3.1 Many comments made in all the consultation processes relate to the perception that the strategies are too idealistic and assume that major issues, not within local control, can be changed or improved. It was suggested that the strategies should make it clear as to what is locally achievable within current resources, what is locally achievable but would need extra resources and what is in the control of a regional or national body.
- 2.3.2 While there was generally a high level of support for the strategies a consistent theme was the desire to have more information about *how* things might be achieved. An example frequently raised was how the aim of reducing 'the amount of traffic on Kensington and Chelsea's roads' would be achieved.
- 2.3.2 There was general recognition that the strategies and development of the partnership marked a new way of working, both in terms of partnership working and in the long term vision being developed for the Borough. This was seen as a very real opportunity to make a significant difference to the lives of local people.
- 2.3.3 It was felt by some people that the strategies should more explicitly address issues of inclusiveness and diversity by acknowledging and tackling the challenge for local mainstream services in meeting the needs of, for example, disabled people and those from different backgrounds and cultures.

## 2.4 **General comments about the Partnership Steering Group and process of Neighbourhood Renewal**

2.4.1 Feedback from meetings in the north of the Borough and from some of the questionnaire feedback forms of those living in the north of the Borough indicate a number of common themes:

- Neighbourhood Renewal cannot be done 'to' people, the process must look to fully engage local people living or working in the target wards.
- The Partnership Steering Group should ensure that its membership includes local residents from the neighbourhood renewal areas and that the recruitment of resident or tenant representatives should be undertaken in an open way.

2.4.2 The role of the partnership as a lobbying voice on behalf of local residents was felt to be very important. Lobbying to both regional and national government and bodies was seen as necessary and changes to the law, planning guidelines, financial settlements etc, were given as examples.

## 2.5 **Key priorities identified throughout the consultation.**

A number of key themes have repeatedly arisen throughout the consultation process. These are:

2.5.1 The need to increase the number and visibility of the police on the streets to address the fear of crime as well as reduce incidents of crime. The role of CCTV, while questioned by some, was seen by many as also playing an important role.

2.5.2 Managing the environmental implications of increasing density was seen as vital to the quality of life. The issues of traffic management, congestion, pollution, noise, new developments etc. all need to be actively managed to preserve the quality and character of the Borough. Can the partnership introduce, or lobby to introduce, a cap on the Borough's population or on new developments? Mitigating the pressures of the 24 hour and tourist economy (bars, clubs etc.) to protect the quality of the residential environment was also frequently raised.

2.5.3 Enhancing green spaces and developing new green spaces was raised in a number of the consultation meetings. It was felt that a pro-active approach to improving some of the Borough's parks was needed, especially those in the north. The creation of new play areas for children was also highlighted.

2.5.4 The need to engage with young people and work with them to provide appropriate activities. Young people were often seen as the cause of anti-social behaviour and crime, it was considered to be vital that work with young people becomes a priority.

2.5.5 Increasing the supply of affordable housing caused a great deal of discussion and debate. For some people the focus of providing affordable housing in the north of the Borough was creating a 'ghetto' and for others there was clearly a conflict between recognising the need for more affordable housing and concern over increasing density. The priority for those who are homeless, for many of the minority groups and for people currently living in overcrowded housing was to build new homes.

- 2.5.6 Supporting local shops that provide for every day needs was seen as vital to preserving the convenience and quality of daily life, the character of neighbourhoods and achieving less reliance on shopping by car.
- 2.5.7 Lobbying for more and better public transport was a consistent theme and thought to be vital if a reduction in car usage was to be achieved. Improvements to Undergrounds stations, improvements to bus reliability, new routes to link the north and south of the Borough and to introduce a bus route running down the Golborne Road were all seen as important.
- 2.5.8 The needs of people from minority groups and those who are refugee or asylum seekers were raised throughout the consultation. Issues included:
- The need to provide better information about services to people for whom English is not their first language.
  - To ensure all minority groups have access, when needed, to interpretation services.
  - To find ways of reducing the length of time people may live in temporary accommodation.
  - To improve the employment prospects of refugee and asylum seekers who have professional qualifications/experience.
  - To identify cultural barriers that stop people accessing services (for example, Muslim women requesting women only swimming sessions).
  - To improve the process of consulting with and involving people from minority groups.

## 2.6 **The Eight Objectives of Neighbourhood Renewal**

From the questionnaire feedback forms 133 respondents answered the question, 'how much do you agree or disagree that the eight objectives for neighbourhood renewal are the right objectives for the strategy?'.

Of those who responded, 87% agreed that they were the right objectives.

- 2.6.1 Other general comments included the need to:
- include something on reducing crime in these areas
  - have a greater emphasis on involving local residents in the development of neighbourhood renewal
  - include an objective around the needs of young people and children

## CHAPTER TWO

### CONSULTATION MEETINGS WITH RESIDENT AND TENANT GROUPS

#### 1. Methodology

376 Resident and Tenant groups from across the Borough were invited to one of three area based consultation meetings to discuss their response to the draft strategies. The list of groups to which invitations were sent was obtained from the Planning and Conservation database.

The 376 groups were also sent copies of the draft strategies together with a feedback form and freepost envelope for returning comments.

Three meetings were arranged on an area basis:

<b>Meeting</b>	<b>Date/location</b>	<b>Attended by</b>
<b><i>Central and Earls' Court</i></b>	<i>4<sup>th</sup> February, Kensington Town Hall</i>	28 people
<b><i>South Kensington and Chelsea</i></b>	<i>11<sup>th</sup> February, Hall of Remembrance, Sydney Street</i>	18 people
<b><i>North Kensington and Notting Hill</i></b>	<i>18<sup>th</sup> February, Muslim Cultural Heritage Centre</i>	22 people

At each meeting a presentation was given that outlined the main themes in the strategies. Following this, participants divided into two or more groups for a more detailed discussion.

Those attending were also asked to look at the list of issues and concerns that had been raised in the earlier consultation that were both Borough wide issues and those specific to their area. Given five 'sticky dots' they were asked to identify the issues they felt were most important. Participants also had the opportunity to add any issues they felt were missing from the list.

#### 2. The key concerns that were prioritised across all three meetings were:

- **Increasing the number and visibility of police on the streets**
- **Manage the environmental implications of increasing urban density**
- **Increase the supply of affordable housing**
- **Mitigate against the pressures of a 24 hour economy and leisure industry to protect the quality of the residential environment**
- **Support local shops that provide for everyday local needs**
- **Lobby for more and better public transport**

### **3. COMMENTS MADE ABOUT THE STRATEGIES**

#### **3.1 General comments relating to the strategies, the partnership and process of consultation**

- For some the strategies were too idealistic and appear to assume that major issues, not within obvious local control, can be changed or improved. Some people felt that the strategies should make it clear as to what is locally achievable and what is in the control of a regional or national body.
- It was generally felt that the strategies do not give enough information about *how* things might be achieved. An example frequently given was the aim to reduce the 'amount of traffic using Kensington and Chelsea's Roads'. More detail about how this might be achieved and what practical steps could be taken was wanted.
- The general direction and thrust of the strategies received considerable support. There was recognition that this work marked a new way of working, both in terms of partnership working and in the long term vision it aimed to set out for the Borough.
- The meeting in the north of the Borough generated considerable discussion about the involvement of local people from the target Neighbourhood Renewal wards in the development of the Neighbourhood Renewal Strategy (NRS) and in the Kensington and Chelsea Partnership Steering Group. At that meeting it was strongly felt that the target wards of Golborne and St Charles should be represented on the steering group and that more should be done to involve local residents (not just groups) in the development of the NRS Action Plan. There was also a strongly expressed view that NRF money should stay within the two wards of Golborne and St Charles.
- All meetings felt that the partnership should use its new combined influence to lobby strongly to regional and central government to impact on and change those things not within local control but which have been highlighted as being important to the Borough. The change of use of shops, for example, from local amenity shops to chain shops was frequently raised. Can the partnership have as its strategy to lobby strongly for a change in the planning laws?
- At two meetings it was noted that not all Residents and Tenants groups had received information about the meetings. Some groups were not on the data base held by the Council. It was agreed that the process of maintaining and updating the data base would be looked into.

