

Our Borough



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Discover culture

Leighton House
reopens



Have your say

Tell us what is
most important
to you in K&C



Remembering Queen Elizabeth II

How the borough
honoured
Her Majesty



Help for Ukraine

Could you host
a family?



Supporting you this winter

From vital vaccinations to help with
the cost of living, discover the assistance
available to you [Page 3](#)

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

We're available online

To view this or previous issues of Our Borough online, visit www.rbkc.gov.uk and search '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](https://twitter.com/RBKC)

 www.facebook.com/royalborough

 www.instagram.com/kensingtonandchelseacouncil

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

For updates on Grenfell

 [@GrenfellUpdates](https://twitter.com/GrenfellUpdates)

 www.rbkc.gov.uk/grenfell

A smear test can save your life

A smear test, or cervical screening, is a short appointment with your nurse and is the best way to prevent cervical cancer.

The test is free and can be done by a female doctor or nurse in just five minutes. It helps detect changes to cells meaning early treatment and prevention of serious illness. If you are a woman aged between 25 and 64, you will be invited by your GP for cervical screening. Women aged 25 to 49 are invited every three years for a test and women over 50 are invited every five years.

If you haven't had a test and you think you should have, do contact your GP to check and book your appointment.

The test isn't uncomfortable for most women, if you do find it uncomfortable tell the person doing the test and they can let you know what other options are available.



Make sure you are up to date with your **FREE** **Cervical Screening**

 Call your GP today to arrange your next Cervical Screening.

Did you know? Cervical Screening only takes 5min on average

Find out more about the test and why you should have it by going to www.nhs.uk/conditions/cervical-screening



Parents are being encouraged to ensure their children are vaccinated against Polio

Following the detection of the Polio virus in sewage in north east London, the NHS is contacting the parents of all children aged one to nine in London to make sure they are up to date with their

vaccinations. You can find out more about the rollout and where to get the vaccine at www.nwlondonics.nhs.uk/your-health-services/your-health/polio-vaccinations

Support for the rising cost of living

Cost of living support payments of £324 will be made to some residents in November as the second part of a £650 grant to help low-income households.

The payments will automatically arrive in accounts between 8 and 23 November. The Government will contact eligible residents directly, so you do not need to do anything.

The payment will be made to people on certain benefits. You may be eligible if you receive any of the following:

- Universal Credit
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working tax credit
- Child tax credit
- Pension credit

Further support is also being distributed now. In September £150 payments were made to those on qualifying disability benefits. Pensioners who receive the Winter Fuel Payments will receive an extra £300 in November or December.

The Energy Bills Support Scheme will see all domestic energy customers receive a rebate of £400 paid by their energy providers. The discount will be split over six months from October 2022 to March 2023. This money will not need to be paid back. Direct debit customers, payment meter users, payment card customers and smart meter users will automatically receive the discount as credits to their accounts. Traditional pre-payment meter users will receive redeemable vouchers, sent by SMS text, email or post.

Search “cost of living” at www.rbkc.gov.uk for details about the support available from the Council and other organisations.



Can you help your neighbours?

Some may struggle more than others to balance the cost of heating their homes this winter.

The Council is doing all it can to support our most vulnerable residents and has created a cost of living support hub which has information on how residents can get support with some bills, as well as receive help with food for school children. You can also access an online benefits calculator. Visit the hub at www.rbkc.gov.uk/cost-living-support-hub

We are also working closely with many local charities, including The K+C Foundation, which is calling on the local community to donate what they can to support their neighbours for its Winter Appeal.

Please visit the K+C Foundation website to learn more: <https://thekandcfoundation.enthuse.com/cf/winter-crisis-appeal>



Boost your immunity with autumn and winter vaccines

Everyone over 50, pregnant or with certain underlying health conditions can get a Covid-19 autumn booster and a flu vaccination for free this autumn and winter.

