

NO.2



# Ask Nick: A Conversation with the Leader of the Council

Al Manaar, the Muslim Cultural Heritage Centre  
244 Acklam Road, London W10 5YG

Tuesday 20 October 2015

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**Can the Leader or Cllr. Hargreaves request that attendees do not take and hold the microphone when asking a question?**

## **Pre-Submitted Questions** (see p.51 onwards for answers)

<b>Housing (2.1)</b>	
<b>Marwan Elnaghi</b>	What is regeneration and how does it affects Leaseholders?

<b>Planning and Environment (2.2)</b>	
<b>George Wokorach</b>	Why is it only the noise team which has fully merged with LBHF Noise Team and yet 2 years down the line we still have 2 different systems, salaries, call centres and different procedures? Are you planning to keep us together or you are leaving your options open?

## **Other points for consideration**

Land opposite Al Manaar, the Muslim Cultural Heritage Centre

North Kensington Library

Venture Community Association (VCA) and the new Community Centre on Wornington Green

Voluntary sector organisations and Council property

Westway Trust

Suitability of Al Manaar as venue for council event

**Representation from the Police at the event: Steve Jones**

## **Event Attendees**

<b>Surname</b>	<b>First Name(s)</b>
Schumi	Heinz
Elnaghi	Marwan
Dixey	Kate
Hughes	Laurelle
Maeda	Friederike
Learner	Claire

Wokorach	George
Spence	Angela
Ghods	Zara
Gonzalez	Barbara
Fleming	Rita
Donaldson	Nadine
Taylor	Miranda
Lambert	Mary
Allcock	Steven
Thomas	Tony
Kent	Julia



CENSUS

## Section 1 - Background

### Section 1.1 - Census 2011

A brief description of the four Wards; **Colville, Dalgarno, Golborne** and **St Helen's** using information gathered in the 2011 Census. Information will cover key demographic trends such as population, ethnic groups, health, household ownership and education. All comparisons and rankings are made in the RBKC borough.

#### Population

The borough has seen a 0.2% decrease in population since 2001 but the trend is not even across all wards where population change is highly variable. Recent changes to Ward boundaries means a comparison to 2001 Census data is not possible.

- The population is 9,434 in Colville and has a population density of 201.6 people per square hectare, ranked 2nd highest in the borough.
- The population is 6,903 in Dalgarno and has a population density of 73.6 people per square hectare, ranked 18th highest in the borough.
- The population is 8,586 in Golborne and has a population density of 156.2 people per square hectare, ranked 8th highest in the borough.
- The population is 6,430 in St Helen's and has a population density of 141.2 people per square hectare, ranked 10th highest in the borough.

#### Language and Ethnicity

A general trend in the reduction "White British" residents has been noted in the borough but the addition of "Arab" ethnicity and the change of "Chinese" to "Asian/Asian British" may have had an effect on the figures which can lead to an altered perception of the data.

- In Colville, English is the main language for 78.0% of residents, 2.5% speak French, 2.1% speak Arabic and 65.0% classify themselves being of White ethnicity.
- In Dalgarno, English is the main language for 77.1% of residents, 1.1% speak French, 4.6% speak Arabic and 55.0% classify themselves being of White ethnicity.
- In Golborne, English is the main language for 73.8% of residents, 1.6% speak French, 6.2% speak Arabic and 45.3% classify themselves being of White ethnicity.

- In St Helen's, English is the main language for 81.3% of residents, 2.0% speak French, 2.4% speak Arabic and 67.4% classify themselves being of White ethnicity.

### **Religion**

The three main religious views are detailed:

- In Colville, Christians make up 48.3% (ranked 17th), Muslims 9.4% (ranked 8th) and residents with no religion make up 26.0% (ranked 2nd).
- In Dalgarno, Christians make up 52.7% (ranked 10th), Muslims 16.7% (ranked 3rd) and residents with no religion make up 19.3% (ranked 12th).
- In Golborne, Christians make up 47.2% (ranked 18th), Muslims 22.7% (ranked 1st) and residents with no religion make up 18.6% (ranked 13th).
- In St Helen's, Christians make up 51.8% (ranked 13th), Muslims 8.5% (ranked 10th) and residents with no religion make up 25.4% (ranked 3rd).

