



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# OurBorough

Summer 2025

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## A legacy from Grenfell

The latest progress on our Inquiry commitments

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## The sounds of summer

Meet the musical maestros from Metronomes

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## Get fit for free

Discover the exciting exercise opportunities in our parks

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# From the leader

## Welcome to this edition of the revamped Our Borough magazine.

It has been a very busy first six months of the year here in Kensington and Chelsea. We've published our budget which kept taxes low, protected our services, and helped those struggling with the cost of living (pages 10-11).

We have made 45 commitments about how we will change in light of the Grenfell Tower Inquiry and are already making progress on pledges such as revisiting our Charter for Public Participation and carrying out a review of our culture (pages 8-9).

We have also reviewed our Council Plan, refocusing on the key priorities for our residents as we continue to aim to be the best council that delivers a greener, safer and fairer borough (page 26).

As we enter the summer months, many of you will be out and about enjoying our wonderful borough. We are incredibly lucky to live in such a lovely part of the world and this edition celebrates some of the best parts of Kensington and Chelsea, such as Sloane Square, our world-class museums and our alfresco dining hotspots (pages 18-21).

Of course, it would not be summer in K&C without Carnival, and we are working with the organiser, partners and our public sector colleagues to make sure that it is safe and successful. You can read more about the fantastic sound of Carnival in this edition in our interview with the captain of the Metronomes Steelband (pages 12-13).

I hope you enjoy this edition of Our Borough and as always please do get involved with our consultations to help have a say in how Council services are run. More details can be found on page 30.

**CLLr Elizabeth Campbell**

Leader





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# Acklam Road residents settle into brand new homes

**Residents are settling into their homes at Acklam Road, the latest Council development in our new homes programme.**

Cllr Sof McVeigh, lead member for housing, visited some of the new tenants to hear firsthand how they are finding their new surroundings.

Acklam Road resident Sharon Decairos has lived in North Kensington all her life and appreciated the opportunity to stay near to her friends and family.

She said: *"It's so spacious and light, as well as warm, I've not had the heating on. It's perfect for me. I have a disability so it's also great that the building has lifts. These really help. And it's near my daughter and niece."*

Cllr Sof McVeigh said: *"It's incredibly rewarding to meet residents who are now enjoying high-quality homes thanks to this new Council building. Seeing residents settled and happy in their new homes is what it is all about."*

*"Acklam is part of our new homes programme, which delivers homes that meet people's needs as well as enabling a vibrant community to flourish."*



Turn to pages 14-15 to discover more about our new homes programme.

## Sign up for the Citizens' Panel today

**Would you like to be part of a group of more than 2,000 residents regularly influencing Council decisions? Join our Citizens' Panel today.**

Our Citizens' Panel is broadly representative of the people who live in the borough. Some panel members have been involved with engagement at the Council for a while, but for others, this is really new. This means we can hear from a variety of voices and opinions.



To find out more about the work of the panel, visit <https://consult.rbkc.gov.uk/citizens-panel/>

For more information or to sign up, please contact [panel@rbkc.gov.uk](mailto:panel@rbkc.gov.uk)



## Citizens' Panel

Your community  
Your voice

Turn to page 30 to discover more opportunities to have your say on Council decisions.

## Meet the Community Catalysts

They're local people just like you who use their talents to deliver enterprises to support others, creating jobs and volunteering opportunities in the process.

Funded by the Council, the programme includes a development scheme to help you support older people and those with learning disabilities, dementia or autism safely and legally.

Find out more – contact local coordinator Bhupinder Kaur on 07881 297330 or email [kensingtonandchelsea@communitycatalysts.co.uk](mailto:kensingtonandchelsea@communitycatalysts.co.uk)



Scan this QR code to see the Community Catalysts in action!



## Have you seen our new green wall?

Filling a corner of Jubilee Square at Kensington Town Hall, the colourful wall uses recycled fabric to hold plants and perennials including wallflowers, geraniums, honeysuckle, ferns, strawberries and lavender.

The wall boosts the borough's biodiversity, supports pollinators such as bees and provides a calming natural place for anyone to come and relax.

Cllr Emma Will, lead member for property, parks and leisure, said: *"We are committed to delivering greener neighbourhoods and cleaner air for everyone and I think this wall is a real statement to that."*

Why not come and have a look today?



## Tackling abandoned e-bikes

**Rental e-bikes left abandoned in dangerous or obstructive positions are being removed by enforcement officers as part of a trial to keep the borough's streets clear.**

A total of 30 Lime bikes and 12 Forest bikes were seized in the first phase of the operation earlier in 2025. Our street enforcement team used an electric vehicle to collect bikes and take them to a secure storage location, before invoicing the operators for the removal and storage of each bike.

Both operators have paid fees to the Council of more than £3,000 to cover the costs of storing the bikes and releasing them, with all 42 now returned.

Cllr Johnny Thalassites, lead member for environment and planning, said:

*"We are supportive of rental e-bikes but there is a line. Where abandoned bikes are putting pedestrians and drivers in danger we are now removing them and fining operators."*



One reoccurring hotspot for complaints was Walton Place, near Harrods. Following enforcement action, Lime and Forest are now attending the bay more regularly and complaints from residents have reduced almost entirely.

There are 254 rental e-bike parking bays in Kensington and Chelsea, with 187 marked bays and the rest virtual bays visible via provider apps.

Scan this QR code to see a full map of the borough's e-bike parking bays.

**Find out more about the street enforcement team on page 22.**





## Care leaver shares gratitude for Outstanding support

Kensington and Chelsea Council's children's services has become the first in the country to receive three consecutive Outstanding ratings, marking 10 years of Outstanding.

The report noted that care leavers receive an exemplary level of support from highly skilled workers. A care leaver is somebody who has been in the care system but has turned 18. They continue to be supported by the Council as they enter adulthood.

Care leaver Nebiyu shared his thanks in a heartfelt conversation with his personal adviser Alfred from the Council's social work team.

Nebiyu said: *"When I came here, I was nobody. I didn't have anybody. I was lonely. You showed me the way and helped me when I was down, and like many of us I had trauma from the bad days. You showed me there is a bright side in my life, and you have given me this chance. Thank you."*

In re-awarding the top rating previously handed out in 2015 and 2019 for an unprecedented third straight time, inspectors concluded that young people in Kensington and Chelsea receive "excellent" services that make a "significant difference" to their lives.

Scan me



Scan the QR code to watch Nebiyu and Alfred's conversation on YouTube.

Search "RBKC Ofsted Outstanding" to find out more.



## Free arts and film festival at Trellick Tower

Head to the iconic Trellick Tower this summer for its fourth annual arts festival.

