

Responses to the draft SCI received through Built-ID

Key:

- **red text** denotes proposed changes to the Statement of Community Involvement document.

Question: How can Kensington & Chelsea communicate better with the community?

Name and Organisation	Feedback	Council's Comments
	<p>We used to get a news letter regularly. If we get anything now, it's a glossy full colour booklet that must cost a fortune. The newsletter was printed on newspaper material which is much cheaper.</p> <p>They should hold discussion forums once a month or every two months that are open to the public</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. We will engage with the Council's Media and Communications team to reintroduce the Planning Bulletin on a monthly basis which should also help keep residents and interested parties informed. We will monitor the effectiveness of communicating through the Planning Bulletin and keep this under review as technologies change. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough. The Council also publishes two magazines: Our Borough and North Kensington News.</p> <p>Regarding discussion forums, the SCI already includes them in relation to development. Paragraph 6.8 of the SCI will be amended to clarify this and it will read:</p> <p>"We will introduce development forums as part of a new pre-application</p>

		advice service (see paragraph 6.4) which will allow residents, businesses, Councillors and other stakeholders to collectively discuss proposed developments with applicants and the Council's Planning department. In order to be effective development forums will be convened at the earliest opportunity."
	Time to deal with the unacceptable high level of air pollution poisoning local residents caused by heavy traffic using the arterial roads North and south through Earls court down to the embankment. THE RICHEST BOROUGH IN BRITAIN NEEDS TO impose a congestion charge on heavy trade vehicles using Chelsea as a rat run ..this would be easy with camera recognition as of the old congestion zone AND apply it to commercial traffic and none local residents traffic..why is RBK& C avoiding the obvious solution?	Comments noted. Those comments are outside of the scope of the SCI. However, the Council has an Air Quality and Climate Change Action Plan 2016 – 2021 and tackling air pollution is key in this strategy. You can read further information about on the Council's Climate Change webpage .
	More choices for online voting	Comment noted. However, this is outside of the scope of the SCI.
	Post, email, meetings	Comment noted. These suggestions are included in the consultation techniques (Chapter 3) of the SCI.
	Looking forward to a debate	Comment noted.

	<p>More regular but concise summaries of what is going on - the most pertinent stuff - with important dates and time-lines.</p> <p>A section for the whole borough at macro level. And then a second section that focuses just on the local level - an estate/ward/etc.</p> <p>This way you can easily and quickly glean an overview of the important stuff going on both borough-wide but also locally.</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p>
	<p>Decent weekly update via email</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p>
	<p>So that decisions are not driven by lobby groups, but by wider public views, it would be better always to have wide public consultations, either with well-publicised meetings or invitations to give views on line. How useful these consultations are will depend on the quality of the information provided by RBKC. Other communications from RBKC should be factual and straightforward, not pieces of journalism or glitzy propaganda.</p>	<p>Thank you for your feedback. The intention of using the digital platform for the Draft SCI consultation was to reach to a much wider audience. We managed to send adverts publicising this consultation to about 135,000 people in the borough. Given the wide reach of such methods we will be using them more alongside other forms of consultation.</p>

