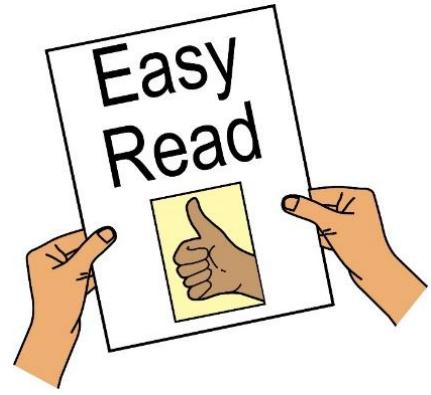




THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

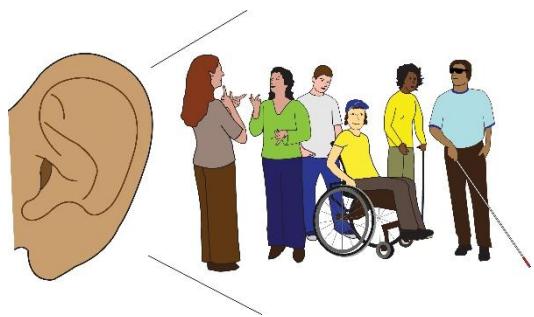


Our promise to involve you in our work



Why this matters

For the Council to do our best work, it's very important to involve our community.



We promise to:

- Listen to you
- Involve you
- Work with you



That way, we can make better decisions and better services - together.

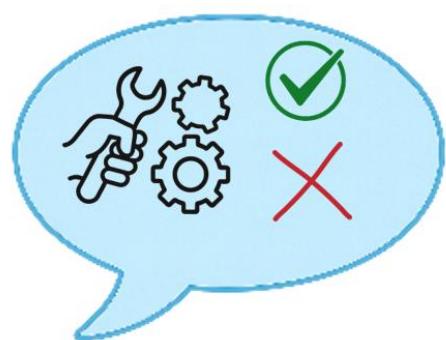
Our values



- **Be responsible**

We will:

- take responsibility for our actions
- be honest about our mistakes
- do our best to put things right



- **Be open and honest**

We will:

- explain what can change
- explain what can't change, and why



- **Make it easy to take part**

- put information in plain language and Easy Read
- use accessible venues
- support you where needed



- **Work together**

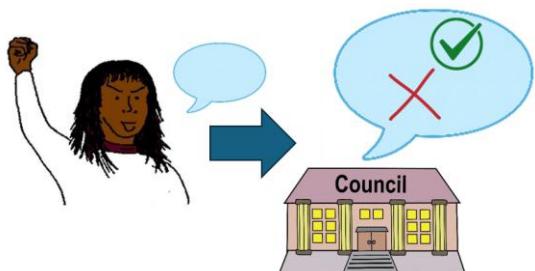
We will:

- share problems
- find answers, and
- celebrate successes - together



- **Be fair and reliable**

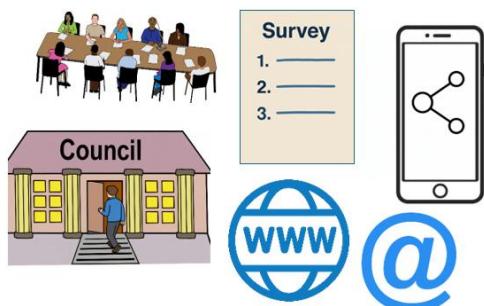
- Everyone who lives, works or studies here can have their say.



How we'll involve you

- **Early involvement**

You will have your say before we make decisions.

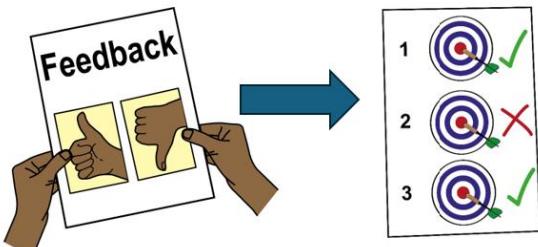


- **Different ways to get involved –**
in-person meetings, surveys, drop-ins, online and on social media.