Launched in 2022 to celebrate the brutalist icon's 50th year, the free festival is firmly establishing itself as a summer staple.

Run and curated by local people, it's a real community event.



### Join the fun!

**Film fest: Monday 7 to Friday 11 July:**

After-school family films followed by selected shorts and an evening blockbuster.

### Big day out

**Saturday July 12:** Big music stage, tours of the building, talks, food and live arts to suit all ages.

### Find out more:

<https://trellicktower.com/trellick53>

## Borough marks Victory in Europe Day



This year marked the 80th anniversary of Victory in Europe Day – and residents across Kensington and Chelsea took time to remember the sacrifices made by veterans.

The Council provided nearly £10,000 in funding, including grants of up to £500 via the City Living, Local Life fund, to help community groups put on activities ranging from street and garden parties to breakfast and afternoon tea events.

Organisers of street events also benefited from the waiving of road closure fees.

Resident Sarah (pictured) said: *"I am so grateful to City Living, Local Life for supporting the Holland Street VE day street party."*

*"The event brought together the local community, and the day was a great success."*

A commemorative VE Day 80 flag was raised at Kensington Town Hall during a ceremony hosted by Kensington and Chelsea Mayor, Cllr Will Lane to honour those who served in the Second World War.

# A legacy from Grenfell

**T**his edition of *Our Borough* was published as the eighth anniversary of the Grenfell tragedy approached. The bereaved, survivors and residents are always in the thoughts of everyone at the Council, especially so at this time of year.

Following the Inquiry report last year, the Council made 45 commitments of things it would change and improve, based on the Inquiry's findings.

We will be providing regular updates on our progress against those commitments, including via reports to the Council's Overview and Scrutiny Committee twice a year.

**Here are some of the key pieces of progress since the commitments were published in November 2024...**



## Resilience Team

**Learn more**

Please scan the QR code below or visit:  
[www.rbkc.gov.uk/community-and-local-life/community-safety/resilience-and-emergencies/what-you-can-do-prepare-emergency](https://www.rbkc.gov.uk/community-and-local-life/community-safety/resilience-and-emergencies/what-you-can-do-prepare-emergency)

SCAN ME

- Have you heard of the priority service register?
- Do you have an emergency grab bag?
- Do you know where to find information on risks in your area?
- Does your community have an emergency plan?
- Do you know where to find information on adverse weather and flooding?

## Building our resilience

Work began to improve the Council's resilience service long before the Inquiry report was published. There is a 24/7 emergency rota in place, staffed by 230 officers. At any one time, 30 people are on call around the Council, 365 days a year.

The service works very closely with local community, faith and charity partners, many of whom stepped in to support communities in 2017 when the Council failed. The relationships with local faith and community groups are now much stronger.

In 2025, our service has had an independent review, with an outside expert coming in to observe how the service functions both day-to-day and when an emergency happens.

## Charter for Public Participation

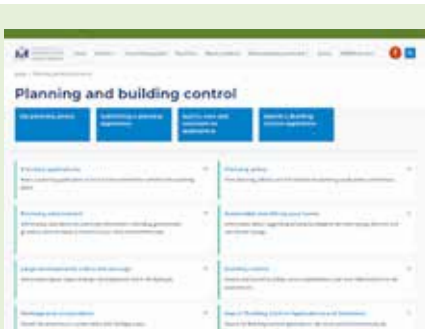
We first signed the Charter for Public Participation in 2020. The Charter sets out how residents can help shape local services and play an active role in decisions at the Council.

As part of our commitment to make sure residents' voices are heard, we're now seeking feedback on how the Charter has been working and how we can refresh it, to make sure it meets your needs and strengthens your ability to influence decision-making.

You can have your say until Monday 23 June 2025 by visiting <https://consult.rbkc.gov.uk/communities/charter/>.

If you would like a copy of the survey in another language or format, please email Daniel Betts ([daniel.betts@rbkc.gov.uk](mailto:daniel.betts@rbkc.gov.uk)) or call 07814 361 723 from Monday to Friday between 10am and 4pm.



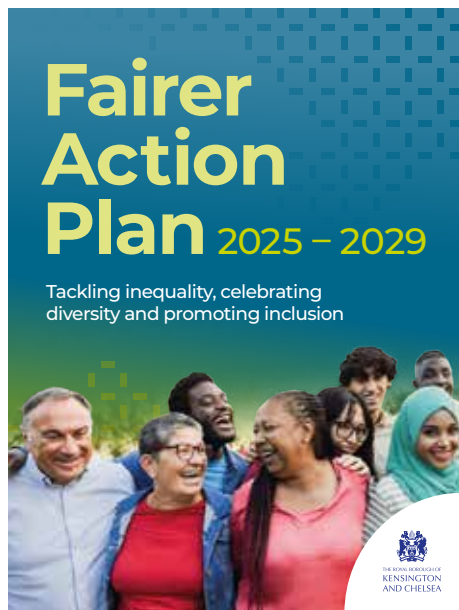


## Strengthening our building control

Since the tragedy, we have implemented a four-fold increase to funding for building control and reformed the service to place the promotion of professional standards and competence at its heart.

All of our building control surveyors hold professional accreditation and are now registered as building inspectors with the Building Safety Regulator. We are also increasing the size of our team to ensure we have sufficient technical expertise to manage the volume of work.

The service operates a "four eyes" principle, meaning that all decisions have to be reviewed by two qualified professionals. This provides an additional layer of scrutiny and helps prevent any oversights or errors.



## Fairer Action Plan

Our new Fairer Action Plan was approved by the Leadership Team in April 2025 and sets out how we will embed equality, diversity, and inclusion across all our work.

The Plan, which was developed using the feedback of over 1,000 people, includes five key aims:

1. Make services more accessible and ensure no-one is missing out on services who needs them
2. Act based on listening and engaging with residents from all backgrounds and experiences
3. Do more to communicate with residents in an accessible way
4. Tackle discrimination and celebrate diversity
5. Create a diverse and engaged workforce



## Grenfell Projects Fund

The latest round of grants from the Grenfell Projects Fund has now been awarded, with 15 community groups and organisations sharing a £600,000 funding pot. The grants offer support to North Kensington's community-led recovery from Grenfell, with awardees decided by a public vote.

The projects have been funded over a two-year period and will be getting under way this summer in North Kensington. All fit under the themes of community together, supporting cultural enrichment and caring for the most vulnerable. Find out more and get involved:

[www.rbkc.gov.uk/grenfell-projects-fund](http://www.rbkc.gov.uk/grenfell-projects-fund)

You can read the first report on the progress we have made against our Inquiry commitments by searching "Grenfell Inquiry commitments" at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or scanning the QR code.



