

Our Borough

Autumn 2020



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Picture credit: Marianne San Miguel

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Welcome to Our Borough

Share your stories

Do you have news you'd like to share with fellow residents across Kensington and Chelsea? Whether you want to promote an event, celebrate a community champion or let others know what's going on in the borough, we would love to hear from you.

If you've got a story to share, email commsteam@rbkc.gov.uk

Let us know what you think

Our Borough is your newsletter and we want it to reflect the issues that matter to you. If you've got any feedback, please let us know at commsteam@rbkc.gov.uk

Covid-19

Information on our Coronavirus response is correct at the time of going to press. For the latest updates, visit www.rbkc.gov.uk/coronavirus

We're available online

To view this or previous issues of Our Borough online, visit www.rbkc.gov.uk/newsroom/all-council-statements/our-borough

Staying in touch

There are other ways to keep up to date with borough-wide news as well as updates and announcements from Kensington and Chelsea Council.

 @RBKC

 www.facebook.com/royalborough

 www.instagram.com/kensingtonandchelseacouncil

 www.nextdoor.co.uk – search Kensington and Chelsea Council

For updates on Grenfell

 @GrenfellUpdates

 www.rbkc.gov.uk/grenfell

NHS COVID-19 app

The free NHS COVID-19 app is vital in helping us all protect the ones we love and live our lives as safely and normally as possible.

The app is part of the NHS Test and Trace service and is being used, alongside traditional contact tracing, to help notify you if you have come into contact with someone who tests positive for Coronavirus. The app will allow you to report symptoms, order a Coronavirus test and check in to venues by scanning a QR code.

The app helps the NHS track the virus and any data is held on your phone. Nobody, including the government, will know who or where you are, or have been.

The app uses Bluetooth so shouldn't drain your phone battery, especially if you normally have Bluetooth enabled.



Claiming self-isolation payments

If you have been told by the NHS to self-isolate, either because you have tested positive for Coronavirus or you have been in contact with someone who has tested positive, you may be entitled to financial support during this period of up to £500.

The legal duty to self-isolate came into effect from Monday 28 September 2020. From this date, the Government has said councils must provide support payments to those who are eligible, and these will be available by Monday 12 October.

To make a claim email C19Hub@rbkc.gov.uk or call 020 7361 4326 and make clear that you are contacting about a self-isolation payment, include your Test and Trace Covid-19 reference number.

For more information go to www.rbkc.gov.uk/coronavirus and search financial support during self-isolation.



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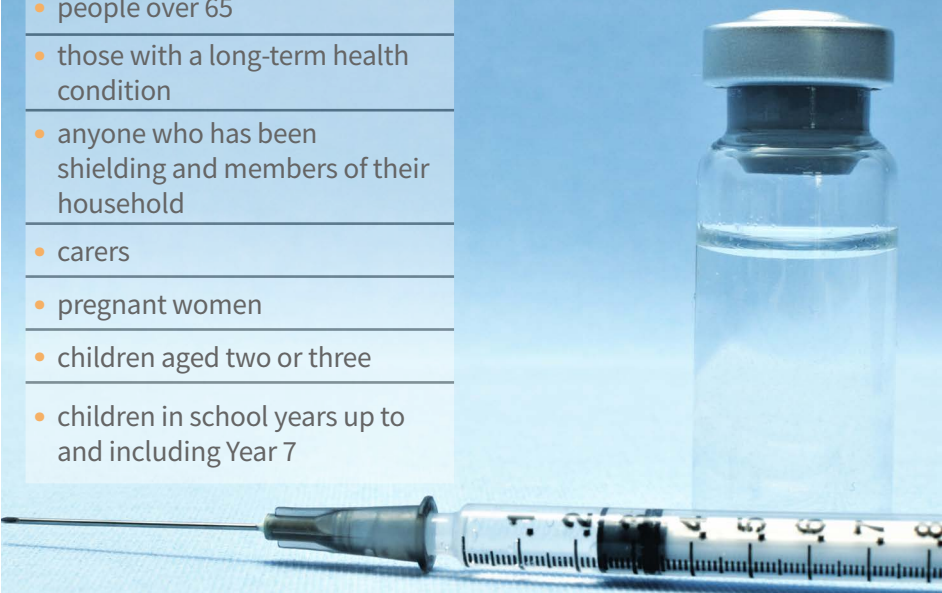
“Just the flu”?