### **Health**

Overall health in Kensington and Chelsea is ranked first in England and Wales for the percentage of residents that assess their health as „very good“ (57.8%).

- In Colville, 54.3% of residents assess their health as “very good” and 5.1% have a long term limiting illness (375 residents, ranked 6th).
- In Dalgarno, 46.5% of residents assess their health as “very good” and 8.5% have a long term limiting illness (411 residents, ranked 2nd).
- In Golborne, 44.6% of residents assess their health as “very good” and 8.6% have a long term limiting illness (539 residents, ranked 1st).
- In St Helen's, 52.3% of residents assess their health as “very good” and 6.0% have a long term limiting illness (296 residents, ranked 4th).

Source: ONS

### **Education**

52.7% of the adult population of Kensington and Chelsea have a level four qualification (e.g. a degree (BA, MA, PhD, PGCE), or professional qualification (e.g. teaching, nursing, accountancy), this ranks the borough fourth nationally (25% higher than the national average).

Specifically focusing on level four and above in the wards:

- Colville – 49.7% (4,032, ranked 13th).
- Dalgarno – 30.4% (1,662, ranked 18th).



- Golborne – 32.3% (2,258, ranked 16th).
- St Helen's – 47.0% (2,515, ranked 14th).

### Marriage (Including Civil Partnerships)

- In Colville, married residents make up 26.9%, 18th highest.
- In Dalgarno, married residents make up 30.2%, 15th highest.
- In Golborne, married residents make up 28.6%, 16th highest.
- In St Helen's, married residents make up 30.7%, 14th highest.

## Tenure

- Owner occupied housing holds the highest share of accommodation in the borough (36.6%) where it is also high in St Helen's 34.3% (Colville at 28.0%, Dalgarno at 21.5% and Golborne at 14.0%). There has been an overall reduction of 7.3% in the borough for owner occupied households since 2001.
- Privately rented housing holds an increasingly high share of the total accommodation and represents 28.6% in Colville (1,405), 22.1% in St Helen's (668), 17.8% in Golborne (696) and 13.6% in Dalgarno (394). The borough has the 3rd highest share nationally and an average of 35.8%.
- Socially rented housing remains slightly above the national average (17.6%) in the borough at 24.5%. However, the rate is highest in Golborne (68.2%) and also high in Dalgarno (64.9%), Colville (43.5%) and St Helen's (43.5%). Social renting has fallen overall since 2001 (26.0%).

## Travel to Work

Average Underground use for commuting in the borough is 23.6% and car use 8.2%. Kensington and Chelsea has the highest number of people who walk or take taxis within London and also has the lowest rate of National Rail usage.

- Colville residents predominantly use the underground (23.7%, 1,826 residents, ranked 9th) and bus, minibuss or coach (9.9%, 765 residents, ranked 6th) to get to work.
- Dalgarno residents predominantly use the underground (13.6%, 691 residents, ranked 17th) and bus, minibuss or coach (13.1%, 665 residents, ranked 2nd) to get to work.
- Golborne residents predominantly use the underground (15.0%, 995 residents, ranked 16th) and bus, minibuss or coach (12.9%, 857 residents, ranked 3rd) to get to work.

- St Helen's residents predominantly use the underground (21.3%, 1,083 residents, ranked 13th) and driving a car or van (11.3%, 575 residents, ranked 1st) to get to work.

### Additional Information

Detailed Census information for the Royal Borough of Kensington and Chelsea and 18 detailed Ward Profiles have now been released and can be found here: <https://www.rbkc.gov.uk/council/open-data-and-transparency/transparency-and-open-data/census>.

IMD 2015 scores will be released in October/November (delayed from August) which will see a much needed update of the 2010 dataset. We hope to feature the new scores in the next "Ask Nick" as well as further publications on the RBKC website.