Our Borough Summer 2025



# A fair and balanced budget

**D**id you know that this year we will spend £677 million on the day-to-day running of local services? This includes things like twice weekly bin-collections, enforcement, maintaining our green spaces and keeping our streets clean.

Setting a budget helps shape our financial priorities for the year and deliver value for money for our residents, businesses and communities.

So, what's in this year's budget? Here are some of the key items:

## Cost-of-living support

- Around 15,000 residents on low incomes are receiving a £50 support payment in June 2025 to help with the cost of living
- Free school meals for eligible pupils outside term time
- Help for over 13,000 residents with council tax bills
- Discover the financial support available at <https://www.rbkc.gov.uk/benefits/benefits-provided-council>

## Investment

We'll invest more than £500 million in the borough's housing needs, council housing estates, schools, highways, transport, public spaces and parks over the next three years.

## Savings

By transforming our services, we will save £16 million this coming year and we are focusing investment on what really matters to our communities – keeping our streets clean, improving our homes, and creating more amazing public spaces.

## Our budget



### Children's services

£46 million to support vulnerable and looked-after children, including £500,000 for Grenfell Education



### Schools

£79.4 million will be spent directly supporting 30 schools in the borough



### Housing and social investment

£22 million will be spent on housing services, including a net spend of £14.6 million on 2,100 households in temporary accommodation



### Environment and neighbourhoods

£81.7 million to operate two leisure centres, two museums, maintain the borough's parks, roads and footpaths and to provide waste and street cleaning services to 97,000 households



# 2025 to 2026

## Communities

£13 million will be spent on community safety services, registrars, community engagement and supporting the voluntary sector



## Adult social care

£78 million will be spent providing social care services to approximately 1,700 people in Kensington and Chelsea



## Public health

£27.4 million will be spent to provide a variety of health and wellness services to reduce health inequalities in the borough. An additional £170,000 has been allocated for stop smoking initiatives and £1.5 million in substance misuse grants



## Grenfell

£2.8 million to support the Grenfell Recovery Programme and £10.5 million for the first year of a new programme of support for bereaved, survivors and the local community



## Your council tax

### Keeping council tax low

Increased costs in delivering services and financial pressures within local government mean councillors have taken the decision to increase council tax by four per cent (made up of two per cent for council tax and two per cent for the social care precept), one of the lowest increases in London.

An average Band D property (excluding garden squares) will see an increase from £1,037.58 to £1,079.08, an increase of £41.50 from last year. This increase is less than one pound a week.

### What your council tax pays for

Your council tax helps to provide local services such as schools, social care services, youth services, libraries, waste collection and street cleaning, leisure services, parks, parking and many other services.

Did you know the Council also collects money through council tax on behalf of the Greater London Authority to fund the Metropolitan Police and London Fire Brigade?

Scan me



For more information about council tax and the Council's budget for 2025-26, search "budget and council tax" at [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

# The sounds of steel

If you've ever lined the streets for Notting Hill Carnival, chances are you've shaken your stuff to the sounds of one of the borough's fantastic steel bands.

Steel bands have been a staple of Carnival since the very first events and Kensington and Chelsea is home to several talented musical groups – including Metronomes Steel Orchestra.

Founded by Phil Dubique and Irvine Corridan in 1973, the Meanwhile Gardens-based community orchestra is a Carnival regular and has gone on to win multiple competitions, performed at venues including the Royal Albert Hall and is even set to feature in an upcoming Netflix documentary.

With Carnival 2025 just around the corner, Metronomes' members are busy practising for this year's big event. We caught up with captain Shiloh Coke to find out how preparations are going...

## Q How and when did you get involved in Metronomes?

I started playing with Metronomes Steel Orchestra in 2008 when I was 15. I had played the year before with an orchestra called Glissando, but they weren't competing in the national steel pan competition "Panorama" that summer, so I went to play with Metro. I've been there ever since.

## Q What's the membership like in terms of age, background and ability? How do you get new members?

We have an open-door policy at Metro. All are welcome and all our classes are free! Whether you are a musician or just fond of the instrument and its sound; whether you're Caribbean or from other parts of the world! Our youngest players are five and the eldest mid-80s. We're invested in our community of Ladbroke Grove so welcome all our neighbours into our pan yard – come down to 156-158 Meanwhile Gardens, Kensal Road!





**Q When do you start preparing for Carnival each year?**

Preparing for Notting Hill Carnival is a lengthy process, beginning as early as the month after Carnival weekend for a debrief. Another big part of that process is learning the Carnival repertoire, planning meetings, fundraising socials, along with learning the Panorama song – a 10-minute long arrangement which requires extensive rehearsals. We began learning that on 16 May this year!

**Q What's the best thing about taking part in Carnival?**

Walking the streets of Ladbroke Grove with our band, our community, celebrating our culture. The practice of carnival, particularly across the Caribbean, is a liberation movement. Taking part in Carnival allows us to celebrate and invest further into our culture. In doing so we also get to celebrate our history and ancestors.

**Q What's it like performing in front of the crowds?**

To perform in front of so many people at Carnival never gets old! It's about connection. As an actress across theatre, tv and film, I'm used to having an audience, but no audience is the same. That being said, the Carnival crowd is always up for a good time. As a performer, that's all you could hope for.

**Q What's your favourite personal memory from Carnival?**

When I bought my first Grenada flag and the feeling I got when other Grenadians saw it too! I wear my flag every Carnival to this day!

**Q What do you like about being based in Kensington and Chelsea?**

Our pan yard is on Kensal Road in Meanwhile Gardens, right next to the canal. Meanwhile Gardens is such an asset to the community. When we're rehearsing, hanging out in the Gardens on our break is one of our favourite things to do.

Notting Hill Carnival is without doubt our favourite event to attend in Kensington and Chelsea. Especially as we continue the 72-second silence in honour of those who lost their lives at Grenfell Tower, as well as the survivors and the bereaved.

**Q How can people support your work?**

We are currently fundraising for repairs around our pan yard but also to be able to continue the work we do within our local and wider communities. No contribution is too small! Thank you for supporting our band.

**To find out more about the band,** visit <https://metronomes.org.uk/>

**You can support the group at** <https://pay.collectiv.com/metro-flooring-fund-39189>



**Notting Hill Carnival 2025 takes place from Saturday 23 August to Monday 25 August 2025. Check the website at <https://nhcarnival.org/> for the latest information. Residents living in the Carnival footprint will receive an information booklet later this summer.**

Scan me



New  
homes,  
Safer  
homes

**P**roviding homes for everyone who needs one is a huge challenge, and one of the ways we're helping is by building new Council homes for the first time in a generation.