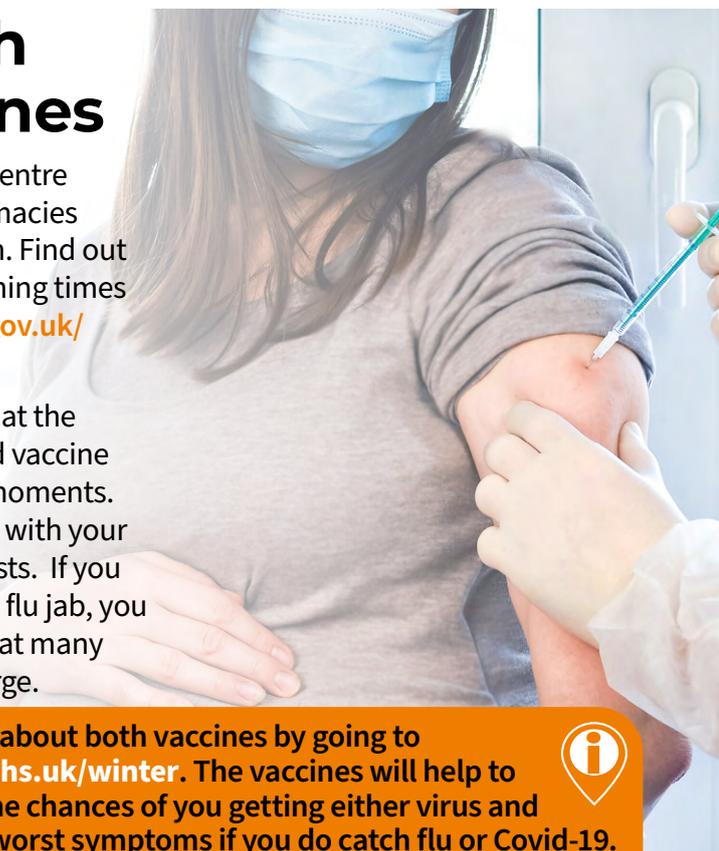
If you are up-to-date with your Covid vaccines, you will be contacted by the NHS to book your booster. If you haven't been vaccinated yet you can still get the first, second and spring booster jab.

You can book vaccines online at www.nhs.uk/coronavirus-vaccination and have them at a variety of locations including St Charles Health and Wellbeing Centre in North Kensington, the

Violet Melchett Health Centre in Chelsea and six pharmacies throughout the borough. Find out more details about opening times by going to www.rbkc.gov.uk/coronavirus

It's safe to have a flu jab at the same time as your Covid vaccine and it only takes a few moments. Arrange your free flu jab with your GP or at a host of chemists. If you are not entitled to a free flu jab, you can still arrange for one at many local chemists for a charge.

Find out more details about both vaccines by going to www.nwlondonics.nhs.uk/winter. The vaccines will help to significantly reduce the chances of you getting either virus and will help prevent the worst symptoms if you do catch flu or Covid-19.



Discover a cultural gem

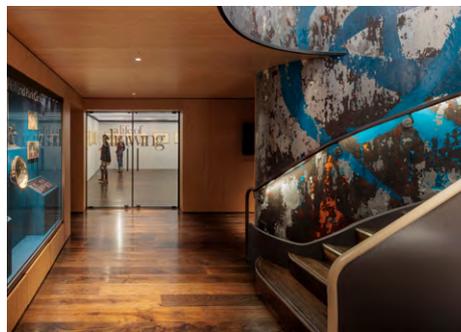
Come and explore one of London's most-anticipated cultural re-openings as Leighton House and Sambourne House welcome visitors following major works and conservation.

The venues re-opened in October with new permanent displays, exhibition space and an autumn events programme.

On the edge of Holland Park, Leighton House was the home of Frederic, Lord Leighton, who created entire rooms in the styles he discovered on his travels abroad.

See handmade furniture by displaced Syrian artisans based in Amman, Jordan throughout the building. These pieces were created in partnership with Turquoise Mountain – a UK charity set up to preserve and develop traditional crafts.

The redevelopment project has added full step-free access and a new Learning Centre hosting events and lectures as well as activity sessions for families and schools. Find the programme of events by searching 'Leighton House' at www.rbkc.gov.uk.