#### **3.2 Environment and transport**

- Being such a densely populated Borough, but with plans for further development, caused concerns at all the meetings. Suggestions were made that the partnership introduce (or lobby to introduce) a limit to further developments in the most dense areas. This could be as a limit on the population or the number of dwellings in a specific area. The consequent environmental problems associated with over development were felt to have a serious negative impact upon quality of life.
- The issue of enforcement relating to a whole range of environmental issues was raised. It was felt that the strategies should be more pro-active about setting local

requirements or restrictions upon builders, deliveries to shops, movement of lorries etc. as it was felt that these things can have a major impact upon peoples quality of life.

- The specific needs of certain areas of the Borough were felt to be not fully reflected in the strategies; Earls' Court, because of the issues around houses in multiple occupation, pollution (noise and air) and congestion; Worlds End, because it tended 'to be neglected' when looking at issues of deprivation or need.
- Cycling was felt to be a missing element in the strategies at two of the meetings. It was felt that cycling should be seen as playing an important role in reducing vehicular traffic, pollution and congestion and in contributing toward improvements in health, both for the individual and the community.
- While mention is made in the strategies of the importance of parks and green spaces there was felt to be very little in the way of a strategy for the future development or improvement of these spaces. The strategies mention only 'improving wheelchair and pushchair access by 2003'. The view was expressed that a more ambitious and holistic strategy was needed to upgrade and improve parks, particularly in the north of the Borough.
- Westway Travellers site. Representatives from the Westway Travellers site felt that the Neighbourhood Renewal Strategy should make specific reference to the practical improvements they feel are needed at the site. These include access on and off the site, refuse collection etc.
- Proposed tube line through Chelsea. In the meeting in the south there was a lack of support for a tube line/station for the Kings Road. There was concern that this would bring economic pressures, particularly shop rent increases that would force out the smaller more local shops and 'ruin the character of the area'. There was however some support for a tube line to run through the far west of Chelsea which it was felt would benefit from improved public transport.
- There was strong support at all meetings for the emphasis placed on lobbying for and working to provide improvements in public transport provision.

### **3.3 Health and well being**

- There was general agreement with the strategic direction of this section. While in all meetings it was recognised that the aim to deliver 'high quality primary and community care' was very important, emphasis was continually made of the need for *all* services to consider the impact they may have upon health and well being. Creating access to sports and health promotion activities is important as is the need to consider the health impact of new developments. Is there enough weight given to these considerations when approving developments?
- The aim of reducing smoking was raised at all meetings. It was felt that we should indicate how this might be achieved.

### **3.4 Homes and housing**

- The issues of affordable housing and balanced communities were frequently mentioned. The exclusivity of gated communities were thought to have a negative impact upon areas, creating a sense of physical separation by wealth. It was felt that this issue should, as far as possible, be addressed in the strategies.
- Affordable housing. A clearer definition of exactly what affordable housing is was wanted. What is considered to be an affordable rent? What size is an affordable unit? Are affordable units for single young nurses, for example, or an older policeman with a family? If housing is targeted at key workers what happens when someone moves out of that job into another field of work? It was felt that this kind of information should be in the strategy.
- Affordable housing should not just be about renting homes. It was strongly expressed in the meeting in the north of the Borough that many people have aspirations of ownership and that affordable ownership should be a feature of the strategies.
- The issue of overcrowding in social housing was also raised. Some people felt strongly that there should more of a priority for helping families who live in overcrowded conditions first, before accommodating people who are new to the Borough.

### **3.5 Learning and leisure**

- Sports facilities were raised at all meetings with a number of specific points being made:
  - More facilities are needed, particularly in the central and south areas of the Borough.
  - Access to sport for young people was felt to be important to provide activities to keep them off the street and out of trouble.
  - Sports facilities should be cheaper to make it easier for all people to participate, and in particular for young people.
- There was general support for the proposal to build a new secondary school in the Borough though the site of Hortensia Road was felt, by some, to not be a good choice because of public transport problems and the likely increase in traffic.

### **3.6 Safe communities**

- Crime and anti-social behaviour were consistently prioritised as important issues. The principal aim of reducing the incidents of crime was generally supported, but people were less convinced that the measures outlined would achieve this alone. It was felt that the strategy should also include:
  - increasing the numbers of police on the street, creating a greater police presence on the ground.
  - actively re-engaging with young people, focusing on things for them to do and places for them to go. It was felt that in many areas of the Borough there were not enough activities for young people.

- Greater thought being given to the connection between granting licenses to bars and clubs and crime and anti-social behaviour.
- Better street lighting was also felt to be important and the areas of Golborne Road, Portobello Road, Acklam Road and St Andrews Square being specifically mentioned.

### **3.7 Work and business**

- Local shops facing rent and rate increases and being forced out of the area created a great deal of discussion. The importance to all areas of the Borough of locally owned amenity shops was continually emphasised. It was felt that the strategies need to place more emphasis on this issue.
- In the north of the Borough the idea of spending regeneration money with local firms was put forward. This, it was felt, would support local firms, create jobs and multiply the positive effect of money being spent in the area. It was also felt, at the meeting in the north, that contracts for housing repairs should be kept local and not, as one example was given, have plumbers travelling up from Cornwall to undertake jobs in the Borough.

## CHAPTER THREE

# CONSULTATION MEETINGS WITH COMMUNITY AND VOLUNTARY GROUPS

### 1. Methodology

15 workshops or meetings were held with community and voluntary groups to discuss their views of the draft strategies. These included session with:

- Persian Care Centre
- Somali Development Organisation, Dadihiye
- Yemeni Community Association
- Eastern European Communities Group
- Migrant and Refugee Communities Forum, including Sudanese, Eritrean, Somali people and Moroccan women
- The Pepper Pot, Afro-Caribbean club
- Earls Court Youth Club
- Community Health Council Mental Health User Group
- Worlds End Network
- Westway travellers site
- Better Government for Older People
- Action Disability Kensington and Chelsea (ADKC)
- Eastern European Community Group
- Black and Minority Health Forum

### 2. Environment and transport

While most groups supported the strategic direction of this section a number of issues were felt to need more emphasis or to include more detail.

2.1 Transport. It was felt the strategy needed to address the following issues:

- The need to improve the accessibility of underground stations, improve the reliability of bus services generally and introduce a new bus service along Golborne Road.
- It was suggested by a number of groups that trams should be introduced to reduce pollution.
- The need to improve transport links between the north and south of the Borough (one group suggested a new tube line).
- There was a lot of support for taking measures to reduce traffic congestion and pollution. One group suggested introducing a scheme, used in some European cities, where cars with odd or even number plates could only come into the city on alternate days.
- Several groups supported the Councils view that, if introduced, Kensington and Chelsea should lobby to be included in the London charging zone.

2.2 Waste management.

- It was felt that litter and waste collection services were worse in the north of the Borough than the south. It was particularly noted that, given the number of visitors to the area, not enough was being done to keep the market and surrounding area clean.

- Several groups had not heard of the recycling service and were quite surprised that the Borough had such an extensive service. Some other groups felt that the number of mini recycling centres should be increased as for many people it was difficult to store items or they did not have somewhere to put recyclables out for collection.

### 2.3 Other environmental issues

- More emphasis in the strategy should be placed upon providing safe play areas for children in small local locations across the Borough.
- Public toilets are needed around the market and near Ladbroke Grove Station. The need for more public toilets was also raised in relation to the Earls Court area.
- Introduce Environmental Wardens to deal more pro-actively with graffiti, for example having the powers to fine culprits.
- Make Portobello Road market more user friendly for older people by keeping the pavements clear and having benches to sit on and rest.

## 3. Health and well-being

The aim of improving primary health and care services was strongly supported as was the issue of identifying the wider determinants of health (several groups noted that pollution had a detrimental effect on their health). A number of specific additional issues were identified that it was felt should be noted in the strategies:

- Not all groups were aware of the interpretation services available for health appointments. While one group noted that the services was one of the best in London, another did not know about it.
- The length of waiting time for appointments and treatment was noted by most groups. It was felt that long waiting times led to their condition becoming worse.
- Several groups raised the issue of GP's not having enough time during appointments, particularly when language was an issue and also the difficulty of registering with GP's as many of them are full.
- The need of people with mental health problems.