Through our New Homes Delivery Programme, we're delivering 600 new homes including a minimum of 300 social rent homes, alongside key worker, and open market homes to rent and other community and employment facilities.

Each home is designed with sustainable and innovative features, reflecting a strong commitment to environmental responsibility. The project is being executed in three phases: the first phase has been completed, and the second phase is already well underway.

# Plenty of progress for new homes programme

## Phase One

### Acklam Road

Located next to the Swinbrook Estate, the award-winning Acklam Road development delivers 32 new homes, including 20 social rent homes alongside 12 market rent homes and community facilities.

Every property includes a winter garden – an indoor-outdoor living space – as well as air-source heat pumps and thermally efficient doors and windows, making them environmentally friendly and cost effective too.

### Hewer Street

These 20 new homes, 10 for key workers and 10 at market rent, are on the site of an historic property in North Kensington and have been designed to retain the original building's character.

### Kelso Cochrane House

This development is named in memory of Kelso Cochrane, whose life was tragically cut short when attacked and murdered by a gang of white youths in Notting Hill while on his way home in 1959. Its 38 new homes, 28 at social rent and 10 for key workers, were officially opened by members of Kelso's family.





## Phase Two

### Barlby Road

Works are progressing at pace at Barlby Road, where all four blocks are now complete as we deliver 83 new homes, including 38 homes for social rent, 10 for key workers and the remainder for market rent.

This is currently our largest new build scheme and includes a multi-use sports hall giving priority use to the pupils of nearby Barlby Primary School. It will also be open to the community after school hours.

The development, pictured far right, is expected to be completed in June 2026.

### Silchester Arches

Silchester Arches will be the next development to be completed, with residents expected to be able to move into their new homes from September 2025. We're delivering 11 new social rent homes, including one ground floor accessible home, all with winter gardens. Interior improvements are well underway, with walls and ceilings being freshly painted, woodwork being installed for doors and cabinets, and bathroom tiling in progress.



## Phase Three

### Lots Road South

Together with Mount Anvil we have been progressing proposals to redevelop the Lots Road South site in Chelsea.

The site will deliver new affordable homes including 65 extra care homes along with employment and community facilities together with green spaces.



Want to find out the latest on the programme or on our commitment to deliver safer homes across the borough? [www.rbkc.gov.uk/housing/new-homes-safer-homes](http://www.rbkc.gov.uk/housing/new-homes-safer-homes)



# Get fit for **free** in RBKC

**N**o matter where you are in Kensington and Chelsea, you're never far away from one of our amazing green spaces.

From garden squares to larger parks, our borough is home to natural settings of all sizes – and with the warmer summer months upon us, there's no better time to get out there and explore.

If you want to combine fresh air with some exercise, our outdoor gyms are the places to be. Packed with equipment to help you develop strength and cardiovascular ability, the gyms cost nothing to use and don't require any booking – just turn up when the parks are open and enjoy a workout!

**Here's where to head if you want to get fit for free...**



## Holland Park

The outdoor gym in the borough's largest park was upgraded with all-new equipment in October 2024, including a squat station, chest press, a rig containing monkey bars, Olympic rings and parallel and pull-up bars and much more. Once you've finished your workout, the park has plenty of paths for walking or jogging and if you want to try other sports, you'll also find cricket and golf practice nets, tennis courts and football pitches available for hire, as well as classes offering Nordic walking, yoga and tai chi.

## Little Wormwood Scrubs

If you're in the north of the borough, why not check out the outdoor gym at Little Wormwood Scrubs, which features machines including cross trainers and leg presses? The park also includes a paved path around its perimeter which is ideal for getting some extra steps in. You can even sign up to become a volunteer and help improve the biodiversity of the park.

## Avondale Park

Another great place to go if you're into sport, Avondale Park has facilities available for netball, football and tennis. The outdoor gym was unveiled in 2022 and includes separate areas for cardiovascular or resistance training, including spinning bikes and a chest press, along with a flat surface fitness space.

## Cremorne

Sitting on the northern bank of the Thames with spectacular views of the water, this is a superbly scenic place to work out. The small outdoor gym here contains an arm and bike pedal, resistance stepper and resistance shoulder press.

## Sunbeam Gardens

Also located in the north of the borough, Sunbeam Gardens is a popular garden square not far from Barlby Road. The exercise area was upgraded last year and now offers a resistance shoulder press and stepper in addition to the existing pull up bars. If you've got active young ones, there's also an action-packed playground for them to explore.

## Kensington Memorial Park

If you're looking for a full-body workout, Kensington Memorial Park has got you covered. Its outdoor gym can cater for up to 30 users and offers everything from elliptical machines to chest presses and a versatile "big rig" for strength and calisthenic workouts. There's also an arm and pedal bike for people with disabilities. The park is also home to stacks of other fun facilities, including a water park, playgrounds and sports pitches.

## Tavistock Gardens

Situated a stone's throw from Portobello Road, Tavistock Gardens is home to an outdoor gym with a range of strength and cardiovascular equipment including a leg press, skier, surfer and a space walker. There's also a large lawn to relax on after a workout.










## Work(out) from home

Experts recommend making fitness a part of your daily routine by focusing on consistent, moderate activity – and there's no better place to build that healthy habit than at home.

There are some simple exercises you can do anywhere without needing any special equipment, allowing you to work on your fitness around your other responsibilities.

We asked Jonas Charles, our sports and activity officer, to come up with a fun session suitable for beginners to get you moving this summer.

Why not give this a go, focusing on how your body reacts to the different movements? You can change the time, repetitions, sets and rest periods to challenge yourself and increase your resilience and endurance.

	Exercise	Reps/ time	Sets	Rest
	<b>Standing Knees</b>	10 to 20 reps/one minute	One to two	30 secs to one min
	<b>Butt kicks</b>	10 to 20 reps/one minute	One to two	30 secs to one min
	<b>Jumping jacks</b>	30 secs to one minute	One to two	30 secs to one min
	<b>Arm swing rotations</b>	30 secs to one minute	One to two	30 secs to one min
	<b>Squats</b>	10 to 20/ one minute	One to two	30 secs to one min

## Handy hints



- Use water or isotonic drinks during these sessions
- Eat at least one hour before a session to maximise energy levels coming into the session
- Be realistic about the programme. Are you ready to do the session you have chosen?
- Music always helps!
- Understand the exercises and technique before starting to avoid injury





# A cultural journey through Kensington and Chelsea

**W**e're so lucky in Kensington and Chelsea to host some of the world's most fascinating and famous museums. Whether you're a history buff, a design enthusiast, or just a curious culture lover, these local and iconic institutions offer an inspiring day out.