Within walking distance of Leighton House you can also step back in time at Sambourne House, the home of famous cartoonist Linley

Sambourne. Why not visit both museums with our joint ticket offers – and stop in for some cake in the stunning new De Morgan Café?

Book your tickets now at
<https://leightonhouse.digitickets.co.uk/tickets>



Black History Month

This October, the Council supported 15 projects with grants for events that shine a light on the experiences of people of Black British, African and Caribbean descent.

Exhibitions, installations, theatre and celebrations of food and culture received a total of £14,292 through our grant programme.

Ayanna Serwaa staged her play, *If My*

Breath Be Free, at Chelsea Theatre. It's about volunteers at a rugby match, who go on an explorative journey of love, sport and fair play. Ayanna said:

“Gaining funds from Kensington and Chelsea Council means that I am able to bring black theatre to life both for the local residents and theatre goes alike. Simply speaking, it couldn't happen without the support.”

To find out more about this year's projects, search 'Black History Month 2022' visit www.rbkc.gov.uk and keep an eye out for opportunities to get involved next year.



Arts Grants Now Open

There's still time for budding creatives to apply for the next round of Arts Grants 2022 which fund innovative and engaging art projects in the borough.

Open until Wednesday 9 November, you can find out more about applying by visiting www.rbkc.gov.uk and searching 'Arts Grants 2022'.

Borough's parks are blooming lovely

Kensington and Chelsea's green spaces have scooped a clutch of Gold and Silver Gilt trophies at the 2022 London in Bloom Awards.

Holland Park, St Luke's Gardens and Gunnersbury Cemetery all achieved

a Gold award for being "outstanding", while Silver Gilt awards for being "very good" went to Avondale Park, Emslie Horniman Pleasance, Kensington Memorial Park, Westfield Park, Cremorne Gardens and Little Wormwood Scrubs.



Locals win big at the Mayor's Adult Learning Awards

Kensington and Chelsea featured at the Mayor of London's first Adult Learning Awards with musical entertainment at the awards provided by the Adult Learning Band from Morley College London.

Local young person Ghazal Mottaghi won the Learning for Good Work Award, overcoming a visual impairment to transform the social media presence of local business Pink Tea Café. Her talent for showcasing their speciality teas and artisan chai blends on Instagram led to her well-deserved win. Ghazal was a part of Kensington and Chelsea Council's Kickstart Scheme, which provides funding to create new jobs for 16 to 24 year olds on Universal Credit who were at risk of long-term unemployment.

Proving that it's never too late, Yvonne Kazeem, who has attended



Yvonne Kazeem (right)

a number of digital skills courses with Open Age, was highly commended in the Learning for Personal Progression category. St Giles Trust won the Distinguished Provider of Adult Education award and local businesses Simone de Gale Architects and The Portobello Business Centre were also nominated for their work in the Kickstart scheme.

We need your help on our next Council Plan

The Council has been challenged to "become the best Council" by Grenfell bereaved and survivors. As part of that, we're working on a brand new Council Plan. This is a strategy that lays out the priorities and areas the Council will focus on over the next four years.

We want to develop this plan along with our residents, so we are asking you to let us know what is important to you in Kensington and Chelsea.

Over the next few weeks we'll be out and about speaking to residents about what they like about the borough and what they want to see improved by the Council. There will also be an opportunity to fill in the consultation online and we're running in-person sessions you can attend to chat through the options with our friendly team.

You can join us on **Wednesday 23 November at Al Manaar Muslim Cultural Heritage Centre**. Find out more on our website and other resident channels.

We'll also be asking questions on our social media channels, our website and in our newsletters, as well as advertising more in-person events, so look out for those in the coming months.

Having your say on our Council Plan helps us create a better Council, delivering the services that matter most to you. It stays in place for four years, so it will make a big difference to how the Council works for you.

Gaining new skills as an adult has never been easier. Find out about the support available in Kensington and Chelsea, visit www.rbkc.gov.uk/adultlearning



Kensington and Chelsea remembers Her Majesty Queen Elizabeth II

Crowds lined Queen's Gate and Cromwell Road on the morning of Monday 19 September to pay their respects to Britain's longest-serving monarch.