Schemes such as 'Prescription of exercise' were seen as important. It was felt that any barriers that stop people from participating in sport or fitness activities (such as cost, access etc.) should be looked at closely.

## 4. Homes and Housing

The aims of increasing the number of affordable homes in the Borough and creating 'vibrant, balanced and inclusive communities' were strongly supported. Several groups felt that the promotion of the 'Healthy Homes' programme in the private sector was very important.

The additional issues that most groups felt the strategies needed to address were:

- The long waiting time on the housing list for people who are classed as homeless and living in temporary accommodation.
- The poor physical accessibility of much of the housing stock for people with disabilities, health or mobility problems.
- The need to deal with people living on the streets and street drinkers.

- For young people in minority groups the issue of not being able to attain independence by having their own housing was felt to cause mental health problems and stress.

## **5. Learning and leisure**

There were a number of issues about learning and leisure that groups felt should be addressed in the strategies:

### **5.1 Learning**

- All groups were keen to have greater access to learning computer skills and being able to use a computer free of charge.
- It was suggested that bringing English teaching into the home through the use of video, for example, would help to build confidence.
- Developing community language newspapers or newsletters that were then distributed free was considered a good way of keeping people informed.
- One group suggested that more childcare support was needed to enable adults to participate in English language classes.

### **5.2 Sports**

- Muslim women raised the issue of wanting to have some women only sports sessions.
- It was suggested that sports centres should be made cheaper to encourage greater use by people on low incomes and that some sports and keep fit sessions should be targeted at specific groups.
- The need for more sports facilities for young people in the central and south areas of the Borough that are at affordable prices was raised

### **5.3 Community meeting spaces**

- An issue for most of the minority groups consulted was the need for larger or dedicated community meeting places.
- Some young people in the central area felt that 'something like the Harrow Club' was needed in the centre or south of the Borough.

## **6. Safe communities**

All groups saw the need to have more police on the street as one of their top priorities. Other issues included:

- Young people being thought of often to be the cause of anti-social behaviour, vandalism etc. and the need to work pro-actively with them to provide activities for young people was again seen as a priority.
- For several minority groups the issue of racial harassment and attack was something they wanted more emphasis on in the strategy. Several groups reported that they felt safer in the south of the Borough than in the north.
- It was felt that CCTV should cover side streets as well as main roads/shopping areas.
- Developing community wardens or the Borough constabulary was seen as a positive move toward making people feel safer out on the streets.

## **7. Work and business**

The aims of furthering employment prospects and promoting vocational training was strongly supported. Improving employment opportunities for young people from minority groups was seen as a priority. Higher unemployment among minority groups was seen by some as being caused by 'institutional racism'.

Other issues that groups felt should be reflected in the Work and Business section:

- That the LSP should lobby the government to address the issue of refugee unemployment among those with professional qualifications/experience.
- Promote the help available for 'start-up' businesses to minority groups.
- Several groups raised the issue of encouraging more banks and some high street shops to set up in North Kensington.

## **8. Other issues missing from the strategies**

Throughout these workshops a common theme was the need for the strategies to more explicitly address issues of diversity, equal opportunity and social inclusion, in terms of disability, race etc. It was felt, for example, that the needs of disabled people were only addressed in relation to 'Supporting People' and that the strategies did not reflect the fact that a large proportion of disabled people live independently in the community and that therefore there is a clear challenge for *all* services.

Several groups noted that the strategies made very little reference to the role of religion, places of worship or spirituality in peoples lives. This was felt to be a resource and opportunity that could play an important role.

Areas such as Worlds End can be easily over looked when thinking about areas of need or deprivation as they are 'hidden' in more affluent areas. Working with these areas was felt to be important.

## **9. Consultation with Travellers at the Westway Traveller site**

The travellers had a number of issues that they felt should be addressed by the Neighbourhood Renewal Strategy. These related to practical issues on the site and include the need to:

- improve pedestrian access on and off the site, currently seen as dangerous and inadequate.
- Replace their current open skip rubbish collection (which attracts rats/vermin) with a regular bin collection.
- Develop some adjacent disused North Kensington Amenity Trust land into a playground.
- Provide clear signage so that emergency services etc. can locate the site.

## **CHAPTER FOUR**

### **SUMMARY OF RETURNED QUESTIONNAIRE FEEDBACK FORMS THE COMMUNITY STRATEGY**

#### **1. Introduction**

In February 2002 approximately 2000 copies of the draft strategies were sent to a wide range of groups and individuals. These included:

- Voluntary and Community groups
- Residents and Tenants Associations
- Faith organisations
- Businesses
- Public sector organisations
- Distribution via Library information desks
- Sent to individuals who responded to adverts in the local papers

Each copy of the draft strategies included a feedback form in the style of a questionnaire and a pre-paid envelope. A copy of the questionnaire is attached as Appendix A at the end of chapter 5.

A total of 156 feedback forms were returned. Of those returned, 44 forms (28%) were from those who live in the areas of North Kensington and Notting Hill, 50 forms (32%) were from people living in Kensington and Earl's Court and 34 forms (22%) were from those who live in the areas of South Kensington and Chelsea. The remaining 28 forms (18%) either did not indicate where they lived or were from people working, but not living in the Borough.

The feedback form asked respondents to say how much they agreed or disagreed with the proposed actions for each of the six sections of the community strategy and to add any additional comments. For the Neighbourhood Renewal Strategy respondents were asked to comment on the draft objectives of neighbourhood renewal and the issues and concerns that had arisen from previous consultations.

## 2. ENVIRONMENT AND TRANSPORT

### 2.1 85.5% of respondents agreed or strongly agreed with the actions outlined in the Environment and Transport section of the draft Community Strategy.

	Number of responses	Percentage
Strongly Agree	46	26.5%
Agree	92	59.0%
Neither Agree/Disagree	6	3.8%
Disagree	3	1.9%
Strongly Disagree	5	3.2%
No Response	4	2.6%
Total	156	100.0%

### 2.2 General comments

- There was a general view from respondents that the actions laid out in the Environment and Transport section need to be more specific and measurable. This is summed up by one respondent who wrote: “Who will do what by when is unclear” and another “Too broad and woolly – not specific enough to achieve specific objectives.”
- There were many questions raised in regard to this section. Some of these are included below:
  - To what extent can RBKC work with neighbouring Boroughs on air quality issues, traffic pollution etc?
  - Why set ‘national standards’? The point is surely to achieve standards as good as they can be for this Borough.
  - Thought we already compare our air quality measurements with Governments?
  - What pollution reduction methods?
  - Where does the recycling waste system break down then? – is it the collection or the recycling?

#### *Elements seen as missing*

- Focus on the Council reducing its *own* environmental impacts.
- Specific targets, especially in relation to open spaces.
- Speeding up and better supervision of all road works.

## Comments on the environment

### 2.3 Education

- Several respondents mentioned the importance of introducing educational programmes to raise environmental awareness.

### 2.4 Recycling

- The difficulty of recycling was stressed by several respondents who noted the main problem being lack of space to keep recycled items until they are collected. In regard

to the targets a couple of respondents felt the goal of '17% of household waste to be recycled by 2004' seemed low. Another person felt that the Council should continue increasing the recycling rates.

## 2.5 Waste

- On the spot fines for dumping and dropping litter was one suggestion put forward.