## Hidden treasures

### Leighton House

Art and interior design lovers will be enchanted by Leighton House, the former home of Victorian artist Frederic Leighton, with its Insta-ready interiors, intricate mosaics, stunning Arab Hall and lovely garden and café. [www.rbkc.gov.uk/museums/](http://www.rbkc.gov.uk/museums/)

### Sambourne House

Step back into the 19th century at Sambourne House, the preserved home of illustrator Edward Linley Sambourne. With original furnishings and intricate wallpapers, this house offers a rare glimpse into Victorian domestic life. [www.rbkc.gov.uk/museums/](http://www.rbkc.gov.uk/museums/)

### Royal Hospital Stable Yard

For a lesser-known gem, visit the newly-opened Royal Hospital Stable Yard, home to the Chelsea Pensioners. Discover the history of these military veterans, the iconic red coats they wear and the traditions that have shaped this unique institution. [chelsea-pensioners.co.uk/visit/soane-stable-yard](http://chelsea-pensioners.co.uk/visit/soane-stable-yard)

### Museum of Brands

Take a nostalgic journey at the Museum of Brands, where everyday products from the past 200 years tell the story of consumer culture. From vintage packaging to classic advertising campaigns, this museum is a fascinating look at how brands have shaped our lives. [www.museumofbrands.com](http://www.museumofbrands.com)

### Plan your visit

With a mix of free and ticketed attractions, there's no excuse not to dive into Kensington and Chelsea's rich cultural scene this summer. So why not plan a museum day and discover something new?

Here's your ultimate guide to the must-visit museums in the borough.







Photo: Trustees of the Natural History Museum

# The big ones

## Kensington Palace

Once home to Queen Victoria and Princess Diana, Kensington Palace is a landmark of Royal history. Tour the King's and Queen's State Apartments, admire the stunning gardens and discover exhibitions that bring the past to life. [www.hrp.org.uk/kensington-palace/](http://www.hrp.org.uk/kensington-palace/)

## Natural History Museum

A favourite among families and science lovers, the Natural History Museum is a wonderland of discovery. Step inside to marvel at the famous blue whale skeleton, explore the breathtaking dinosaur exhibitions and immerse yourself in Earth's natural wonders. With free entry and interactive displays, it's a perfect destination for a family day out.

[www.nhm.ac.uk](http://www.nhm.ac.uk)

## Victoria and Albert Museum (V&A)

For lovers of art, fashion and design, the V&A is a treasure trove of creativity. Home to over 2.3 million objects, the museum showcases everything from classical sculptures to contemporary fashion.

[www.vam.ac.uk](http://www.vam.ac.uk)

## Science Museum

Curious about the future of technology? The Science Museum offers hands-on experiences, from space exploration to AI innovations. Engage with interactive galleries, see historic steam engines up close and marvel at Nasa's Apollo 10 space capsule.

[www.sciencemuseum.org.uk](http://www.sciencemuseum.org.uk)

## National Army Museum

Delve into Britain's military history at the National Army Museum, where exhibits chronicle the stories of soldiers and key battles through interactive displays. Whether you have an interest in historical strategy or personal war stories, this museum provides an insightful look at the Army's evolution.

[www.nam.ac.uk](http://www.nam.ac.uk)

## Design Museum

Championing innovation and creativity, the Design Museum explores the world of contemporary design. From architecture to digital advancements, this museum is a hub for forward-thinking exhibitions.

[www.designmuseum.org](http://www.designmuseum.org)





# Sip, savour, sunbathe – the hottest al fresco dining spots

**A**s the days grow longer and the sun graces us with its warmth, there's no better way to dine than al fresco. Whether you're looking for a relaxed brunch, an elegant dinner or a lively spot for a drink with friends, Kensington and Chelsea offers some of the finest outdoor dining experiences in the city.

Here are some must-visit areas where you can enjoy delicious food with a side of fresh air...

## **Sloane Square and Pavilion Road**

Sloane Square is home to a vibrant dining scene, with elegant terraces perfect for people-watching and soaking up the atmosphere. Just around the corner, Pavilion Road offers a charming, pedestrian-friendly setting lined with independent cafés, bakeries and restaurants that spill out onto the cobbled street, creating a relaxed and inviting al fresco experience.

## **King's Road**

Stretching from Chelsea to Fulham, King's Road is a hotspot for outdoor dining. Whether you're looking for a casual brunch spot, a stylish cocktail bar, or a fine dining experience, this iconic street has it all. Many restaurants here offer spacious terraces, making it the perfect destination for a leisurely meal in the sunshine.

## **South Kensington**

A cultural hub with world-famous museums, South Kensington is also a prime location for al fresco dining. The area's elegant streets and hidden courtyards provide the perfect backdrop for enjoying everything from Italian cuisine to modern European fare. Many cafés and restaurants feature outdoor seating, creating a buzzing yet refined atmosphere.







## Notting Hill and Portobello Road

Famous for its pastel-hued houses and bustling market, Notting Hill is one of the most picturesque places to enjoy outdoor dining. The area is brimming with charming cafés, garden terraces and trendy bistros, particularly along Westbourne Grove and Portobello Road. Whether you're stopping for a coffee or a long, leisurely meal, this part of the borough is perfect for al fresco lovers.

## North Kensington

For those looking to escape the busier parts of Chelsea and Kensington, North Kensington offers a more laid-back yet stylish outdoor dining scene. With a mix of trendy eateries and hidden gems, this area has a growing reputation for excellent food and relaxed, open-air settings. Check out the Moroccan and Portuguese vibes on Golborne Road.

With so many amazing spaces to explore, dining outdoors in Kensington and Chelsea is a must-do experience. Soak up the sunshine, gather your friends and enjoy the best of al fresco dining in one of London's most beautiful boroughs.



## Did you know you could be eligible for discounts?

If you live, work, study or do business within the defined areas of our Business Improvement Districts, they offer local discounts. Check your eligibility and sign up!

**High Street Kensington:**  
Token – Opportunity  
Kensington



**King's Road:**  
Privilege Card –  
King's Road London



**Knightsbridge:**  
Members area –  
Knightsbridge





# Out and about with street enforcement

**"It's very varied – the job is different every day."**

Lavinia joined the Council's street enforcement team in June 2024 and so far, is really enjoying it.

While out and about on the beat, Lavinia is a friendly face in the community. People will often seek the team out to ask for directions, or approach just to say hello and ask about the job.

Part of the job is tackling anti-social behaviour, as well as enforcing against environmental crime like littering and fly-tipping.