	<p>Residents are left to trawl through hundreds of planning documents on major applications. The council could draw up a summary of the proposals and their implications, to present to residents before asking them for feedback. Currently all public liaison is conducted by the developers, who sometimes have an interest in obfuscating the impact of their proposals and overstating the public benefit.</p> <p>The council officers often present as PR agents for the developers</p>	<p>Comments noted. We are in the process of developing a new planning advice service (before planning applications are submitted).</p> <p>We will also amend paragraph 6.4 of the SCI to read: “We will be developing a new planning advice service in early 2020 and as part of this, we will discuss options with residents and other stakeholders before preparing a new procedure note setting out the details of the new service.”</p>
	<p>How about a short monthly newsletter (say 2 or 3 pages) by email, highlighting major upcoming planning and other issues well in advance?</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. We will also engage with the Council’s Media and Communications team to reintroduce the Planning Bulletin on a monthly basis. We will monitor the effectiveness of communicating through the Planning Bulletin and keep this under review as technologies change.</p> <p>Our stakeholders can also sign up to the Council’s e-newsletter to learn about news, services, events and more in the borough.</p>
	<p>Actually consult us BEFORE you have already decided the outcome ie genuine consultation and do NIT load questions to produce the outcome you want - keep questions genuinely open</p>	<p>Noted. Proactive and early engagement is one of the Principles of engagement (please refer to Figure 3, chapter 2 of the SCI).</p>
	<p>Via email and better relations with residents' associations</p>	<p>Noted. Email notifications are one of the methods we use to communicate.</p> <p>Engaging residents associations is key and we reflect that in Paragraph 5.5 of the SCI which explains who the consultation bodies are and include Residents’ Associations. Residents Associations are</p>

		on the Planning Policy Database and are consulted. We would expect Residents Associations to fully engage in our consultations and represent members of their communities to ensure that their member's views are taken into consideration.
	You could sort out you "notifications on planning issues. It used to work. Now it's useless.	Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. It will be helpful if the faults of the system were clarified to understand why it does not work.
	Engagement, preferably online or voice, not being asked to submit into an unresponsive bureaucratic, rule-bound, silent, monastery that IF it answers, does so with a collective voice and usually only responds on what the "rules" say is a relevant comment/objection. And then that is the end of the "conversation".	Comments noted. Please contact us through Planning Line 0207 361 3012 and you can speak to a planner any day of the week during working hours.
	Your new My RBKC website is defective and problematic I think this is because you have a mixture of personal private items on it with others which anyone can have safe access to eg if you want to receive planning updates there is no reason to have passwords etc if as you have done access to council tax is on the same site you need passwords it would be better to have these separate as people are fed up with having to remember loads of pass words Also MY RBKC has already been found impossible for some people to access please split these 2 issues so that those who only want legitamate updates on planning licencing etc	Comments noted. We will notify the Council's engagement teams who run the process. MyRBKC allows to set up email notifications for planning applications and notifications about works in your area by street, ward, postcode or conservation area. This should help making the notifications more relevant. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.

	can have this without all the fuss of passwords as current	
	Live stream and/or community meetings. Very keen to attend but it is difficult sometimes	Comment noted. We do live stream Leadership Team and Full Council meetings.
	The Council is making significant efforts to communicate better but still has a way to go. The central community engagement team needs to ensure it is keeping on top of important items of outward communication from all departments - so that a single newsletter can go out to local community organisations. Similarly there needs to be one web-page for the whole Council which carries details of consultations taking place at any one time. The average residents is not going to find their way to a page under 'Planning and Building Control' and then 'Planning Policy' to find their way to an important consultation.	Comment noted. The Council's website is being reviewed. We will pass your comments to the central engagement team. MyRBKC allows to set up email notifications for planning applications and notifications about works in your area by street, ward, postcode or conservation area. This should help making the notifications more relevant. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.
	Lack of active communication - just putting information on the website is passive. Communities need the Council to alert	Comment noted. MyRBKC allows to set up email notifications for planning applications and notifications about works in your area by street, ward, postcode or conservation area. This should help making