Every year the flu kills thousands of people and hospitalises many more. There’s no just about it.

Keep your guard up against flu with the flu vaccine. It’s free for:

- people over 65
- those with a long-term health condition
- anyone who has been shielding and members of their household
- carers
- pregnant women
- children aged two or three
- children in school years up to and including Year 7

The flu virus spreads from person to person, even amongst those not showing symptoms.



Get your vaccine – to find out more, visit www.nhs.uk/flu vaccine



Local Contact Tracing

We have launched a local Contact Tracing scheme in Kensington and Chelsea. This means that NHS Test and Trace will pass on details to the Council of residents they have not been able to contact to let them know that they either have Coronavirus or they were at the same location as someone who has tested positive for the virus.

We have additional databases to help us reach affected residents.

We will also check with people who are self-isolating to ensure they have support and are able to get food and medicines delivered. If not, we will provide information about local support and how to access it.

People who are told they have tested positive for Coronavirus should tell people they have been in contact with as soon as possible, and these people should self-isolate for 14 days.

Visit www.nhs.uk/coronavirus for more information about Test and Trace.



Did you know the rules on wearing face coverings have changed?

As well as wearing face coverings in shops, places of worship and on public transport, you must now wear them:

- if you are indoors in any pubs or restaurants until you are seated to eat or drink
- in taxis
- in any shop, including if you are a member of staff

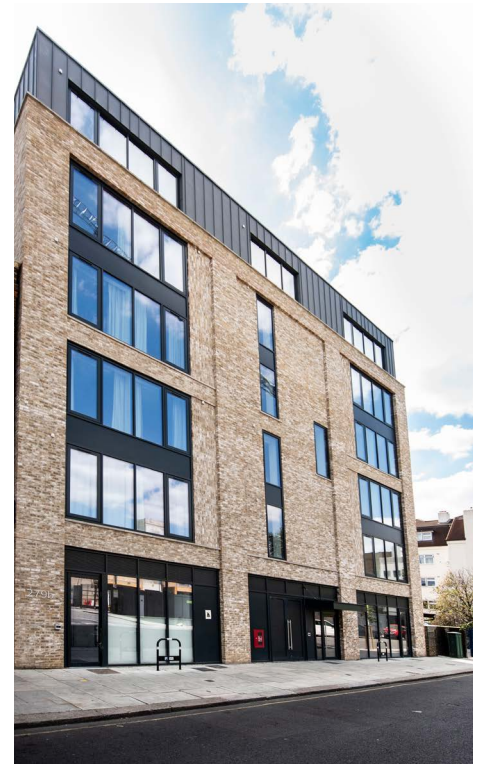
The fine for failing to wear a face covering in those areas has been increased to **£200** and will be enforced by the police.

Homes for local heroes

Modern new apartments have been made available to local heroes employed in the NHS or primary and secondary schools in Kensington and Chelsea as part of a pilot project for key workers.

More than 325 people expressed their interest in the Council's Key Worker Accommodation Pilot, which offered 14 one, two- and three-bedroom apartments in a modern development on Kensal Road, North Kensington.

The pilot scheme was introduced to measure the interest and need for key worker accommodation and the Council will use the results to shape a wider key worker policy.



For more information, search **Key Worker Accommodation Scheme** at www.rbkc.gov.uk



How we are tackling homelessness

We want Kensington and Chelsea to be a borough where our most vulnerable residents get the help they need when they need it.

We find that many residents who are at risk of homelessness approach us and other local agencies when they are already in a housing crisis which makes it harder for us to work with them to find a solution. By working with local advice agencies we will try harder to

ensure that residents are aware of the advice and support that is available to them far sooner so we can help prevent homelessness.

About the consultation

We asked for your thoughts on our draft Homelessness and Rough Sleeping Reduction Strategy earlier this year. We extended the consultation period during lockdown to ensure we captured as many views as possible.

What we're doing to help

- Working with partners in the community to make sure residents receive advice and support far earlier.
- Working with residents to help them find solutions that work for them in the long run.

What you told us was important to you

- More support for rough sleepers.
- More focus on early intervention.
- Providing more housing within or close to the borough.