**"I like helping people, sometimes there is a lot of distrust in anyone in a uniform especially from people who are rough sleeping or perhaps begging. There are so many reasons why people end up on the streets, they don't always want to engage. It's about building relationships so they can talk to you, and you can help them."**

Fines in Kensington and Chelsea doubled recently for fly-tipping, littering, fly-posting and graffiti. So what does Lavinia suggest residents do to help keep our streets in great shape?

**"One of the biggest things is rubbish going out on the wrong day, or too late in the day after the waste collection has already happened. Once someone sees one bag, other people add theirs and the problem gets bigger and it can attract rats or pigeons."**

Recently the team has grown, with new officers working for both the Council and for our new enforcement partner Kingdom in the team.

Inder has worked for Kingdom in different boroughs around London. Two weeks into the job in Kensington, he had praise for the state of our streets.



**"This is one of the cleanest boroughs I've worked in, from what I've seen so far. You see a lot less littering and dumping that in other parts of London."**

Still, the job can be gruesome at times. When rubbish is left on the street, the team goes through it to look for evidence, things like names and addresses on parcel packaging or letters, that might give a clue as to who dumped it.

**"It's not nice, going through the waste, it's a messy job but we do often find evidence which means we can issue a fixed penalty notice, and hopefully stop that person from doing it again. The fly-tipping especially is really bad for community spirit. You wouldn't do it on your own street."**

**Want to check your waste collection days? Simply head to <https://www.rbkc.gov.uk/bincollections/default.aspx>**



# Transforming Sloane Street



If you have visited Sloane Street recently, you may have noticed it has had quite the facelift. Funded by Cadogan, works were completed by the Council and our contractors FM Conway. They include new paving, crossings, lighting and greenery. It's the first major transformation of the road since the 1800s and is befitting of a street which connects some of the most amazing spaces in our borough, with Knightsbridge to the north and Sloane Square at the south.

As spring blooms, the street transforms again, thanks to the mastery of landscape gardener and Chelsea Flower Show nine-time gold medalist Andy Sturgeon, owner of Andy Sturgeon Design.

After exhibiting at the flower show over the last two decades, Andy has recently been focusing on more permanent projects like our borough's very own Sloane Street.

He tells us all about his inspiration and what to look out for as the seasons change...

## What first attracted you to a career in garden design?

I had a love of nature from a very young age. I was destined to join the Army, but then changed my mind and fell into landscape gardening because it was physical, outdoors and creative. I soon developed a passion for plants and discovered that garden design could be a career.

## What can people expect when they visit Sloane Street?

There is an utter transformation in the atmosphere of Sloane Street, which was previously a typically hard urban environment despite the existing street trees. By extensively greening this street

from end to end, it has become a really welcoming place to be.

## How do you choose the plants for a scheme like this?

Despite the planters and pots running all the way up the street, each individual planter is relatively small. So, the challenge is to select plants that keep the scheme looking good 365 days a year, something which is much easier in larger spaces where a bit of occasional downtime or untidiness is acceptable. Every plant has to be a bit of a show off. A shrub that's just flowers isn't enough. It should also be evergreen perhaps, scented or have autumn colour and maybe berries. Then there has to be a sequence of events so there is something in flower all the time.

## What has been your favourite thing about working on Sloane Street?

I think the reaction of people to the scheme has been really positive and one of the most rewarding things about my profession is when you have a positive impact on a large number of people.

## What is your number one tip for our readers who are interested in getting into gardening?

Don't be afraid to make mistakes!



Find out more about Sloane Street and all our other amazing spaces at [www.rbkc.gov.uk/amazingspaces](http://www.rbkc.gov.uk/amazingspaces)

Scan me



# Give gaming a go



**A**re you looking to ditch your devices and take up a fun new in-person hobby? Tabletop gaming might be just the thing for you!

Board games are being increasingly recognised as a valuable tool for young people to build confidence, engage critical thinking, aide problem solving skills, and encourage creativity.

And thanks to Kensington and Chelsea and Westminster Councils' joint Library and Archives service, you can try it out for free.

The councils have invested more than £25,000 to purchase in excess of 400 board games, as well as allocating space and time for anyone interested to come along and try them out.

Titles from the games library can be borrowed and taken home to play or enjoyed at regular gaming events, which are held at Kensington Central Library in Kensington and Chelsea or at Pimlico Library in Westminster.

## Want to give gaming a go?

Check out the collection and find out more at <https://www.rbkc.gov.uk/libraries-0/connect-library-community/games-library>

Scan me



# Make your voice heard at Council meetings

**Did you know that anyone who lives, works or studies in the borough can speak at our Full Council meetings?**

It's an opportunity to raise an issue, concern or comment you have with the borough's decision-makers. Every Full Council meeting has an allocated time slot for up to seven people to speak, and a response will be provided there and then by

the relevant lead member.

Many Council meetings are open to the public, so even if you don't want to speak, you are very welcome to come along and listen to discussions and decisions about Kensington and Chelsea. Search "RBKC Council meetings" to see the full timetable of upcoming meetings and committees.

**Your  
community  
Your voice**

You can also watch our public meetings live on YouTube. They are linked in the Council meetings page, but upcoming, live and past meetings can also be browsed on our YouTube page at [www.youtube.com/user/kensingtonandchelsea](https://www.youtube.com/user/kensingtonandchelsea)



# New Youth Mayor for Kensington and Chelsea

**A new Youth Mayor and Youth Council Cabinet has been announced for the borough.**

Noha Chentouf was named as the Youth Mayor for the next two years following an intensive period of campaigning, which saw 1,380 young people go to the polls at pop-up polling stations at schools and colleges around Kensington and Chelsea.

Outgoing Youth Mayor AJ Tumlos handed over the reins following his two-year run, during which time he and the Youth Council campaigned for increased access to local sports pitches and fundraised to build a well in Gambia.

New Youth Mayor Noha is particularly interested in improving play and activity spaces in the borough and looking at how they can be better utilised to offer even more sports and games activities.

**Noha said:** *"I really love standing up for young people and public speaking – I've spoken at the Town Hall before and represented young peoples' views following the release of the Grenfell Inquiry report."*

*"It's just so important that people my age have a voice and the first thing I want to do is listen to the views of other young people, including the youth cabinet."*

*"Thank you so much to everyone who voted for me. I'm so grateful to have been given this role."*



**Cllr Sarah Addenbrooke, lead member for communities, added:** *"Being part of a Youth Council is one of the best ways for young people to build their confidence, voice their views, and be involved in the community. A huge well done to all those who have got involved."*

## The new Youth Mayor and Youth Cabinet

**Youth Mayor:** Noha Chentouf

**Deputy Youth Mayor:** Emilia Raymonde-Cox

## Youth Cabinet members for:

**Communities:** Stanley Reynolds

**Community safety:** Tallulah Umuvveyi

**Education:** Akeera Belfon-George

**Environment:** AJ Tumlos

**Finance:** Chantelle Munguli

**Mental health:** Maryam Ghafar

Want to find out more about the Youth Council and how young people can get involved with the Council? Search "RBKC Youth Participation" at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or scan the QR code.