Residents play vital role in funeral

Kensington and Chelsea residents gave up their time to serve as volunteer hosts as the borough played its part in the funeral.

A team of 60 residents and 120 Council officers were on hand around the borough to direct and help mourners.

The volunteers were given full training before heading out onto the streets. Each had their own personal reasons for wanting to play a part in the funeral.

Vassiliki Stavrou-Lorraine met the Queen when she visited North Kensington in the aftermath of the Grenfell tragedy. She said:

"I live in Bramley House which is 80m away from Grenfell. My personal recollection is when the Queen came to visit the people who were affected after the disaster of Grenfell.

"That was a very touching moment, it was a surprise visit – nobody knew that she was coming, but she was very compassionate and she was able to give advice and support to the people that she met with."



Volunteer host Kim Mesiere added:

"I worked for 24 years as a police officer and I served the Queen during that time when she was my monarch. Now that she's passed away, I think I should pay my last respect to her by doing this."

Books of condolence capture borough's commemorations

Residents and visitor were able to add their own messages to books of condolence opened at Chelsea Old

Town Hall, Kensington Town Hall and North Kensington Library.

Older people unable to make it to sign of the centrally-located books were not left out as individual books were delivered to sheltered housing, nursing homes and day centres across the borough.

The books of condolence are now being bound and will be stored in the Council's central archive.

Final consultation stages for our Local Plan

How will K&C look in 20 years' time? After three rounds of consultation and feedback from residents, businesses and developers, we have a Local Plan that will be ready to adopt in 2023.

This November and December the Council will conduct a final round of 'soundness' consultation on the policies – this means making

sure the final policies are within nationally set laws. We will be submitting the New Local Plan for an examination by a Government-appointed inspector early next year.

The New Local Plan sets out how we will provide more than 4,000 new homes in the next 10 years, while protecting our high streets, reaching net zero carbon emissions in the

borough and creating new areas for businesses and jobs. More than 1,500 people have helped contribute to the plan in the previous round of consultation.

Visit <https://planningconsult.rbkc.gov.uk> this November for more information.



Help shape Notting Hill Gate for the future

People who live, work and study in Notting Hill Gate are invited to have their say on Notting Hill Gate's Local Action Plan. Through our ongoing consultation, you can learn more about the proposed priorities for the area and help us to shape your high street for the future.

Our survey is looking for both project ideas and general priorities that you think could make a difference in the area and help to future-proof the local high street.

Tell us what is important to you, share your aspirations for the future of Notting Hill Gate and learn more about how to get involved in the Local Action Plan.



Search "Notting Hill Gate Local Action Plan" at www.rbkc.gov.uk for more information and to share your feedback online.



Can you help house Ukrainian refugees?

There has been an overwhelming response to the Homes for Ukraine scheme from residents in Kensington and Chelsea, with significant numbers of people volunteering to host individuals and families in their home.

However, as the war in Ukraine continues, we are expecting more refugees to arrive and are now asking for more people to open their homes to host those who have been displaced.

By signing up as a sponsor, you will be providing a safe home to an individual or family suffering from the effects of war. Sponsors are fully supported by the Council's

dedicated Ukraine response team with officers on hand to answer queries.

Kensington and Chelsea resident Oonagh Wohanka, who has been hosting Ukrainian guest Anastasia, encouraged anyone who is in a position to help to come forward.

She said: "If you're a host, you end up getting as much from your participant as you give to them."

"It's something that we ought to be doing to help other people. It's a great feeling – you're welcoming another entire story into your own life. I think it's a win-win."

Homes for Ukraine

Kensington and Chelsea

Coming together to provide homes for Ukrainians in Kensington and Chelsea

To find out more information about how sponsors are supported, search Ukraine support at www.rbkc.gov.uk or scan this QR code.



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 service.

Housing Management

On 1 March 2018, the Council took over the management of its homes from Kensington & Chelsea Tenant Management Organisation (KCTMO). This 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
- 🐦 @RBKCulture
- 📘 @RBKCulture

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