## 2.6 The Environmental Agency

A detailed response was received from the Environment Agency in regard to the actions outlined in the Environment and Transport section. As below:

*In general the Agency (Environment Agency) is happy with the content of the Environment and Transport chapter.*

*Propose the following:*

### **1. Reduce the energy used in the Council's buildings and in the housing stock.**

*The Agency recommends that within this action, there is scope to include a reference to conserving water resources. Safeguarding resources and ensuring affordable supplies is essential for sustainable development. Demand for water is growing, this is largely due to increased household use. The predicted changes in climate over the next 50 years may make this issues even more critical. Strategies can promote the reduction of demands on limited resources through incorporating water efficient designs and devices, such as low flow tap valves, and through the use of rainwater or recycling grey water.*

*Sustainable Urban Drainage Systems (SuDS) – could also be incorporated into this action. Water resulting from urban run-off can be of poor quality because it includes water that has drained from roads, industrial and residential areas. The Agency is promoting the inclusion of SuDS on all appropriate sites with the aim to reduce the impact of urban run off in terms of quantity, which reduces flood risk, (i.e. reducing it to Greenfield rates) and quality through removing pollutants (i.e. through settlement) to reduce discharge on receiving watercourses.*

### **2. Increase the proportion of domestic and commercial waste being recycled.**

*Waste is only a partial measure of resource use but tackling it is important if we are to achieve the improved resource efficiency essential for sustainable development. Incorporating waste minimisation or re-use measures have obvious environmental benefits and can save money and space often with little capital investment. The Agency is one organisation that can offer advice on waste minimisation.*

### **3. Conserve and enhance public spaces and protect significant buildings from demolition.**

*Access to open space is an important consideration. We need to improve open space and wildlife habitats in and around our towns and cities. Opportunities should be taken to create more green spaces – providing places for community activities or local nature reserve, as well as formal parks and gardens – and to make better use of those we have.*

### **4. Enhance local biodiversity (environmental education)**

*The Agency can provide various sources of information/publications/support for environmental education in schools.*

## Comments on transport

### 2.7 Modes of transport

- A number of respondents stressed that before traffic can be reduced, public transport e.g. local bus services, must be increased and improved. Several ideas were also put forward regarding promoting alternative modes of transport. For example, increasing and favouring use of motorbikes, scooters, bicycles were put forward alongside the need to implement more cycle routes. Other suggestions included creating a park and ride area at Shepherds Bush roundabout and Olympia and introducing a tram system within the Borough.

### 2.8 Education

- The need to have more good local primary and secondary schools so that children could walk to school and not have to be driven was noted by several respondents. Also on this theme several suggestions were put forward to implement a school bus programme for schools so children did not have to be driven to schools.

### 2.9 Mayor of London and Congestions Charging

*“Congestion charging is not the answer to the problem”*

*“You are right to seek the inclusion of the Royal Borough in the Mayor’s congestion charging scheme”*

- As the quotes above illustrate there were mixed views in regard to lobbying the Mayor of London to include Kensington and Chelsea in the congestion charging scheme. Some people strongly agreed that RBKC should be included in the congestion charging zone. Others felt that congestion charging is not the answer and disagreed with the lobbying. One argument put forward for not lobbying for Kensington and Chelsea’s inclusion was that it would severely damage the local economy, particularly the retail sector, as it would force shoppers to ‘out of town’ sites.

### 2.10 Noise

- The need to reduce traffic noise was a focus for respondents, in particular, reducing the number of large trucks and lorries in the Borough and lobbying against any increase in air flights over London.

### 2.11 Parking

- Generally, the majority of respondents felt that better enforcement and increased parking restrictions, especially on main roads, would reduce congestion. Combined with this were a number of general comments about the problems created by issuing far more parking permits than there are parking places available in the Borough.

### 2.12 Comments specific to North Kensington and Notting Hill

**Street cleaning.** Better street cleaning in the north of the Borough was mentioned as being needed by several respondents.

**Parks.** Respondents from the north of the Borough felt that open spaces could be made more attractive, in particular St. Mark’s Park and Little Wormwood Scrubs.

**Housing.** Respondents from the north of the Borough felt that affordable housing should be the priority for any development spaces available.

## 2.13 Comments specific to Kensington and Earl's Court

**Kensington High Street and High Street Kensington Tube Station.** Many issues were raised regarding Kensington High Street. Of particular concern was over crowding "in and around High Street Kensington Tube Station". There was also concern that the Council is trying to "turn Kensington High Street into another Oxford Street".

## 2.14 Comments specific to South Kensington and Chelsea

**South Kensington Tube Station.** Respondents who live in the South of the Borough raised concerns about access and over crowding at South Kensington Tube Station. Some respondents felt that London Underground should be forced to do more to ensure that the plot of land at the rear of South Kensington Tube Station (by Thurloe Square/Pelham Street) is kept free of rubbish and needles.

It was also suggested that all major developments should pay for transport improvements.

A final issue raised was the need to consider reducing noise and nuisance caused by speeding vehicles in residential streets e.g. by putting speed bumps along Old Church Street.

# 3. HEALTH AND WELL BEING

**83.3% of respondents agreed or strongly agreed with the actions outlined in the Health and Well Being section of the draft Community Strategy.**

	Number of respondents	Percentage
Strongly Agree	52	33.3%
Agree	78	50.0%
Neither Agree/Disagree	15	9.6%
Disagree	1	0.6%
Strongly Disagree	4	2.6%
No Response	6	3.8%
Total	156	100.0%

## 3.1 GENERAL COMMENTS

Overall respondents seemed positive about the Health and Well Being section. For example, one respondent wrote *"It's a very good plan, incorporating many points."*

However, several issues were identified as missing from this draft. These are:

- Nutrition
- The important role of parents and the need to provide support to parents.
- Importance of giving children and young people a voice in what services are provided for them.

- Better care and support for people with disabilities, including older people with dementia and provision of care homes.
- Extra care needed to support mental health patients and their relatives. It was stated that relatives receive no effective help in most cases. People who are chronically sick, physically disabled or sensory impaired should be mentioned.
- Some of the challenging health targets do not relate to the wider determinants.

### 3.2 Education

- The importance of education was stressed by several respondents and it was suggested that the strategy needs to make the links between education, leisure and health and well being clear. The need for education and assistance for many people who do not have the knowledge or resources to cook and eat well was also noted.

### 3.3 Partnership working

The quotes below show the importance placed on partnership working brought up by respondents.

*"Excellent idea to co-locate primary health care and social care for older people"*

*"Not yet convinced that you genuinely intend to deliver 'joined-up' service"*

*"We like the concept of integration of health services"*

- Several of the voluntary and community groups brought up the issue of joint working and noted they would like more co-operation and joint provision/co-location. The importance of working in partnership with BME groups in order to ensure equal access was also stressed.

### 3.4 Refugees and Asylum seekers

Many respondents, particularly those from voluntary and community groups raised issues concerning refugees and asylum seekers. Points raised included the "lack of interpreters means that refugees, asylum seekers and other non-English speakers receive inadequate diagnosis and treatment at clinics and surgeries at present."

### 3.5 Health services

The waiting time of one month for GP referral for treatment for cancer patients seems too long – and 2005 too far away for achieving this. The concern with waiting times for getting appointments was raised by several respondents.

3.6 The following suggestions were put forward in regard to the Health and Well Being section:

- Extra centres to lessen the GP's work load. Ideally to have extra practice nurses available on duty.
- Link between health and feeling safe should be explored: "I feel safe so I'll walk home tonight". Children should walk to school, but parents are afraid it is not safe to do so.
- RBKC marathon? To raise money for health related charity.
- Page 10 – dealing with the wider determinants of health – "make sure don't just fund new projects - there are many existing projects/good practice that need support or to be extended."
- Home care for disabled should be free.

### 3.7 Comments specific to North Kensington and Notting Hill

- It was noted that the main barrier in terms of health and well being in the north of the borough is cost in terms of leisure and social activities. It was suggested that there is a need for daily support centres for isolated and vulnerable people e.g. day support project in Lancaster Road.

### 3.8 Comments specific to Kensington and Earl's Court

- In Earl's Court there is a high need for GP services to be more available.

### 3.9 Comments specific to South Kensington and Chelsea

- The Council's old people home in the Fulham Road has been closed and empty for nearly two years – "You could start with your own facilities".

## 4. HOMES AND HOUSING

**78.2% of respondents agreed or strongly agreed with the actions outlined in the Homes and Housing section of the draft Community Strategy.**

	Frequency	Percentage
Strongly Agree	47	30.1%
Agree	75	48.1%
Neither Agree/Disagree	15	9.6%
Disagree	7	4.5%
Strongly Disagree	2	1.3%
No Response	10	6.4%
Total	156	100.0%

### 4.1 General comments

- The main issues raised in regard to the Homes and Housing section concerned affordable housing and anti-social behaviour.
- Again a number of suggestions were put forward by respondents in regard to this section. These include the following:
  - This section should emphasise RBKC maintaining statutory planning criteria.
  - Provision of services in residential areas should be supported e.g. local nursing and residential homes.
  - Reduce business rates for grocery type shops with low margins to attract them to the area.