Scan me



# Springing into action for a greener, safer, fairer borough

**T**he Council Plan 2023-27 sets out our ambition to be a greener, safer and fairer borough – and now, two years in, we have agreed a new plan of action to achieve even more before 2027. The action plan shows what we will achieve over the next two years, focusing on the initiatives that we think will make the biggest difference to the people who live here.

This includes making sure we do the basics better than anyone else, being there for people when they need us most, and remaining sensible and prudent with taxpayers' money.

Here's what we've achieved so far, and what you can look forward to between now and 2027...

## Achievements so far in the Council Plan

### Greener

- Achieved 10 Green Flags for our parks and open spaces.
- Supported six schools to implement greener heating systems with air source heat pumps in our retrofitting programme.
- Planted 500 new trees, surpassing our target of 400 by 2027.
- Removed an average of over 1,000 items of graffiti and fly-posting each month.



### Safer

- Combined our enforcement activities, with a new street enforcement team responding to 22,235 requests in 2024 and providing a minimum of one street enforcement officer per ward.
- Enforced against utility companies who are putting residents at risk, with 12 successful prosecutions.



### Fairer

- Supported over 500 residents on employment and skills projects, including over 250 into work or training.
- Achieved Ofsted Outstanding Children's Services for a record breaking time, supporting children with SEND and reducing suspensions.
- Supported low-income households through our cost-of-living programme, with payments of £100 and £50.
- Introduced a new health and wellbeing strategy to reduce health.



### What's next?

Here are some of actions we will take before 2027:

- Continue to deliver on the 45 commitments the Council made in its response to the Grenfell Inquiry report.
- Build on our Amazing Spaces streetscape schemes with five projects in Hogarth Road, Sloane Square, Hans Crescent, Gloucester Road and Kensington Park Road.
- Review our Charter for Public Participation to engage communities, building on the 10,771 responses we have had to consultations between 2023 and 2025.
- Deliver more than 50 sustainability projects in Notting Dale ward, co-designed with the community.
- Improve standards in our homes with ongoing major capital works, implementing Awaab's Law.

### Find out more

Scan here to read the Council Plan Action Plan 2025-27

Scan Me





# Our Borough

With warmer weather on the horizon, we headed into Holland Park to ask some of the borough's residents and visitors about their favourite summer activities in and around Kensington and Chelsea.



**Aneeta Dhesi**

Usually, my activities are focused around my children, keeping them entertained. Whatever is going on in the museums, free events, plays and theatre productions and activities in the parks to keep the kids busy in the holidays.

Last year, we've been to free opera performances in Holland Park, the new garden at the Natural History Museum and the Design Museum hosted lots of free entertainment activities. There's been quite a bit going on in the borough and it's just knowing where to look.



**Martina Fantim**

In the summer, I love to just stay in Holland Park. I am studying psychology and currently revising for my exams so it's quite nice to be outside in the park. I like to play football here with my siblings as well.



**Margaret Rhodes**

We go to the Design Museum and other parks. Quite close to us there is Avondale Park, as well as Holland Park. I do love Kensington Gardens, it's so beautiful.



**Martim Cunha**

I quite like the parks, Holland Park and Hyde Park are the two places I visit the most in the summer. A couple of restaurants in Kensington High Street and next to South Kensington station are the places I visit the most for eating out. I am on my way to the Design Museum now, and there are also nice museums on Exhibition Road.



**Samir Yacoub**

There are several activities to do in the borough and it's well organised. I've used the open air gym in Holland Park in the summer, and I sometimes go to Chelsea and King's Road.

**Irene Massaria**

I love Holland Park, and I think it's one of the most beautiful places in London. I love coming here to read a book, to walk, meditate, do yoga or just look at peacocks, birds and squirrels. I also love Notting Hill and the market and the nice restaurants. I love the fact that you can still find authentic stores and shops in Portobello Market, things with a story.



# Amazing Spaces: Earl's Court

Once known for its bohemian spirit, grand townhouses and rock 'n' roll heritage, Earl's Court is undergoing a remarkable revival and reclaiming its identity as one of London's most characterful and culturally rich areas.

While visitors might still pass through Earl's Court on their way to neighbouring South Kensington or Fulham, insiders know there are plenty of reasons to stop off...

## **A place with history in its walls**

Earl's Court has long been a magnet for dreamers, artists and performers. This was, after all, home to none other than Freddie Mercury, the legendary frontman of Queen. His former flat at 12 Stafford Terrace is a pilgrimage site of sorts for devoted fans.

The area was also frequented by the likes of Alfred Hitchcock, whose early films were shot just a stone's throw away, and it played host to generations of travellers and immigrants who gave the ward its famously cosmopolitan feel.

Earl's Court emerged as an important meeting place for the capital's LGBTQ+ community, particularly in its 1970s and 1980s heyday with its abundance of venues, club nights and businesses alongside community organising and political action. The Boltons is notable as one of the earliest gay pubs in London, establishing itself on the Earl's Court scene alongside the Coleherne Arms on Old Brompton Road from the mid-1950s. We recently helped allocate The Bolton pub as a Grade II listed building.



Amazing  
spaces





Earl's Court is now the subject of a bold revival effort designed to harness that creative legacy while addressing modern challenges.

### A new vision for the future

We have launched a range of targeted interventions in Earl's Court to both celebrate its unique character and heritage and tackle issues like anti-social behaviour, poor street lighting and neglected public spaces.

At the heart of this revival is a new Local Action Plan, developed in consultation with residents, businesses and community groups, which sets out a roadmap for improvements. It includes new shopfront guidance, that will help to ensure shops respect the character of the local architecture.

A standout initiative is the streetscape improvements on Hogarth Road, one of the area's key connecting streets. The project has breathed new life into the street through upgraded lighting, better paving, increased greenery and more welcoming areas to drink and dine at local cafes.

### A community on the rise

Earl's Court isn't short of hidden gems if you know where to look.

There's the Troubadour Café, an iconic venue where Bob Dylan and Jimi Hendrix once played (and where you can now enjoy live jazz nights and locally roasted coffee).

For art lovers, The Mosaic Rooms, a contemporary art space promoting Arab culture is one of London's best-kept secrets, offering thought-provoking free exhibitions just minutes from the Tube station.