### A Brief Update on the Indices of Multiple Deprivation 2015

An update of the Indices of Multiple Deprivation (IMD) scores has been released. The IMD 2015 is the official measure of **relative deprivation** for small areas in England. The data captured is shown in Lower Super Output Area (LSOA) boundary format and contains **mostly 2012-13 data** as an update from the IMD 2010 scores which used predominantly 2008 data. LSOAs are a geographic area typically used to help with the reporting of small area statistics. An **LSOA typically contains between 1,000 and 3,000 people** (400-1,200 households). The number and boundaries of LSOA's in RBKC has not changed since 2001, however the number of LSOA's nationally has increased by 362 to 32,844.

Source: ONS

### Caution Interpreting the Results

When looking at changes in deprivation between the IMD 2015 and previous versions, changes can only be described in **relative terms**, for example, the extent to which an area has changed rank or decile of deprivation. This means it can tell you if one area is more deprived than another but **not by how much**. The IMD cannot be used to quantify an area's wealth/affluence and any comparison with previous IMD rankings should be considered with caution.

### Methodology

For ease of use, the scores/ranks have been **grouped into 10 per cent bandings or deciles**.

The methodology has been slightly changed from the 2010 specification but the overall deprivation scoring system is very similar. The list of



domains and their weight (in per cent) in constructing the score in the 2015 IMD are as follows:

- Income Deprivation (22.5%)
- Crime (9.3%)
- Living Environment Deprivation (9.3%)
- Education, Skills and Training Deprivation (13.5%)
- Employment Deprivation (22.5%)
- Health Deprivation and Disability (13.5%)
- Barriers to Housing and Services (9.3%)