Our challenges

Kensington and Chelsea now has the second highest rate of residents living in temporary accommodation per head of population, in England, meaning too many residents do not have a settled home.

The high cost of housing in Kensington and Chelsea is a barrier to residents finding their own alternative accommodation when faced with homelessness.

We are trying to prevent homelessness early so our residents have a better chance of remaining in the borough.

Our four key areas to tackle homelessness and rough sleeping

1. Preventing residents from becoming homeless and assisting them when they have become homeless.
2. Providing suitable accommodation for homeless households.
3. Reducing and working towards the elimination of rough sleeping.
4. Working with partners to prevent homelessness earlier.



For more information, search **Homelessness Strategy** at www.rbkc.gov.uk



Acoustic cameras to curb supercar noise

Supercar drivers using iconic Sloane Street and the surrounding area as a racetrack could face new punishments after the Council installed high-tech cameras to curb noisy engine revving in the area.

The famous Chelsea street is a magnet for Lamborghinis and Ferraris, with drivers showing off their cars by cruising the local area, often in convoy. Now Kensington and Chelsea has become the first Council to pilot its own noise camera technology to catch drivers who are revving too loudly and disturbing residents and businesses.

Persistent offenders will be fined and in extreme cases, on conviction the Council can apply to the Magistrates' Court to seize the vehicle.

The move comes in response to complaints from residents, with 35 reports of nuisance noise from engines



revving in the area between June and August 2020 alone.

The pilot noise cameras, which were made live in September, record and store video and sound levels when a filtered sound signal over 80db is detected, providing detailed footage of the offending vehicle to enable

prosecution.

The pilot is being funded by money from the Neighbourhood Community Infrastructure Levy, which is a fund created from payments by developers, who are required to put some money aside for local communities in the areas where they build.

Have your say on new homes plans

Residents are being invited to have their say on the next phase of ambitious plans to deliver 600 new homes on Council-owned land in the borough.

Three sites – Edenham, Barlby and Silchester Arches – have been identified as potential locations for Stage Two of the New Homes Delivery Programme, which will include a minimum of 300 social rent homes.

Each location could provide much-needed housing, including affordable homes as well as improvements to the

local area and community facilities, and we will be seeking the views of residents and other local organisations to help shape the schemes.

Public consultations into the proposed sites will begin at the end of October 2020, with online presentations and chat sessions being used due to the Covid-19 pandemic.

Face-to-face sessions will take place as soon as it is safe to do so and those unable to access online presentation materials and feedback forms will be able to request hard copies.

The new locations have been proposed after the four sites making up Stage One of the programme received planning permission earlier this year. Construction on those 97 homes is set to begin in 2021.



Pictured: Stage One sites at (left to right) Acklam Road, Kensal Road and Hewer Street



For more information and the latest news about the consultations, search New Homes Delivery Programme at www.rbkc.gov.uk



Catch recycling's most wanted

A playful new campaign is helping Kensington and Chelsea residents to recycle more effectively.

The Council teamed up with Kensington-based innocent drinks and environmental charity Hubbub to create posters, recycling bags and leaflets, digital displays and recycling trucks asking them to help catch “recycling’s most wanted”.

These include items such as drinks cans, yogurt pots and bathroom plastics that belong in the recycling, but sometimes manage to escape.

Recycling can easily be spoiled by food and drink, meaning that even if items are put in the right bin, they are too dirty to be recycled. Residents are being urged to “wash their bits” to reduce pressure on the collection crew who often have to make decisions on whether items are fit for recycling.

Vaughan MacIntosh, Chargehand/Loader for the Council’s waste collector SUEZ, said: **“It’s great that the new campaign will help people know what they can put in their recycling and what should go in the rubbish. It would be a great help if people separate their recycling at home correctly.”**

Did you know?
Households produce an average of 128 pieces of plastic each week.



Wheels turn on Kensington cycle lane project

Work has begun on a new experimental cycle lane in Kensington High Street linking to routes in Westminster and Hammersmith.

The new cycle lanes will be protected from traffic by “wands” on both sides of the road and were designed following discussions with businesses and resident associations.

Work will be undertaken in two phases, with the first phase now underway and to be completed by the Council. The second phase, expected to take place by the winter, will upgrade the junctions to complete the route and be undertaken by Transport for London.