### 4.2 Homelessness

*"Not a single person should have to spend a night on the street in the year 2002."*

- The quote above reflected the views of several respondents and in relation to this one respondent wrote "A reduction of 2/3 by 2003 is not good enough." It was also felt that priority should be given to hidden homeless among young people for example, young Somalis. One response suggested that hostels should be encouraged to accept referrals from community organisations and that community organisations should be empowered to have a say in the Homeless Persons Unit.

#### 4.3 Affordable Housing

*“Fore thought, planning, flexibility are needed if housing situation is ever to improve.”*

- The majority of respondents expressed support for providing affordable housing for key workers – mainly teachers, nurses and the police. Only one or two people had reservations about the proposals for affordable housing due to what they saw as more people being encouraged into the Borough “when there are already too few ‘green’ spaces and services to support an increase in the population.”
- There was a general concern that the gap between rich and poor is increasing and one person noted “there is little in the plan to seek integrated communities. The policies mostly lead toward a further division between ‘rich’ and ‘poor’ areas with social housing becoming ghettoised” In the north of the Borough.
- Suggestions were also put forward for the TMO to review the sons and daughters policy “in order to promote stable communities”.
- Several respondents felt that the targets for developing affordable new units and bringing back empty houses into use, were “not good enough”. Suggestions were put forward to use sites such as Kensal Gas Works and empty properties on Walmer Road only for affordable homes rather than the dwellings being for private sale.

#### 4.4 Concerns for older people

A number of suggestions were put forward in regard to the situation of older people. These included:

- Need more emphasis on developing sheltered housing and extra sheltered housing.
- Promote elimination of fuel poverty.
- Aids and adaptations important for older people to live at home independently.
- More floating warden type of support for older people.

#### 4.5 Anti-social behaviour

- It was noted that many neighbours disputes involve noise problems. It was suggested that this results from poor soundproofing in new buildings and existing housing which creates problems for neighbours. In response one person suggested that mediation should be part of strategies to tackle anti-social behaviour.
- It was suggested that stronger initiatives should be taken to “evict troublesome tenants”.

#### 4.6 B & B's and Houses in Multiple Occupation (HMO)

- Several respondents raised a concern about families living in overcrowded accommodation. As one person wrote “The government policy of people sleeping in living rooms is a disgrace. Bad housing conditions leads to other problems – children suffer – illness increases – this situation needs urgent attention!”.
- There was also a general concern that a focus on HMO and B & Bs is missing. One person wrote “K & C still has some of the worst private landlords and private rented housing in shocking conditions.” There was also a concern from another respondent that “there is no forum, nor structure, to involve tenants of Housing Associations in Housing policy matters. One is needed”.

#### 4.7 Housing Associations

- Several people suggested that Housing Associations should spend less on new properties and spend more on their existing houses to improve standards. They also felt that there should be more supervision over Housing Associations.
- Following this, another person felt that the issue of home ownership is not addressed in the Strategy, in particular the issue that “Council tenants have a right to buy, but housing association tenants do not”. This person felt this would create “an underclass in the future”.

#### 4.8 Questions raised

A number of questions were raised in regard to the Homes and Housing section. These included:

- Where is all the money coming from when there are so many immediate services needed?
- Is RBKC thinking of helping teachers, nurses and public transport workers with housing to keep them living in the Borough and not commute from long impossible distances?
- Where are the specific targets on bringing back into function neglected/derelict garages?
- Is it possible for planning permission to be withheld from speculators buying up well converted flats and turning them into single houses for profit?
- I would like to hear more information about why asylum seekers come to Kensington and Chelsea when housing is so expensive?

### 5. LEARNING AND LEISURE

**78.2% of respondents agreed or strongly agreed with the actions outlined in the Learning and Leisure section of the draft Community Strategy.**

	Frequency	Percentage
Strongly Agree	37	23.7%
Agree	85	54.5%
Neither Agree/Disagree	16	10.3%
Disagree	5	3.2%
Strongly Disagree	0	0.0%
No Response	13	8.3%
Total	156	100.0%

#### 5.1 General comments

- Several respondents felt that the aims and objectives contained in the Learning and Leisure section were “vague, no deadlines, no measurable outcomes”. However,

others were more positive, for example, one respondent wrote “Delighted that the Notting Hill Gate Library will have disabled access.”

- Under this section a suggestion was put forward to “employ more retired teachers whatever their age as long as they have the ability to teach”.

## **Education**

### **5.2 Refugees and Asylum Seekers**

- Several people felt there should be more of a focus on teaching asylum seekers and refugees English and also teaching some English history, law and ‘English culture’.
- Also on this theme it was suggested that children of refugee and asylum-seeking communities need at least one teacher in a large school like Holland Park who speaks their language and can communicate with them.

### **5.3 Civic values/education**

- One person wrote “Children should learn British values in schools” and another suggested that it should be ensured that “every school has a course in civic behaviour to encourage unselfish behaviour by September 2002.” This was a general theme in the responses.

### **5.3 New Secondary School**

- There was general support for a new secondary school, although one respondent wrote “To ‘investigate the potential’ for a new secondary school is meaningless and nothing will happen”.

### **5.4 Libraries**

- There should be more encouragement of the use of libraries by school children, encourage and provide talking papers for all visually impaired library users.

### **5.5 Adult Education**

- Prices of adult education need to be similar to nearby Borough’s, as one person felt that Westminster is significantly cheaper.

### **5.6 Elements missing**

In regard to education, the following aspects were seen as missing from the Strategy:

- Specific targets for raising the standards of secondary education.
- The impact of private education on the borough.
- Colleges of further education and adult education.
- Emphasis on education provided outside of school.
- The promotion of Internet facilities in schools.

## **Leisure**

### **5.7 General comments**

- A theme running through the feedback received for this section was the need to increase availability of “low price/no price sports facilities”. It was also suggested that there is a need to look at costs of leisure facilities across the borough, for example one person noted that the “cost of tennis court in Kensington Memorial Park same as Holland Park – whereas the quality and facilities are widely different”.

- Certain groups were also highlighted as needing special recognition. These included groups working with disabled children and leisure pursuits for the elderly which respondents felt should be regarded as a “social necessity contributing to the health and mental welfare of the elderly.”
- On the theme of leisure facilities, one respondent from a voluntary or community group felt that the strategy should “recognise, support and encourage the role of community groups in providing valuable leisure opportunities.”

### 5.8 Elements Missing

The following issues were seen as being missing from the Leisure section of the draft strategy:

- The arts
- Access to sports facilities and leisure facilities in terms of low income facilities.
- Sport, outdoor recreations and social clubs especially for teenagers.
- “Why just partnerships with churches! What about all Faith Groups?”

### 5.9 Comments specific to Kensington and Earl’s Court

- Safer play areas needed in densely populated areas like Earl’s Court.

## 6. SAFE COMMUNITIES

**The overriding issue which was raised by the majority of respondents was the need to address anti-social behaviour and the need for more police on the streets.**

**79.5% of respondents agreed or strongly agreed with the actions outlined in the Safe Communities section of the draft Community Strategy.**

	Frequency	Percentage
Strongly Agree	61	39.1%
Agree	63	40.4%
Neither Agree/Disagree	15	9.6%
Disagree	7	4.5%
Strongly Disagree	0	0.0%
No Response	10	6.4%
Total	156	100.0%

### 6.1 The Police

- The overriding suggestion put forward by a significant proportion of respondents was the need to have more police on the streets. This is summed up by responses such as “What everyone wants is more police on the streets”. A couple of respondents raised concern that police were being taken off patrolling the streets and were focusing their attention on protecting embassies from terrorists.
- Although a large majority of respondents wished to see an increase in the number of police, some people stressed that “the Council should be less concerned about the quantity of police officers available, and look more at the quality of these officers.”

## 6.2 Disorder and anti-social behaviour

- Several respondents raised issues of concern regarding late night licenses, street drinking, noise outside pubs and clubs, and “loutish behaviour in the streets”. The suggestion was put forward that the proposed neighbourhood wardens could assist the police in dealing with these issues.
- It was felt by some that the issues of theft of mobile phones and car snatching are missing from the strategy.