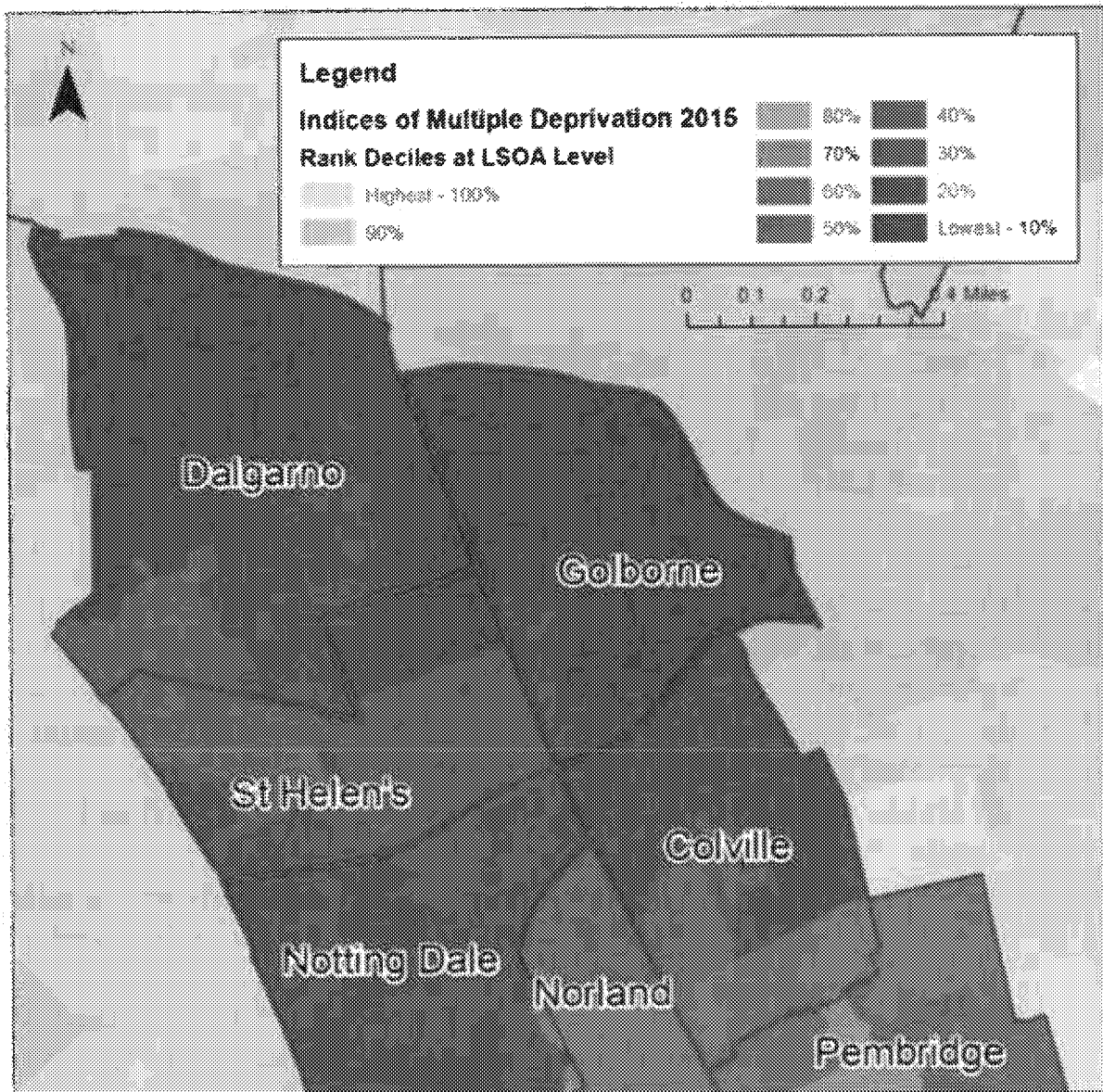
### Headline Results

- RBKC has 11 (out of 103) LSOAs in the **bottom 10 per cent decile** in the latest 2015 data compared to 9 in 2010.
- RBKC overall was ranked 101st in 2007, 103rd in 2010 and is **now ranked 104th** (1 being most deprived) according to its score. This means RBKC is less deprived relative to Hammersmith and Fulham (92nd) and Westminster (57th).
- **Golborne contains five (out of six) LSOA's in the 10% most deprived decile** and the remaining LSOA is in the 20% most deprived decile.
- **Dalgarno contains four (out of six) LSOA's in the 10% most deprived decile.**
- **St Helen's contains one LSOA in the 10% most deprived decile.**
- **Colville contains no LSOA's in the 10% most deprived decile.** However, four out of five LSOAs are in the 20% most deprived decile.
- The domains that cause the most deprivation in these wards are: **income, employment, crime, barriers to housing and the living environment.** Education in these wards is in line with the borough average, which is amongst the **least deprived in London.**



ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## Indices of Multiple Deprivation 2015 Deciles



Author: Oliver Turner, Consultation and Performance Team, 2015

### Additional Information

Detailed Census information for the Royal Borough of Kensington and Chelsea, IMD 2015 detailed analysis (to be released soon) and 18 detailed Ward Profiles have now been released and can be found here: <https://www.rbkc.gov.uk/council/open-data-and-transparency/transparency-and-open-data/census>.



COMMUNITY  
SAFETY



## Section 1.2 Community Safety – Crime Statistics and Recent Developments

### 1. Police reported crime statistics – Sep 2014 to Aug 2015

- Within the six North Kensington wards Colville experienced the highest volume of the selected crime types, followed by Golborne.
- Dalgarno and Golborne had the highest increases in these selected crime types compared to the same period last year.
- Pembridge was the only ward to have a decrease in crime during this period.
- Within North Kensington wards as a total there were decreases in Robbery, theft from the person and theft from the motor vehicle offences. However, overall within these crime types there was a 17% increase in crime.
- Compared to the borough as a whole, North Kensington experiences 45% of robbery crime and 42% of violence against the person crime.