	<p>residents who want it information on subjects that interest them. For example, until 2017 the Planning Department sent out regular alerts. Limiting all communication to be through a central point has resulted in a reversion to an earlier era when there was no information. Even the adoption of the revised Local Plan was not publicised.</p>	<p>the notifications more relevant. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough. The Council also publishes two magazines: Our Borough and North Kensington News.</p> <p>The adoption of the Local Plan took place at the Full Council meeting on 11 September 2019. It was publicised through normal governance arrangements and an email to everyone on the Planning Policy database. There was a webcast of the meeting available online. We also sent the relevant information to the local Libraries.</p> <p>We will engage with the Council's Media and Communications team to reintroduce the Planning Bulletin on a monthly basis. We will monitor the effectiveness of communicating through the Planning Bulletin and keep this under review as technologies change.</p>
	<p>I am not sure about this as even in this age not everyone is on the internet. It is vital that before a planning application is submitted that local people or given the opportunity to voice their own views on local issues.</p>	<p>The Council agrees and therefore digital platforms supplement other forms of consultation. Neighbours are notified of planning applications through post and a site notice is put up close to the application site so the wider public is also aware and able to respond.</p>
	<p>Too much dependence on "passive" communication - very few people want to surf the website to see if something has happened, especially since very few serious issues are put up. More active communication is necessary, such the regular updates that used to be sent out to "subscribers", such Planning Direct. More decisions and announcements should be sent to those who would like to sign up.</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough. The Council also publishes two magazines: Our Borough and North Kensington News.</p>

	Send a monthly newsletter by email to interested residents	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p> <p>We will engage with the Council's Media and Communications team to reintroduce the Planning Bulletin on a monthly basis. We will monitor the effectiveness of communicating through the Planning Bulletin and keep this under review as technologies change.</p>
	Feed information through Residents' Associations & do more to promote and support local RAs	<p>Noted. Engaging residents associations is key and we reflect that in Paragraph 5.5 of the SCI which explains who the consultation bodies are and include Residents' Associations. Residents Associations are on the Planning Policy Database and are consulted. We would expect Residents Associations to fully engage in our consultations and represent members of their communities to ensure that their member's views are taken into consideration.</p>
	Monthly online newsletter highlighting current issues and giving space for comments	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p> <p>We will engage with the Council's Media and Communications team to reintroduce the Planning Bulletin on a monthly basis. We will monitor the effectiveness of communicating through the Planning Bulletin and keep this under review as technologies change.</p>
	Have better apps. Better website, easier to find consultations grouped per area. Local events at convenient times, ie late afternoon. Leaflets delivered, ie reminders re rubbish procedure, fly tipping etc must be delivered to each household. High turnover, rental etc, regular leaflets needed	<p>Comment noted. The Council's website is being reviewed and updated. Planning and Place (the Council's Planning Department) does not produce leaflets but we will pass the information to the Council's engagement team.</p>

	<p>The old RBKC Newsletter was informative but I realise things have changed and moved on. Perhaps individual emails or at least to the Chair of various Residents association who could then forward them to Residents interested as well as to Community Centres.</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p> <p>We do consult residents associations on Planning Policy Consultations.</p>
	<p>Consult residents directly affected either via their RA or in person before consulting anyone else. Listen instead of talking.</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area.</p> <p>Residents Associations are included in our Planning Policy Consultations database.</p>
	<p>Meeting are often at night say at 6.30pm when we are traveling BB back from work. I would like Saturday day time once every 3 months when ruin put on a days worth of meetings where residents can attend and speak.. and I don't mean 5 minutes for a whole residents association to speak. Often when it comes to planning decision we feel dictated to. In Edinburgh and other cities planning meetings give far more time for the locals to speak, they can even field their own EXPERT WITNESSES</p>	<p>Comment noted. We run public meetings at different times and also during the weekend to try to reach a larger number of interested parties.</p> <p>Planning Committee procedures are outside the scope of the SCI but were part of two PRSC reviews in May and June 2019.</p>
	<p>Townhall meetings on specific subjects + engage with local interest groups (eg extinction rebellion, religious groups, etc)</p>	<p>Public meetings and face-to-face communication are part of our consultation techniques.</p>
	<p>More notices in places people can see. Notices. Emails. Updates.</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. We put site notices up for new planning applications. Also, our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough. The Council</p>