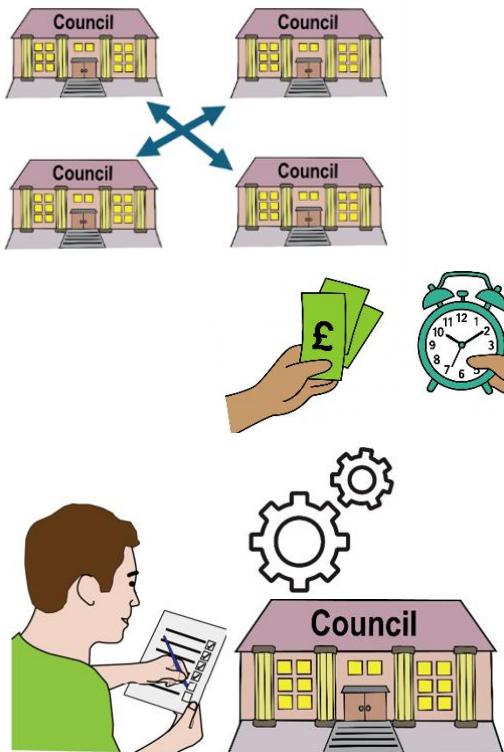
- **Being clear**

We will explain why we are using a certain type of involvement for each issue. Local people can ask us if that is the best way to get involved.



- **Feedback**

If you give us your views, we will tell you how they affected the result.



- **Respect for your time**

We will work with other Council teams so you won't have to repeat yourself.

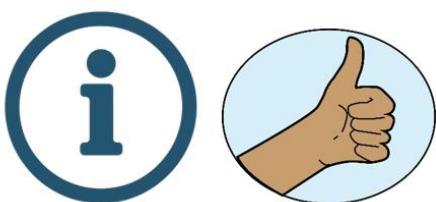
We will reward you for your time.

- **Keep improving**

We will keep checking to make sure things are working well.

We will share what works and what doesn't work.

Working together



We will make it easy for you to get information and to get involved.

In return, we ask you to:



- **Stay up to date with our consultations** here on our website:

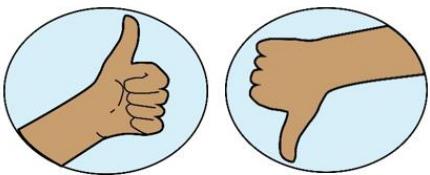
<https://consult.rbkc.gov.uk/>



- **Have your say!**

Vote, share your views, take part in community life:

[Your Community Your Voice Hub | Royal Borough of Kensington and Chelsea](https://www.rbkc.gov.uk/your-community-your-voice-hub/)



- **Tell us how we're doing**
What are we doing well? And what could be better?



How you can get involved

- **Have your say** on:

- new plans
- policies
- services, and
- projects

- **Come to Council meetings**

- see decisions made
- ask questions, or
- just listen in (we show many meetings live online).

- **Join “scrutiny reviews”**

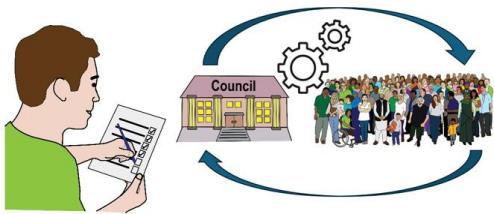
- A scrutiny review makes sure decision-makers or services are working properly.

- **Start or sign a petition** on issues you care about:

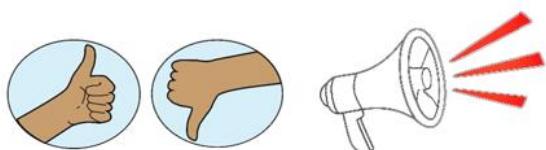
[Petitions Guidance | Royal Borough of Kensington and Chelsea](#)



Checking we are keeping our promises



We will check regularly to make sure we are keeping our promise on getting you involved.



We will check we are doing a good job and give regular updates.



If we are not doing well, please tell us. If we are doing well, we will celebrate together.

To let us know how we're doing, contact us here:



Email: complaints@rbkc.gov.uk

Phone: 020 7361 2060

(from Monday to Friday from 9am to 4pm)

Contact Us

If you want to contact us for anything else, then you can do that here:

Email: consult@rbkc.gov.uk

Phone: 020 7361 3000