	Violence against the person	Burglary	Robbery	Theft from the person	Theft of motor vehicle	Theft from motor vehicle	Criminal damage	Total	Change from same period last year
Colville	396	132	43	210	63	76	70	990	17%
Dalgarno	394	40	15	23	16	43	82	613	29%
Golborne	398	95	48	81	52	55	88	817	24%
Orland	118	62	18	24	50	81	32	385	13%
Notting Dale	347	70	24	28	32	55	79	635	20%
Pembridge	150	101	26	76	36	42	34	465	-2%
<b>TOTAL</b>	<b>1803</b>	<b>500</b>	<b>174</b>	<b>442</b>	<b>249</b>	<b>352</b>	<b>385</b>	<b>3905</b>	<b>17%</b>
Change from same period last year	40%	21%	11%	-18%	56%	-6%	8%	17%	

Borough crime	4337	1565	388	1122	771	1414	1036	10633
% of Borough crime	42%	32%	45%	39%	32%	25%	37%	37%



## 2. Introduction to Prevent

- 2.1 RBKC and LBHF have a combined Prevent Team. Both Boroughs have been designated as Prevent 'priority' status by the Home Office (there are c50 'priority' boroughs in England and Wales).
- 2.2 The three key objectives of the Prevent strategy are to:
- Respond to the ideological challenge we face from terrorism and aspects of extremism, and the threat that we face from those who promote these views.
  - Work with institutions where there are risks of radicalisation to be addressed.
  - Provide practical help in order to safeguard vulnerable people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- 2.3 The delivery of Prevent is led by local authorities. However local delivery is done in conjunction with a wide range of sectors and institutions; these include but are not limited to: education, criminal justice, faith, charities and government departments, in addition to community organisations. The police also play a significant role in Prevent, in much the same way as they do when taking a preventative approach to other crimes.
- 2.4 The Prevent agenda is far reaching, and work being delivered in RBKC includes: supporting educational institutions; partnering with youth groups to engage with vulnerable young people; providing training to front line practitioners; working with faith institutions; supporting supplementary schools; promoting safe charitable giving and supporting parents.

## 3. Prevent Duty

- 3.1 The Counter Terrorism and Security Act (2015) placed Prevent on a statutory footing, through the 'Prevent Duty'. The Prevent Duty requires a wide range of bodies including Local Authorities, schools, early years and later years childcare providers, universities, colleges, the health sector and the Police to have '*due regard to the need to prevent people from being drawn into terrorism*' in the exercise of their functions.
- 3.2 The CTSA (2015) sets out key areas to be addressed by bodies

specified within the legislation and these include:

- Risk Assessment / Action Planning / staff Training

- 3.4 One of the key requirements of the Prevent Duty is that frontline staff understands how to identify people at risk of radicalisation or extremism and the safeguarding pathways they should use.

#### **4. Prevent Safeguarding Process**

- 4.1 One of the key objectives of the Prevent Strategy is to provide practical help in order to safeguard vulnerable people from being drawn into terrorism and ensure that they are given appropriate advice and support. The approach should be the same as the approach to all other forms of safeguarding. The Prevent Strategy outlines that *"Safeguarding vulnerable people from radicalisation is no different from safeguarding them from any other forms of harm."*
- 4.2 The Channel Programme is a diversionary multi-agency safeguarding panel that looks to protect vulnerable people (children and adults) who are at risk from radicalisation. The Channel programme uses existing collaboration processes between local authorities, statutory partners and the local community to:
- identify individuals who at risk of being drawn into terrorism or terrorist-related activity;
  - assess the nature and extent of that risk; and
  - develop the most appropriate support plan for the individuals to divert them away from terrorism and extremism.

#### **5. Local Project Examples**

##### **5.1 Prevent Schools Officer**

A designated officer to engage with schools and colleges making them more aware of Prevent and willing and able to contribute to its aims. The Schools Officer will provide a leadership role for schools within RBKC and be responsible for co-ordinating and delivering Prevent education priorities in the Borough. The Schools Officer engages with all education providers in the Borough, identifying key contacts within institutions and working with them to help manage the risk of extremism and radicalisation.

##### **5.2 Supplementary Schools Officer**



The project supports supplementary schools (including madrasahs) by raising awareness and facilitating compliance around key areas of concern (such as safeguarding needs and student wellbeing). These areas will include their responsibilities around Prevent (through WRAP training), safeguarding, discrimination, and better governance structures.