The cycle lane was initially announced in the summer as a response to the Government’s calls for local councils to create safer walking and cycling routes in cities and towns. The Council will monitor the route from day one and keep the scheme’s design under close review.

Bus stops will stay in place along the road and the Council will not need to close any roads or ban any turning movements. New all-day loading bays will be introduced on side streets so that high street businesses can continue to receive deliveries.

Learn more about the campaign and general recycling guidance at www.rbkc.gov.uk/recycling

Do you have any questions about the new route? Contact the Active Travel team at activetravel@rbkc.gov.uk

Schools embrace active travel

Seven schools strolled into the new term in Kensington and Chelsea following the introduction of car-free streets at drop off and pick up times.

Following the popularity of Colville Primary's school street, where the road is closed between 8.35am and 9.05am and 3 – 3.30pm, more schools are closing their roads to encourage cycling, walking and scooting to school.

School Streets aim to improve air quality and give parents peace of mind about road safety outside the school gates.

Chelsea Academy has introduced a School Street closure on Burnaby Street and Tetcott Road and Principal Mariella Ardron said it has made it much safer for students arriving and leaving.

She added: **“This has been particularly helpful as we manage staggered timings for the start and end of the school day as part of our reopening. We have already seen that it actively encourages parents and carers to consider other modes of transport for their child such as walking.**

“We continue to encourage this and we would like to take the opportunity to thank our neighbours and local residents, as we appreciate that at times this scheme can inconvenience them.”



The new School Streets

Wetherby Kensington - closure on Wetherby Gardens from 8.15am to 9am and 3pm to 4pm

Knightsbridge School - closure on Pont Street from 7.45am to 9.15am and 3.15pm to 4.45pm

Holy Trinity CofE Primary - closure on Cadogan Gardens from 8.45am to 9.15am and 3pm to 3.40pm

Bevington Primary - closure on Bevington Road from 8.30am to 9.30am and 3pm to 4pm

Chelsea Academy - closure on Burnaby Street and Tetcott Road from 8.05am to 8.45am and 3.35pm to 3.50pm

Hill House School - closure on Hans Street from 8am to 9am and 4pm to 6pm

Vicente Canada Blanch Spanish School - Portobello Road from 8.15am to 8.45am and 3pm to 3.30pm

Search School Streets at www.rbkc.gov.uk to find out more about the schemes.



New name for borough's new school

Say hello to Kensington Queensmill – the first dedicated school in Kensington and Chelsea for children with autism and learning difficulties.

The name for the new school, which is currently being built next door to Barlby Primary School in North Kensington and is set to open for the 2021-22 academic



year, was selected following a public consultation held earlier this year.

Kensington Queensmill was selected as a potential name due to the involvement of Queensmill School as a sponsor and just over 30 per cent of the 400 people who took part in the consultation chose it as their favourite.

Freddie Adu, Headteacher of Kensington Queensmill's sponsor school Queensmill, said: **“We are immeasurably happy and excited about our forthcoming new special school. We are proud and grateful too that the community has consented to the school being**

named Kensington Queensmill.

“We believe the name is fitting in that it identifies the locality while also providing an immediate association with the work we do at Queensmill, which many will be familiar with.”

Building work at Kensington Queensmill has been progressing through the pandemic, with the latest milestone coming at the end of September, when the crane at the centre of the site was dismantled.

The new special school will cater for 80 pupils and has been made possible thanks to £36.5million of Council funding.

Check out [@primary_barlby](https://twitter.com/primary_barlby) on Twitter for frequent construction images from Kensington Queensmill



Celebrate Black History Month this October

Organisations, businesses and local groups have used Council funding to celebrate Black History Month by hosting events in Kensington and Chelsea.

The Council allocated £12,251 in grants to several exciting new online and offline projects, run by 25 different organisations throughout October.

Residents and visitors can join in activities including digital art showcases, health and wellbeing seminars, workshops, dance sessions and film screenings to celebrate the rich African, Black British and Caribbean community that makes our borough unique.



Thandi Ojeer, Founder of Tandri Fashion, used her funding to host a workshop about the rich history of East African fabric.