## 6.3 Young People

- A couple of respondents felt it should be acknowledged that young people are the main victims of crime. Therefore, they suggest intergenerational based activities should be developed. On the other side of the coin, respondents made suggestions such as “be tougher on juvenile crime”. It was also pointed out that crimes committed by children are missing in general from the report.

## 6.4 Older People

- Several respondents stressed the need for better street lighting. It was felt this would help reduce the fear of crime, especially for older people, as there would be more of a police presence on the street.
- In regard to older people one respondent noted that the proposed “advice booklet for older people – excellent idea”.

## 6.5 Drugs

- One response from a Residents’ Association noted that they were pleased with the focus “being on drug dealers and “crack houses” rather than on areas.” Thus not overtly labelling an area.

## 6.6 Questions

- Several comments were mentioned in regard to page 19. One person stressed they were ‘puzzled’ by the line “awareness of health issues in community”? Another respondent suggested “should we say safety-related health issues?”

# 7. WORK AND BUSINESS

**70.6% of respondents agreed or strongly agreed with the actions outlined in the Homes and Housing section of the draft Community Strategy.**

	Frequency	Percentage
Strongly Agree	33	21.2%
Agree	77	49.4%
Neither Agree/Disagree	21	13.5%
Disagree	6	3.8%
Strongly Disagree	2	1.3%
No Response	17	10.9%
Total	156	100.0%

## 7.1 Local Businesses, Local Employees

- The main focus within the responses on the work and business section was on the importance of promoting local shops and local businesses, and that local businesses should employ local people. Several respondents felt the Council was not supporting local shops and local businesses.

## **7.2 Unemployment**

- Responses from the Voluntary and Community groups tended to focus more on tackling unemployment, particularly amongst young people and black and minority ethnic groups.
- On the issue of employment it was suggested that priority should be given to Borough residents for jobs at the Council, libraries, schools etc.
- Another issue put forward was the need to consider and promote work for disabled people.
- The responses from the voluntary and community groups suggested that the Council could do more to “promote the support the business community could give to the voluntary sector.”

## **7.3 Appearance of Shops**

- Residents and Tenants Associations raised issues of concern about the appearance of shops in the borough and the need to have local shops which sell items necessary for residents everyday living, for example, grocery shops, laundrettes and hardware shops.

## **7.4 Comments specific to South Kensington and Chelsea**

- A number of points were raised by respondents regarding South Kensington and Chelsea. These included the need for a tube line to Chelsea Harbour and the need to support and promote business, training and employment initiatives in the South West Chelsea, Cremorne area.

# **8. PLEASE TELL US IF THERE IS ANYTHING MISSING FROM THIS PART OF THE PLAN**

The following points were seen as missing from the strategy:

## **8.1 Regarding the Council and the Borough**

- The part local Councillors will play to address residents’ concerns and how they will liaise with residents.
- Think of RBKC and London as part of the UK.
- Addressing the publicity from the Town Hall – described as being “not enough, too formal, not interesting.”

## **8.2 Partnerships**

- Representation from Mayor’s Office, Greater London Assembly on the Kensington and Chelsea Partnership Steering Group.
- Increased residents’ participation on the Kensington and Chelsea Partnership Steering Group.
- Planning representation on Kensington and Chelsea Partnership Steering Group.
- Working in partnership with London Underground to address the problems of High Street Kensington Tube Station.

### **8.3 Areas of concern**

- Dealing with problems caused by Earl's Court Exhibition Centre.
- Create shopping areas with real style to set them apart from White City Centre.
- Deprivation in Cremorne Ward
- Community Development should be integral to the plan – it is only mentioned once - on page 23.
- How the plan will consider its impact on social inclusion, racism and aging residents.
- Provision of sufficient parking places around places of worship, especially disabled parking spaces.

### **8.4 Other issues**

- Concern about the cost of achieving everything in the strategies.

## CHAPTER FIVE

### SUMMARY OF RETURNED QUESTIONNAIRE FEEDBACK FORMS THE NEIGHBOURHOOD RENEWAL STRATEGY

*Please refer to page 15 for a description of methodology*

#### 1. Neighbourhood Renewal Fund

**We want to spend a small proportion of the Neighbourhood Renewal Fund money in other parts of the Borough, rather than spending it all in the two poorest wards. Please say how much you agree or disagree with this proposal.**

**67% of respondents agree or strongly agree with the above statement**

	Number of responses	Percentage
Strongly Agree	41	26.3%
Agree	64	41.0%
Neither Agree/Disagree	12	7.7%
Disagree	12	7.7%
Strongly Disagree	9	5.8%
No Response	18	11.5%
Total	156	100.0%

##### 1.1 Comments relating to North Kensington and Notting Hill

- There were mixed responses received regarding whether a small proportion of money from the NRF fund should be spent in other areas of the Borough. Some respondents felt that the “poorest wards require this most” whereas others stated they agree, “but only where residents are in greatest need”.

##### 1.2 Comments relating to Kensington and Earl’s Court

- Although some respondents from the central areas of the Borough agreed with this proposal, and a couple of people mentioned the need to spend some of the money in the Earl’s Court area, quite a few people felt that the sums of money involved are “so small” that it should be spent in the two poorest wards. One person sums up the response from those who live in Kensington and Earl’s Court, “It depends how much money is available. If there is enough to spend in other parts of the Borough without “watering down” the plan for the two poorest wards, then I agree. Otherwise, all the money should be focused on Golborne and St. Charles in the first instance.”

##### 1.3 Comments relating to South Kensington and Chelsea

- Although one person suggested that the money could be spent on World’s End and the Cremorne Estate, all other respondents who made comments from the south of the Borough and also from those who did not state the area in which live, felt the money should be spent in the two poorest wards.
- There were suggestions from those who live in the south of the Borough that efforts should be made to increase the amount of money involved. As one respondent wrote “Lobby Government to provide extra funding for areas where there are problems not so comparable – don’t spend the NRF money outside of target wards.”

## 2. Borough Wide Issues

**How much do you agree or disagree that the list of Borough wide issues and concerns are the most important ones?**

**78.8% of all respondents agree or strongly agree with the above statement.**

	Frequency	Percentage
Strongly Agree	44	28.2%
Agree	79	50.6%
Neither Agree/Disagree	11	7.1%
Disagree	4	2.6%
Strongly Disagree	1	0.6%
No Response	17	10.9%
Total	156	100.0%

### 2.1 Comments about the list of Borough wide issues

Across all areas of the Borough there was a high level of agreement with the list of Borough wide concerns and issues. The things that respondents felt were missing or needed more emphasis were:

- Greater police presence of the streets and greater use of CCTV
- More emphasis on affordable housing
- Pro-actively involve local religious organisations
- Stimulate and enable community led regeneration
- The importance of affordable child care
- Protecting local community/amenity shops
- Deal with illegal rubbish dumping
- Build a secondary school in the Borough

## 3. North Kensington and Notting Hill

**How much do you agree or disagree that the list of issues and concerns for North Kensington and Notting Hill are the most important ones?**

**Of the 120 respondents who answered this question, 80% (96 respondents) agree or strongly agree that the issues listed are the most important for this area. 18% (22 respondents) neither agree or disagree and only 2 respondents disagree.**

### 3.1 Comments relating to North Kensington and Notting Hill

- Respondents who made comments from the north of the Borough mainly focused on their issues and concerns rather than opinions regarding the draft NRS. Some of these issues included:
  - Need more community/family activities
  - Improve access to health and police services in the area
  - Make no go areas for private cars during market time
  - Restore railings to Avondale Park
  - Seek to develop under used/unused garages North of Golborne ward
  - Improve bus stop under motorway in Ladbroke Grove
  - Need more sports facilities

- Two comments did focus on the NRS. In regard to page 29, one respondent wrote “Investigate the possibility and reality that some youth facilities are not suited to these particular youths. More specific training opportunities for young people required.” Another respondent agreed with the revitalisation of Notting Hill, and the improvements to the Tube Station, but “disagree with your emphasis. Not enough to ‘try’ to support local shops. Should ensure that local shops survive and encourage new local entrepreneurs.”