		also publishes two magazines: Our Borough and North Kensington News .
	These meetings are good, and the need to be kept informed is paramount	Thank you for your feedback.
	Involve residents with pre app discussions with developers	<p>Comments noted. Residents forums will be designed into the new pre-app service, which will be discussed with residents in early 2020. They will involve all stakeholders, including residents, and provide an opportunity for stakeholders to be involved in pre-application discussions. We will amend paragraph 6.8 of the SCI to read:</p> <p>“we will introduce development forums as part of a new pre-application advice service (see paragraph 6.4) which will allow residents, businesses, Councillors and other stakeholders to collectively discuss proposed developments with applicants and the Council’s Planning department. In order to be effective development forums will be convened at the earliest opportunity.”</p>
	Get out and see the roaming badly behaved yobs DRUG DEALING NO POLICE PRESENCE DRUNK HOMELESS congregating behind Riley's Pub drinking behind the sheds	These comments are for the Met Police and are outside of the scope of the SCI.

	<p>The most important point to make is that you have posed the wrong question. Surely it is not how the Council can communicate better with locals, but how the Council can listen better to what locals have to say. Communication is two-way. Listen and respond.</p> <p>Perhaps RBKC can consider the following:</p> <p>Rather than a website full of documents which is hard to navigate, use more infographics especially at the upper level of the site - it is easier to grasp topics visually than have to ready through many levels of documents where you end up lost in a rabbit warren.</p> <p>Make residents and local business owners aware of the timescales of planning of changes in the Borough, what happens at what stage, when their view can make a difference. Use a good infographic for this.</p> <p>Make residents aware of projects AT AN EARLY STAGE that are going to effect them, EG: air and noise pollution reduction, vehicle speed reduction (allied to air and noise pollution), housing development, development of social housing for rent, schools, etc. If they hear early, they can get involved and help shape policy. This will make the Council more democratically accountable and prove that they</p>	<p>Comments noted. The Council's website is being reviewed and updated. However, signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough. The Council also publishes two magazines: Our Borough and North Kensington News.</p> <p>We agree that early engagement is key and we have included it as one of our principles of engagement (figure 3, chapter 2 of the SCI). Regarding the comment on salaries, they are available online</p> <p>Some of the suggestions: transparency of salaries, contract, voting, although useful, are outside the scope of the SCI.</p> <p>The Planning Business Plan will be available online from our Planning webpage.</p> <p>Councillor surgeries are available online.</p>
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	<p>are listening.</p> <p>Keep listening! Do regular person to person surveys about what is important to residents and local businesses. Keep in touch!</p> <p>Keep listening! Publicise councillor surgeries more widely, ensure all councillors have at least one surgery a month. Councillors should be the eyes and ears of the Council.</p> <p>Transparency above all! Publish salaries and other benefits of all elected councillors in a timely fashion - this kind of open communication will improve relationships with locals.</p> <p>Take questions about contracts, work of which locals may question the necessity.</p> <p>Explore ways (with the Electoral Commission?) of getting more residents to vote in local elections. More involvement by voting will mean that locals feel they have some stake in the system and this will of itself open up two-way communicate</p>	
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	<p>Have a digital data base, where people can sign up to get timely and proactive emails from the council to inform about the new policies, consultation, laws, etc</p>	<p>Comment noted. Signing up to MyRBKC will allow you to set up email notifications for planning applications and notifications about works in your area. Our stakeholders can also sign up to the Council's e-newsletter to learn about news, services, events and more in the borough.</p>
	<p>Its good to be asked but how is this information going to improve things? My biggest concern is the lack of effective provision for young people so would be very interested to know what plans there are, not only in the North of the borough where the the community spirit is much stronger but also in the South where less well off sections of the community are lost amongst the perceived wealth.</p>	<p>Comment noted. The use of digital platforms will ensure better communication with younger people.</p>
	<p>I don't feel I have anything to add but thank you for consulting us!</p>	<p>Comment noted.</p>
	<p>So in Our Priorities you state you want to know how best to communicate with me and then the next question is how long have I lived in the borough NOT how do I reach you!! And you ask my age again in that survey which was address in another survey...</p>	<p>We apologise for this and thank you for your feedback. The questionnaire was changed as a result of your comment.</p>