She said: **“We are a fashion brand that is set on empowering others and being part of the push for black people to be represented in the decision making of trends and how society views the status quo in fashion.”**

Other events include a Black Lives Matter mural, an interactive Zoom performance sharing the history of Notting Hill Carnival music and a series of 90-minute health seminars.

Black History Month

Black History Month for all
Let's understand each other

Week Two: Your Health Is Wealth (5-10 October)
Join our health challenge, enjoy our SocaAerobics class and banish your hair loss blues.

- Tuesday 6 October 1pm-1.30pm (Teams Meet - weekly)**
Eat Clean To Live: Intro taster session
A weekly healthy eating challenge by Marsha Agius covering everything to expect, from highly nutritional sea moss preparation to juice cleanses and healthy meal prep as part of her Powered By Plants sessions.
- Wednesday 7 October, 9am-9.30am (Teams Meet)**
SocaAerobics: your weekly jig to fitness, Teams Meet
From moves to immediately start your morning right in this month-long challenge, think an adult Joe Wicks session to reggae, with the first week being in honour of Notting Hill Carnival and sweat to Soca, bring your flags and whistles (optional)
- Wednesday 7 October, 1pm-2pm (Teams Meet)**
Policing: Know Your Rights
An interactive session hosted by the legal team and the MET to outline the lawful procedures during Stop and Search, arrests, custody and possible legal actions.
- Wednesday 7 October, 2pm-3pm (Teams Meet)**
Beating The Quarantine Bloat
Join the Juice Doctor, from Warden who believes each time we eat, we are either fighting disease or fuelling it, and how to banish the bloat and the parabolic cravings (yes you heard that right!) that many of us are combating – get ready to be shocked!
- Thursday 8 October, 1pm-2pm (Teams Meet)**
I Am Not My Hair
Tired of hair extensions, wigs or weaves? Life coach and hair loss advocate Patreia Campbell is taking the shame out of thinning tresses and shares her journey and tips for greater confidence to banish hair loss shame in relationships and the workplace.
- Friday 9 October 1pm-2pm (Teams Meet - weekly)**
Everything you wanted to know about black history
Another bring back from last year, Charmaine Simpson leads this second session, exploring black history pre-slavery and beyond with a UK bias.

THE BOROUGH OF KENSINGTON AND CHELSEA

To learn more about what activities will take place across the borough during October, search Black History Month at www.rbkc.gov.uk

Check out our One Year Covid Culture Plan

Covid may have limited how much we can get out and about for a fill of culture, but there's still a huge amount to see and do in Kensington and Chelsea – and our new One Year Covid-19 Culture Plan is a great place to start.

The Culture Plan responds to the impact of the pandemic on our local creative and cultural community and recognises the role that they play in the borough's recovery.

Originally developed with input from more than 5,000 people who live, work or learn in the borough and adapted in light of the pandemic, the plan places an emphasis on digital cultural activities and events.

The Culture Plan features:

- Over 50 ambitions to help the borough bounce back
- Financial investments into projects such as the new Black History Month grants scheme, the Arts grants and the recent delivery of a digital Notting Hill Carnival for 2020
- Both digital and physical events that are easily accessible by members of the public.



A Place of Culture to Visit and Explore

Culture Plan 2020-2021



Discover what's on offer in the borough by searching Culture Plan at www.rbkc.gov.uk

Become a better communicator

Learn life-changing communication skills by signing up for free Community Leadership Programme courses run by professional trainer Catherine El-Houdaigui.

Through her Catherine Mental Health Training organisation, Catherine is offering residents aged 16 and over the chance to complete half-day courses covering mental health first aid, deaf awareness and suicide first aid.

Each course is delivered online and Catherine uses her personal and professional experiences to teach people how to become better communicators.

Speaking after running one round of courses, she said: **“The sessions have gone really well and I’ve had some nice comments, particularly from people thanking me for sharing my own experiences of living with a personality disorder and bipolar.**

“At their heart, all of these courses are about communication and learning to be better at it. Whether someone is deaf, has mental health problems or is thinking of suicide,

you can develop skills to help you communicate clearly and effectively with them.

“These courses are for everyone, you don’t have to be from a certain background or have any experience, just a desire to learn how to be a better communicator.

“If you want to develop your skills in this area, please sign up.”