#### **4. Kensington and Earl’s Court**

**How much do you agree or disagree that the list of issues and concerns for Kensington and Earl’s Court are the most important ones?**

**Of the 124 respondents who answered this question, 82% (102 respondents) agree or strongly agree that the issues listed are the most important for this area. 16% (20 respondents) neither agree or disagree and only 2 respondents disagree.**

##### **4.1 Comments relating to Kensington and Earl’s Court**

- Comments made by respondents include:
  - A greater stress on housing conditions
  - Include the management of parking and traffic along the Old Brompton Road
  - More street parking for residents not visitors to Earl’s Court
  - Encourage young people from other areas from “invading this area”.
  - Develop more spaces for community activities. Wider use of Earl’s Court Centre and Olympia
  - Need to identify and stop people who “dump rubbish at times and places they shouldn’t dump it”.
  - Need at least one more sports facility in this area.
  - Revitalise High Street Kensington – what does it mean? “Don’t compete with White City, they are different.”

##### **4.2 Others**

- Comments were also received from people who disagreed with the issues regarding High Street Kensington. One person felt that High Street Kensington “has a flavour of its own that malls don’t have e.g. it’s outside”. Another respondent felt that the aims seem to be “overly focused on High Street Kensington and not on the poorest area – Earl’s Court”.

#### **5. South Kensington and Chelsea**

**How much do you agree or disagree that the list of issues and concerns for South Kensington and Chelsea are the most important ones?**

**Of the 120 respondents who answered this question, 83% (100 respondents) agree or strongly agree that the issues listed are the most important for this area. 14% (17 respondents) neither agree or disagree and only 3 respondents disagree.**

##### **5.1 Comments relating to South Kensington and Chelsea**

- Those who live in South Kensington and Chelsea put a number of suggestions specific to these areas forward, as follows:

- Provide a health clinic for Sloane Square end of Chelsea
  - Focus on World's End/Cremorne area
  - Landscape townscape area around Gloucester Road.
  - Greater use of the river for transport and community life on 'banksides'
- A suggestion was put forward by a Residents Association to "enable resident groups to take responsibility for their area in all matters – roads, rubbish, cleanliness, policing and to report back regularly on these".
  - A frequently mentioned concern was that residents in the King's Road area feel the most important issue is "protection from night noise and nuisance from late licences operators".
  - One respondent disagreed with both the all weather pitch and the new secondary school, as they were concerned where these would be placed. Others noted they oppose the proposed extension to Victoria and Albert museum.

## 6. The Eight Objectives

**Overall, how much do you agree or disagree that the Eight Objectives for neighbourhood renewal are the right objectives for the Neighbourhood Renewal Strategy?**

**74.4% of all respondents agree or strongly agree with the above statement.**

	Frequency	Percentage
Strongly Agree	36	23.1%
Agree	80	51.3%
Neither Agree/Disagree	12	7.7%
Disagree	4	2.6%
Strongly Disagree	1	0.6%
No Response	23	14.7%
Total	156	100.0%

### 6.1 Respondents from North Kensington and Notting Hill

- One person felt "it's really good – but add 'affordability for residents in social housing – to avoid the poverty trap'". Another respondent wrote "Not 'encourage people to get involved', but 'enable people to participate in'."

### 6.2 Respondents from Kensington and Earl's Court

*"Too vague – and unspecific. No mention made of high crime levels, which is prime contribution to being 'disadvantaged' by where you live"*

*"Stick to the two poorest wards and solve their problems"*

*"Need much greater commitment to involving residents in developing policies, strategies, programmes and projects for that area."*

- Above are comments raised by respondents who live in the centre of the Borough.

### **6.3 Respondents from South Kensington and Chelsea**

- Regarding Objective 6, which is about maximising the benefits from major developments, it was noted that to “minimise the adverse consequences for residents” should be added

### **6.4 Others**

- In regard to Objective 3, ‘suggest developing a neighbourhood mediation service’ one respondent wrote “there already is one! CALM would however need longer term funding to develop and expand in K & C.”
- It was also felt that the Council should maximise on Government and European pots to enhance and secure the local voluntary and community sections.
- A final question was put forward regarding the eight objectives, as one respondent wrote “Why is there so little attention in this report to the needs of children, especially young children.”

## 7. Baseline Information

Below details the baseline information collected about the respondents to the feedback questionnaire.

### Do you live in Kensington?

	Frequency	Percentage
Yes	124	79.5%
No	16	10.3%
No Response	16	10.3%
Total	156	100.0%

### Are you a representative of ...

	Frequency	Percentage
a Voluntary or Community Group?	51	32.7%
a Residents' or Tenants' Group?	47	30.1%
a representative or owner of a Business?	9	5.8%
a Public sector organisation?	7	4.5%
more than one of the above?	13	8.3%
No Response	29	18.6%
Total	156	100.0%

### In which are of the Borough do you live?

	Frequency	Percentage
North Kensington and Notting Hill	44	28.2%
Kensington and Earl's Court	50	32.1%
South Kensington and Chelsea	34	21.8%
No Response	28	17.9%
Total	156	100.0%

## A draft plan for the future of Kensington and Chelsea – tell us your views

Please take a few minutes to tell us what you think of the draft plan

Please answer as many questions as you can, but don't feel that you have to answer all of them. Once you have completed as much of the form as you can, please return it in the enclosed FREEPOST envelope. It does not matter if the form is not 100% complete, we're interested in any feedback that you have to give.

### Part one - The Future of Our Community

There are six main topics covered in part one of the plan and these are reflected in the questions below. Each of these six topics or chapters has a section called '*In partnership we will*' which outlines the key things we will do over the next few years. For each chapter we ask you to think about how much overall you agree or disagree with these things and to also add any comments you would like to make.

#### Chapter 1. Environment and Transport, page 6

Overall how much do you agree or disagree with the actions outlined in the Environment and Transport section, '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

#### Chapter 2. Health and Well Being, page 9

Overall how much do you agree or disagree with the actions outlined in the Health and Well Being section '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

#### Chapter 3. Homes and Housing, page 12

Overall how much do you agree or disagree with the actions outlined in the Homes and Housing section '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

#### Chapter 4. Learning and Leisure, page 15

Overall how much do you agree or disagree with the actions outlined in the Learning and Leisure section '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

#### Chapter 5. Safe Communities, page 18

Overall how much do you agree or disagree with the actions outlined in the Safe Communities section '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

#### Chapter 6. Work and Business, page 21

Overall how much do you agree or disagree with the actions outlined in the Work and Business section '*In partnership we will..*'?

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

Please tell us below if you feel there is anything missing from part one of this plan?

## Part two – Renewing Our Neighbourhoods

In this section we describe the work that is being done to produce a Neighbourhood Renewal Strategy.

### NEIGHBOURHOOD RENEWAL FUND, page 27

*We want to spend a small proportion of the Neighbourhood Renewal Fund money in other parts of the Borough, rather than spending all of it in the two poorest wards.*

*Please say how much you agree or disagree with this proposal.*

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments

## THE ISSUES AND CONCERNS YOU HAVE TOLD US ABOUT, page 28

### NEIGHBOURHOOD RENEWAL ISSUES THAT ARE BOROUGH WIDE

*How much do you agree or disagree that the list of issues and concerns are the most important ones?*

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any issues or concerns that you think are missing

**Thinking about the three areas of the Borough, how much do you agree that the list of issues and concerns are the most important ones for these areas?**

### NORTH KENSINGTON AND NOTTING HILL (page 28/29)

**How much do you agree or disagree that the list of issues and concerns for this area are the most important ones?**

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any issues or concerns that you think are missing

### KENSINGTON AND EARL'S COURT (page 29)

**How much do you agree or disagree that the list of issues and concerns for this area are the most important ones?**

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any issues or concerns that you think are missing

### **SOUTH KENSINGTON AND CHELSEA (page 29/30)**

**How much do you agree or disagree that the list of issues and concerns for this area are the most important ones?**

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any issues or concerns that you think are missing

### **THE EIGHT OBJECTIVES FOR NEIGHBOURHOOD RENEWAL, page 30**

**Overall how much do you agree or disagree that there are the right objectives for the Neighbourhood Renewal Strategy?**

Strongly Agree ☐ Agree ☐ Neither Agree or disagree ☐ Disagree ☐ Strongly Disagree ☐

Please add any comments about the objectives

### **So that we know who has responded, please tell us a little bit about yourself** **Please tick where applicable**

#### **Do you..**

live in Kensington and Chelsea Yes ☐ No ☐  
work in Kensington and Chelsea Yes ☐ No ☐

#### **Are you..**

A representative of a voluntary or community group ☐  
A representative of a Residents' or Tenants' group ☐  
A representative or owner of a business ☐  
A representative of a public sector organisation ☐

#### **In which area of the Borough do you live?**

North Kensington and Notting Hill ☐  
Kensington and Earl's Court ☐  
South Kensington and Chelsea ☐

### **Thank you very much for taking the time to comment on this document.**

Please return this form by March 1st the enclosed FREEPOST envelope. You do not need to use stamp.