Just outside Earl's Court Station, the bright blue police box, a favourite among Doctor Who fans, adds a quirky and much-loved local landmark to the scene.

The area is also now home to a large Filipino community, who treat us with their incredible food on surrounding streets. Be sure to check it out!

The beauty of Earl's Court lies in its contrasts: high glamour and gritty charm, pop culture history and political edge, all wrapped up in a district that's compact, walkable and gloriously diverse.

Thanks to our strategic investment, the area's raw potential is being recognised. We want to elevate its identity, preserving the charm, history and character that make Earl's Court truly one of a kind.



Want to find out more about the borough's Amazing Spaces? Check out our online hub: [www.rbkc.gov.uk/amazingspaces](http://www.rbkc.gov.uk/amazingspaces)

Scan me



# Have **your** say

**D**id you know that you can have your say on scores of decisions each year affecting communities across Kensington and Chelsea? From waste and noise to housing and parks, our consultations consider a huge variety of issues – and we want your input.

Taking part is easy. Our online consultation hub contains details of past and current consultation and engagement activity, and you can search it by keyword, postcode, interest and more to find the issues that matter most to you.

You can even register for our dedicated consultation e-newsletter to keep on top of how and where you can make your voice heard. Find out more and get involved today – visit <https://consult.rbkc.gov.uk/>.

To sign up for Consultation News, as well as other Council e-newsletters, visit <https://rbkc.gov.uk/pages/subscribe-newsletters>



Here are some examples of how residents have shaped the borough by sharing their views...

## Wildlife feeding

### We asked...

For your views on the implementation of a wildlife Public Space Protection Order (PSPO).

### You said...

An overwhelming 94 per cent of the 168 respondents were in favour of the PSPO by South Kensington and Gloucester Road stations and the entrance to Holland Park.

### We did...

The PSPO has been brought into force.

Learn More



## Nuisance vehicles

### We asked...

Whether our communities supported a three-year renewal of our Public Spaces Protection Order for nuisance vehicles.

### You said...

A total of 97 per cent of 184 respondents were in favour of the extension.

### We did...

The PSPO for nuisance vehicles has been implemented following the support provided through the consultation.

Learn more







## Time-banded commercial waste collections

### We asked...

What you thought about the implementation of time-banded commercial waste collections and their impact on businesses.

### You said...

Many respondents broadly supported the initiative, citing cleaner streets and reduced waste pile-ups. Others were concerned about timing and enforcement.

### We did...

The Council introduced time banding in March 2025, providing businesses with regular, flexible collections and helping to keep streets clear.

Learn more



## Improvements to Westfield Park

### We asked...

For residents' views on a wide range of potential improvements to Westfield Park in Chelsea.

### You said...

Of the 113 respondents, 82 per cent supported upgrading the toilet facilities and 73 per cent favoured new benches and accessible picnic tables. There was also broad support for gym equipment, lighting, CCTV cameras and a drinking water fountain.

### We did...

Work is continuing as we install a new water fountain, improved lighting, additional benches and picnic table and in-ground no-cycling paving slabs. We are also making improvements to planting, including additions to the rose garden.



## Services on the World's End Estate

### We asked...

Through an online survey and co-designed engagement events, we asked residents what services they would like to see delivered on the estate.

### You said...

Residents said that health and wellbeing, sports and leisure, and housing services were most used. Others wanted more services for young people and to tackle anti-social behaviour.

### We did...

The results of the consultation are being used to develop a plan to bring additional services to the estate, with updates published to a dedicated web page.

Learn more



# Useful Council numbers and contact information

## General contact details

- 📞 020 7361 3000
- 🌐 [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

## Benefits

- 📞 020 7361 3006
- 🌐 [benefits@rbkc.gov.uk](mailto:benefits@rbkc.gov.uk)



## Council tax

- 📞 020 7361 3005

## Electoral services

- 📞 020 7361 3444
- 🌐 [elect@rbkc.gov.uk](mailto:elect@rbkc.gov.uk)



## Education

- 📞 020 7361 3009
- 🌐 [educationline@rbkc.gov.uk](mailto:educationline@rbkc.gov.uk)

## Environmental health

- 📞 020 7361 3002
- 🌐 [environmentalhealth@rbkc.gov.uk](mailto:environmentalhealth@rbkc.gov.uk)

## Family information service

- 📞 07814 804262
- 🌐 [families@rbkc.gov.uk](mailto:families@rbkc.gov.uk)



## Housing solutions

- 📞 020 7361 3008
- 🌐 [housingsolutions@rbkc.gov.uk](mailto:housingsolutions@rbkc.gov.uk)

## Housing management

- 📞 0800 137 111 or 020 3617 7080
- 🌐 [HM-CustomerServices@rbkc.gov.uk](mailto:HM-CustomerServices@rbkc.gov.uk)

## Libraries

- 📞 020 7361 3010
- 🌐 [libraries@rbkc.gov.uk](mailto:libraries@rbkc.gov.uk)



## Licensing

- 📞 020 7341 5152

## Parking

- 📞 020 7361 3004
- 🌐 [enquiries@rbkcpcparking.com](mailto:enquiries@rbkcpcparking.com)

## Parking permits

- 📞 020 7361 4381
- 🌐 [residentparking@rbkc.gov.uk](mailto:residentparking@rbkc.gov.uk)

## Parks

- 📞 020 7361 3000
- 🌐 [parks@rbkc.gov.uk](mailto:parks@rbkc.gov.uk)



## Planning

- 📞 020 7361 3012
- 🌐 [planning@rbkc.gov.uk](mailto:planning@rbkc.gov.uk)

## Registrars

- 📞 020 7361 4100 (for emergencies only)
- 🌐 [registrars@rbkc.gov.uk](mailto:registrars@rbkc.gov.uk)



## Report a problem

- 🌐 [www.rbkc.gov.uk/contact-us/report-problem](http://www.rbkc.gov.uk/contact-us/report-problem) or via your MyRBKC account

## Social services

- 📞 020 7361 3013
- 🌐 [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

## Streetline

- 📞 020 7361 3001
- 🌐 [streetline@rbkc.gov.uk](mailto:streetline@rbkc.gov.uk)

## Tell Us Once bereavement service

- 📞 020 7361 3940

Help for those affected by the Grenfell tragedy

**020 8637 6279 (8am to 8pm)**  
**or 0800 0234 650 (8pm to 8am)**

**[www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)**

Why not sign up for a **MyRBKC** account? Once registered, you can view council tax and benefits, track the progress of problems you have told us about, set up email notifications for the Council issues you care about and more.

**[www.rbkc.gov.uk/myrbkc](http://www.rbkc.gov.uk/myrbkc)**