Catherine’s course dates

Deaf Awareness: Thursday 12 November, 10am to 2.30pm

Suicide First Aid: Thursday 26 November, 10am to 2.30pm

Make the most your markets

Visit Portobello and Golborne Road Market to find socially distanced shopping right on your doorstep.

Our fantastic independent traders have worked throughout the pandemic, with the market opening every day of the week, with plenty of space for visitors to move around.

For the foodies out there, the new High Street Kensington Farmers’ Market is on Phillimore Walk every Sunday from 10am – 2pm in partnership with the London Farmers’ Markets.

Find out more at www.visitportobello.com or @visitportobello on Instagram, Facebook and Twitter



Sick of 2020? Help us plan for the future

You can have your say on how our planning policies are working for you and how they could change for the future.

Your input will help us adapt our Local Plan – the document which sets out the vision for future development in the borough for the next 20 years.

In this early consultation stage, we have noted areas where changes are already happening and where we could focus in the future. We want you to tell us if the places we have identified are right.

You have until 10 November to take part – head to <https://planningconsult.rbkc.gov.uk>.



The **Community Leadership Programme** is back but this time it’s going **online**



www.rbkc.gov.uk and search **Community Leadership Programme**

Discover all the remaining courses by searching Community Leadership Programme at www.rbkc.gov.uk. You can contact Catherine at mhtcatherine@gmail.com



24 Hearts brings art to the streets

Anyone passing North Kensington Library in early September was in for a colourful surprise after community arts group 24 Hearts covered the building in a swarm of larger-than-life bees and butterflies.

24 Hearts was one of the projects selected at the start of the year to receive funding from the Grenfell Projects Fund and planned to use the money to continue delivering popular art sessions in Maxilla Gardens this summer in the run-up to this year's Notting Hill Carnival.

But when the pandemic forced Carnival online and prevented Sophie from delivering sessions in person, she ensured that the show went on by arranging for residents to make their own bees and butterflies.

With lockdown keeping everyone indoors, Sophie promoted her project across North Kensington and delivered art materials including special paper and willow to aspiring artists.

She then worked with local artist Amber Joy to record tutorials detailing

how to turn the materials into bees and butterflies and sent the links through to the participants to allow them to take part from the safety of their own homes.

And once the colourful creations – which included bees themed around Amy Winehouse and Shakespeare and “butterflags” showcasing the diverse backgrounds of the community – were completed, they installed them outside North Kensington Library.

She said: **“Our project was changed by Covid, but we designed it so that the youngest child or any adult could do as much or as little as they wanted.**

“We were overwhelmed by the response and the bubbles of creativity that popped up all over North Kensington. Lockdown meant that people had time on their hands, and the effort put in was amazing.

“Some people were shielding and hadn't left their flats for a long time, so this was a chance for them to do something different and feel connected to the community again.”

In addition to the bees and butterflies, Sophie also invited local households to create and decorate a heart as a thank



you to a group or individual that has helped them through the pandemic. The results are now on display on a special tree installation outside Bay 20, while the bees are back with their creators and the butterflies have found a new home under the canopy at Portobello Market.

Sophie added: **“I'm really proud of what we have achieved. We wanted to create something that unites people, celebrates the wonderful diversity of our community and transforms our local spaces.**

“One legacy of the Grenfell tragedy is that it has showed how we come together and what we have produced through this project is a testament to the strength of our community.”

24 Hearts and other Grenfell Projects Fund recipients will be presenting details of their projects via monthly online presentations, with the first taking place from 6.30pm – 7.45pm on Tuesday 27 October. Search Grenfell Projects Fund at www.rbkc.gov.uk for more details. Discover more about 24 Hearts at 24hearts.org