If the envelope is missing you can send it freepost to:

Room 248, Royal Borough of Kensington and Chelsea, FREEPOST LON16042, London, W8 7BR.

For further information or enquiries please contact:

Mark Beauchamp, Research and Consultation Manager, telephone 020 7361 2402

e-mail: mark.beauchamp@rbkc.gov.uk

## CHAPTER SIX

# KENSINGTON & CHELSEA SOCIAL COUNCIL RESPONSE TO THE DRAFT COMMUNITY AND NEIGHBOURHOOD RENEWAL STRATEGIES

### 1. Overall comments:

The social councils support the CS and NRS '*the future of our community*' and commend the drafts as a positive start towards addressing long standing issues affecting all those who live and work in Kensington & Chelsea. We are pleased to have worked with the local authority on the borough wide consultation.

We feel that the voluntary sector has a very important role to play in the development and delivery of the CS and NRS, through working in closer collaboration with the Kensington & Chelsea local strategic partnership. The voluntary sector brings a unique strength to the partnership and ensures its accountability and relevance to the lives and aspirations of local people.

The final strategies need to reflect concrete commitments to the people of Kensington and Chelsea that can be identified as bringing about real changes to their quality of life in all of the six areas identified.

We would like to make the following suggestions which we believe can strengthen the final strategies, based upon our experience and practice working with local people and the voluntary sector:

### 2. Introduction page 4

Many of the Borough's African and Caribbean residents may feel excluded by their absence from the list of nationalities mentioned on page 4. The profile of the borough has been significantly raised in the post-war period by forms of cultural expression from this group who introduced the Notting Hill Carnival event in 1958.

### 3. ENVIRONMENT & TRANSPORT

The aims outlined are too vague to suggest that they will produce any actual improvements.

'By 2003 we will compare the council's air quality measurements....'

'By 2003 we will assess the scope for noise reduction measures.....'

'By 2003 we will develop a programme of work to help improve conditions for pedestrians.....'

These promise very little that will make a difference.

### **Working towards change by.....**

Protecting and enhancing our parks.....

There is no increase of green space promised under **the key targets** although this has been raised by very many of the borough residents as a priority.

**The key strategies** need to be explained at least briefly and people should know how to get them if they want to find out more detail.

**The key targets** are too few and too low:

The local targets in line with the Governments National Air Quality Strategy  
We need a few details here so local people can see HOW these targets are going to be reached.

The proportion of domestic and commercial waste being recycled:  
17% of household waste being recycled by 2004 is far too conservative a target

To quench skepticism here there needs to be much more meat on the bones.

#### 4. **HEALTH AND WELL BEING**

**Our aim to further integrate health and social care provision....**

This section should be clarified so that everyone can understand the points and what impact they are intended to have.

To tackle the local clinical priorities.

Perhaps if numbers were used rather than percentages it would be clearer just how many people will be helped by the proposed improvements. This would help the ordinary man or woman 'in the street' to be able to understand and monitor the success of the strategy for themselves.

#### 5. **HOMES & HOUSING**

The targets are either way too easily achieved :  
'By 2003 we will bring 25 long term empty homes back into use.'  
5 units of housing for special needs, disabled, mental health etc  
(Older client groups are not mentioned)

or lack sufficient information to make them meaningful:  
How many units of affordable housing will be secured outside of K&C ?  
What is meant by '400 bed spaces for key workers' ?  
Reduction of households living in fuel poverty – some hard data here

The **Influence a change section** needs some big ideas!

Again the key strategies main points need to be detailed if they contain the answers which we are looking for. (Otherwise people's expectations are raised and then there is a sense of disappointment).

## 6. LEARNING & LEISURE

### **But there are challenges**

The fact that there are over 100 languages spoken in the borough does not constitute a challenge. It could be seen as a benefit. Likewise the large refugee population is presented as a challenge. This problem-orientated approach to diversity may undermine the inclusiveness we are seeking to bring about.

Users requiring longer library opening hours and, more IT provision and better access is not a challenge within the context of learning and leisure it should be seen as a success. Again the commitments are vague and need hard data to back them up in terms of:

Post-16 education

Raising standards in ITC

Disabled access to Notting Hill Library

Sport centre for the south of the borough

### **Influence a change by**

Working with others to influence Notting Hill Carnival to be a first class set of events and educational opportunities. After 30 years of Carnival many people feel that this has been achieved already.

## 7. SAFE COMMUNITIES

The aims outlined have to be linked more clearly to preventative actions and concrete responses by the responsible sectors

For example:

**Reduce homophobic crime.** Is not achieved solely by improving it's reporting. What is to be done about its occurrence?

**Reduce repeat victimisation on racial incidents and racially motivated crime.**

The racial harassment forums work on reporting and recording procedures cannot be the only measure being taken to address this serious problem. We need a few details in here of the Crime and Disorder Reduction Strategy.

## 8. WORK AND BUSINESS

FUNK's performance in the light of it's exit strategy. People need to know is it deemed successful and what will replace it.

Continuing to pursue LDA and CLP etc joint initiatives – details needed.

Key targets have to be clearly linked to quantifiable achievements, especially in terms of the unemployment rate of the disabled, lone parents, ethnic minorities and the over 50's.

## **CHAPTER SEVEN**

### **POLLUTION ROUND TABLE RESPONSE TO THE DRAFT STRATEGIES**

Feedback on the Environment and Transport chapter of the draft Community Strategy.

#### **Comments on the chapter:**

- The “In Partnership We Will ..” statement on transport should appear first in the list rather than second. This would be in line with the order of ‘what local people have told us’ and would also reflect the Borough’s priorities better.
- On the same point, the actions listed under “Reduce the amount of traffic...” point are not positive enough. There must be more concrete, more positive actions that the Borough is taking on traffic reduction. Add to this list with other points from the environmental action plans eg revision on parking policies, school buses. These should not just replace the existing points as transport already looks ‘thin’ in comparison to the other points (eg action points on pollution).

#### **Other comments around the issues in the chapter:**

- Open space has traditionally been given lower priority than housing or business needs when looking at the development of land.
- There is a school bus that pick up children opposite Busfield School – who runs this service and is it something that could be adopted elsewhere?
- Could we press the Councillors to take a visible lead by walking their children to school? (photos in the newsletter etc)
- The problem with zones for parking is that the public transport links from one area of the Borough to another are so bad that people have a genuine need to use their cars to get around within the Borough.
- The leaflet that has been produced by the parking division for disabled drivers is very good.
- Why can’t we reduce the amount of energy used in Council buildings? The lights always seem to be on even if it is sunny, can we fit sensors which turn off the lights when natural light reaches a certain level?
- Can RBKC do anything to influence shops to reduce their energy usage – they are always so hot.
- Can RBKC do more to educate people on energy and pollution choices, eg on which types of car are the least polluting?

- Street clutter is visual pollution, and the roads controlled by TFL within the Borough have huge signs all over them which are unnecessary - can RBKC do anything to get these removed?
- Having clear street name signs on all streets (at both ends, and at intervals on long streets) would make it much easier for people to navigate within the Borough, and so cut down on some of the traffic congestion caused by people driving round and round.
- Why is there tarmac around the new streetlights on Kensington High Street and around Earl's Court? (Jennifer Ware has had an email from Cllr Buxton assuring that this is only temporary).
- The new York Stone on the High Street gets dirty very quickly, and covered in chewing gum –more 'gumbusters' are needed to combat this.

## **Contact Officer**

Mark Beauchamp, Research and Consultation Manager

Telephone 020 7361 2402

E-mail [mark.beauchamp@rbkc.gov.uk](mailto:mark.beauchamp@rbkc.gov.uk)