Kickstart scheme funds new apprenticeships

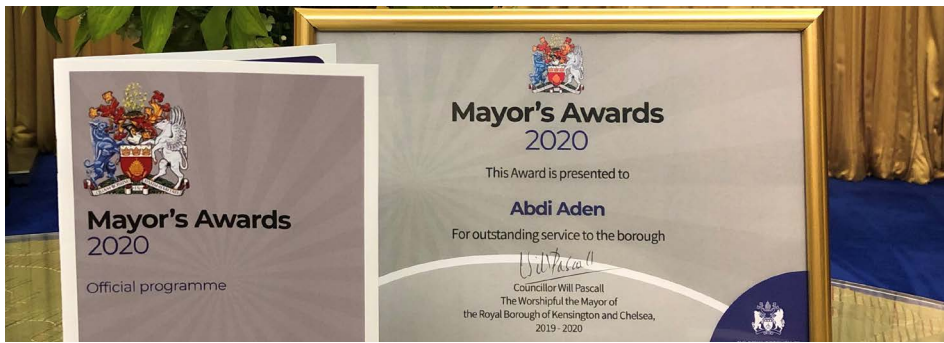
Under the Government's new Kickstart scheme, your business could receive funding to create high quality job placements for 16-24 year olds.

Employers who take part in the scheme are given £1,500 for each apprentice they hire to cover the cost for necessary expenditures for the first six months.

The Council is working with partners to support local businesses to take part in the Kickstart scheme.

If you would like to get involved, please email [Albena Karameros](mailto:Albena.Karameros@rbkc.gov.uk) at albena.karameros@rbkc.gov.uk





Mayor's Awards celebrate borough's selfless servants

Twenty-six selfless servants of the Kensington and Chelsea community have had their efforts recognised with a Mayor's Award.

The recipients were put forward by members of the public and chosen by a judging panel to receive an award due to their outstanding dedication to improving the lives of the borough's residents.

Among the worthy winners are people working with the bereaved and survivors of the Grenfell tragedy and founders of voluntary initiatives including youth football programmes, charities, cultural groups and neighbourhood organisations.

Ximena Chiesa received an award for her support for the borough's older residents through Age UK Kensington and Chelsea. She said:

"It's an honour to receive this Mayor's Award, especially after seven years working at Age UK trying to provide community spirit and reducing isolation and loneliness. It means I am doing the correct thing and know we are making a huge difference. This is a pleasure and an honour to remind me that I am doing good things for the community."

Inge Marks, who was recognised for her contribution to the Earl's Court area, said:

"Earl's Court is such a wonderful, positive place to live and it's been a joy to contribute to this vibrant community by combining two of

my biggest passions: the arts and inspiring children. Raising money for local charities in the process makes it even better!"

Decades of work for Earl's Court Youth Club earned **Abdi Aden** a Mayor's Award. He said:

"I am most grateful to receive this award because it symbolises the ability of Earl's Court Youth Club to positively impact the borough as a whole. I feel I am only one part of a greater team that works so hard to support its amazing community."

Liberty Venn, who was fundamental to the success of the London Children's Book Project, said:

"This year the Children's Book Project has seen a huge leap in local support amongst families, schools, book shops, businesses and from both individual and corporate volunteers. We place Kensington and Chelsea at the heart of everything we do and to have received a Mayor's Award is the icing on the cake for a young charity like ours. We are absolutely thrilled!"

The winners of the 2019-20 awards were told of their success in March, but a planned ceremony was cancelled due to the Coronavirus pandemic and certificates have now been issued by post.

Community Wardens keeping the borough safe

A new team of Community Safety Wardens has dealt with more than 840 incidents of anti-social behaviour since taking to Kensington and Chelsea's streets in July.

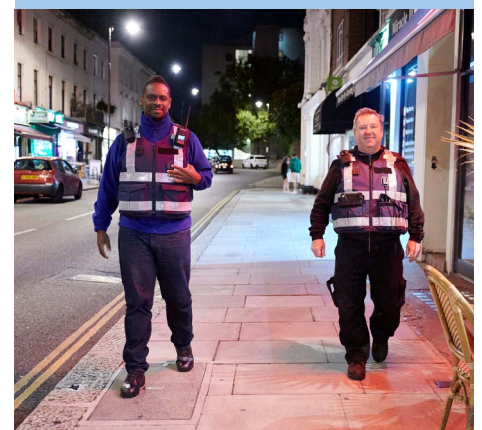
Twelve Wardens and two Supervisors have been patrolling the borough and working alongside the police and other Council services to deal with everything from littering and fly-tipping to graffiti and begging.

The team has also assisted with the closure of brothels and the recovery of two lost children. Its involvement in 843 incidents to date has resulted in a number of arrests and helped prevent a robbery.

Following the easing of lockdown, the Wardens' role continues to expand to include supporting school streets enforcement, patrolling with police colleagues, doing weapons sweeps, increasing engagement with residents and advising businesses on following Covid restrictions.

They were also out and about in September to provide advice on changes to opening hours for hospitality businesses.

The Wardens are able to issue Fixed Penalty Notices, Community Protection Notices and enforce Public Space Protection Orders.



Search Mayor's Awards at www.rbkc.gov.uk to be inspired by the full list of winners.



Useful Council numbers and contact information

We know that when you have a question or a concern, you need to speak to the right person or find the right information quickly. Here's a list of our key contacts and information points:

Benefits

- 📞 020 7361 3006
- @ benefits@rbkc.gov.uk

Council tax

Note - all transaction related requests including claiming Housing Benefits or paying council tax can now be done quickly and easily through the relaunched MyRBKC.

- 📞 020 7361 3005
- 🌐 www.rbkc.gov.uk/myrbkc

Environmental Health

This team is able to assist with animal and pest control services, public health, general health and safety and food safety matters.

- 📞 020 7361 3002
 - @ environmentalhealth@rbkc.gov.uk
- Any emergency calls outside of working hours are transferred to an out-of-hours service.

Housing

Information and advice to help you find suitable accommodation, advice on keeping your home, and homelessness.

- 📞 020 7361 3008
- @ housing@rbkc.gov.uk

Emergency calls to the Homelessness Placement Unit outside of 9am-5pm Monday to Friday are transferred to an out-of-hours services.

Housing Management

Housing management includes day-to-day services such as repairs, cleaning and looking after your estate.

- 📞 0800 137 111
or the mobile friendly number
020 3617 7080
- @ HM-CustomerServices@rbkc.gov.uk

There is a faster, easier and mobile-friendly **MyRBKC** now at your disposal. Check it out for yourself on www.rbkc.gov.uk/myrbkc and once registered, you can:

- better manage transactions like paying Council Tax or claiming Housing Benefit.
- sign-up for email notifications about those Council decisions you are most interested in. From planning to governance, choose what you want to hear about and how frequently.

- report issues online and get them resolved quicker.
- The 15 new online Report-It forms can be used anytime, anywhere to tell us about everything from noise issues, fly-tipping or broken streetlights to health and safety concerns at a restaurant or business. www.rbkc.gov.uk/global/report-it/report-problem

Arts and leisure

Information on cultural activities in the borough.

- 📞 020 7361 3003
- @ artsandleisure@rbkc.gov.uk
- 🐦 @RBKCCulture
- 📘 @RBKCCulture

The team can assist with information on our schools, access to education, support services for special educational needs and disabilities, Adult Learning and Employment opportunities and safeguarding, looked after children and leaving care.

- 📞 020 7361 3009
- @ educationline@rbkc.gov.uk

Family Information Service

A free, impartial information service for parents and carers of children and young people aged up to 19 (up to 25 for those with additional needs), including Tax-Free Childcare.

- 📞 020 7361 3302
- @ fis@rbkc.gov.uk

Libraries

Call or email to find or join a library or learn about borrowing and charges, home library services, special events for adults and children, job seekers and careers advice and much more.

- 📞 020 7361 3010
- @ information@rbkc.gov.uk
- 🐦 @RBKCLibraries
- 📘 @rbkclibraries

Parking

General parking enquiries

- 📞 020 7361 3004
- @ enquiries@rbkcparking.com

Rough sleeping

If you see someone sleeping rough in the borough, you can call the Street Population Outreach Team on:

- 📞 020 7341 5210 or 020 7361 3008
- 9am to 5pm Monday to Friday.**

You can also report a rough sleeper via the national website Streetlink or by calling:

- 📞 0300 500 0914
 - 🐦 @Tell_Streetlink
- (for national website and helpline)

Streetline

Streetline cover everything relating to street-and city-spaces within the borough.

- @ streetline@rbkc.gov.uk

Social Services

- 📞 020 7361 3013
- @ socialservices@rbkc.gov.uk

Any emergency calls outside of working hours are transferred to an out-of-hours service.

Help for those affected by the Grenfell tragedy:

- 📞 0800 0234 650
- (NHS helpline for those seeking mental health or emotional support)

Grenfell Health and Wellbeing Service:

- 🌐 www.grenfellwellbeing.com