### 5.3 Counter Narrative Media Project

This project, delivered by a third sector provider, is a series of interactive workshops which use real life examples of extremist propaganda espoused by known extremists and offer a counter narrative. It includes the use of a DVD to facilitate topics for discussion and debate to improve the critical thinking skills of vulnerable young people.

### 5.4 Strengthening Families, Strengthening Communities

Based on the existing parenting course with additional Prevent focussed content this is a 14 week parenting intervention (1 three-hour session per week) for families identified as vulnerable by safeguarding practitioners and key community organisations. The course equip families with the skills to recognise and challenge extremist propaganda; encourage parents to feel confident in requesting support and improve their parenting skills to reduce space in which extremists operate.

### 5.5 Prevent Advisory Group (PAG)

Meeting of community stakeholders to enhance and support Local Authority delivery of Prevent and to empower increased community capacity and capability to tackle extremism. PAG provides constructive input into local delivery plans and steers Prevent delivery in RBKC.

## 6. Serious Youth Violence

### 6.1 Current targeted services in the borough to support and divert young people away from offending include;

- Redthread at St Mary's Hospital victims of stabbings/ assaults picked up by youth workers at high risk time in their lives and help them change their behaviour and prevent harm to themselves and others.
- EPIC CiC The largest provider of youth services in the borough including youth clubs. A team of specialised youth

workers deliver group work and one to one mentoring programmes with young men and women identified to have links to gang members.

- St Giles SOS Ex-offender mentoring programmes for those needing support to exit gang lifestyles and offending.
- Working with Men to engage young men with mental health difficulties (diagnosed or undiagnosed) at risk of acute mental illness or suicide, by means of short- to medium-term counselling support and intervention. Families often have mental health, domestic abuse and/or substance misuse histories.

6.2 The council takes the lead in the joint partnership work through focusing on the most high risk offenders which includes enforcement and intervention. This assesses risks of individuals to themselves and their local communities and agrees action plans to limit and reduce the risk presented. This involves Housing, Police, Probation, Youth Offending, Children's Services, Education and voluntary services.

6.3 Community Safety staff and police leads regularly meet with colleagues in Brent, Westminster and Hammersmith and Fulham to share information and intelligence regarding offending that takes place between groups across the boroughs. This allows each borough to work together, manage risk and prevent the most persistent offender from committing crime.



TRAMSPORT  
& HIGHWAYS



## **Section 1.3 - Transport and Highways Developments in Colville, Dalgarno, Golborne and St. Helen's wards**

### **Golborne Road streetscape scheme**

Last summer we consulted residents and traders on improvement proposals for Golborne Road. Unfortunately there was not a clear consensus and the proposals to reduce the carriageway attracted strong opposition from some members of the local community.

Since then we have invited representatives from the Golborne Association, the Golborne Forum and individual residents and traders to join us in re-examining the proposals and formulating a design that would have the support of the wider community. With the input of this working group we have developed proposals that successfully tackle the problems identified on the road, and make the road more attractive without compromising its unique character.

We began consulting all residents of Golborne ward at the end of September, which is on the current consultation part of the Council website. Closing date for comments is 23 October. If the local community is in favour of the proposals we will continue to develop the design and works will commence in spring 2016. We will work with residents and traders to minimise any disruption during the works, which are likely to take about 12 months.

### **North Kensington Streetscape Review**

With the help of the North Kensington Streetscape Advisory Group, chaired by Cllr Coleridge, we have been progressing our review of the Golborne, Dalgarno and St Helen's wards. Within this area we have removed a total of 209 redundant signs and 28 posts, 239 bollards and 87 panels of guardrail to de-clutter the footways.

We have also reviewed existing traffic schemes within the review area with a view to updating them to current streetscape standards and improving road safety. Once we have completed cost estimates for these improvements the Advisory Group will decide on the priority for implementation. Following discussion by the group at its meeting at the end of September we will start on the detailed design for implementation which is expected to commence in early 2016.

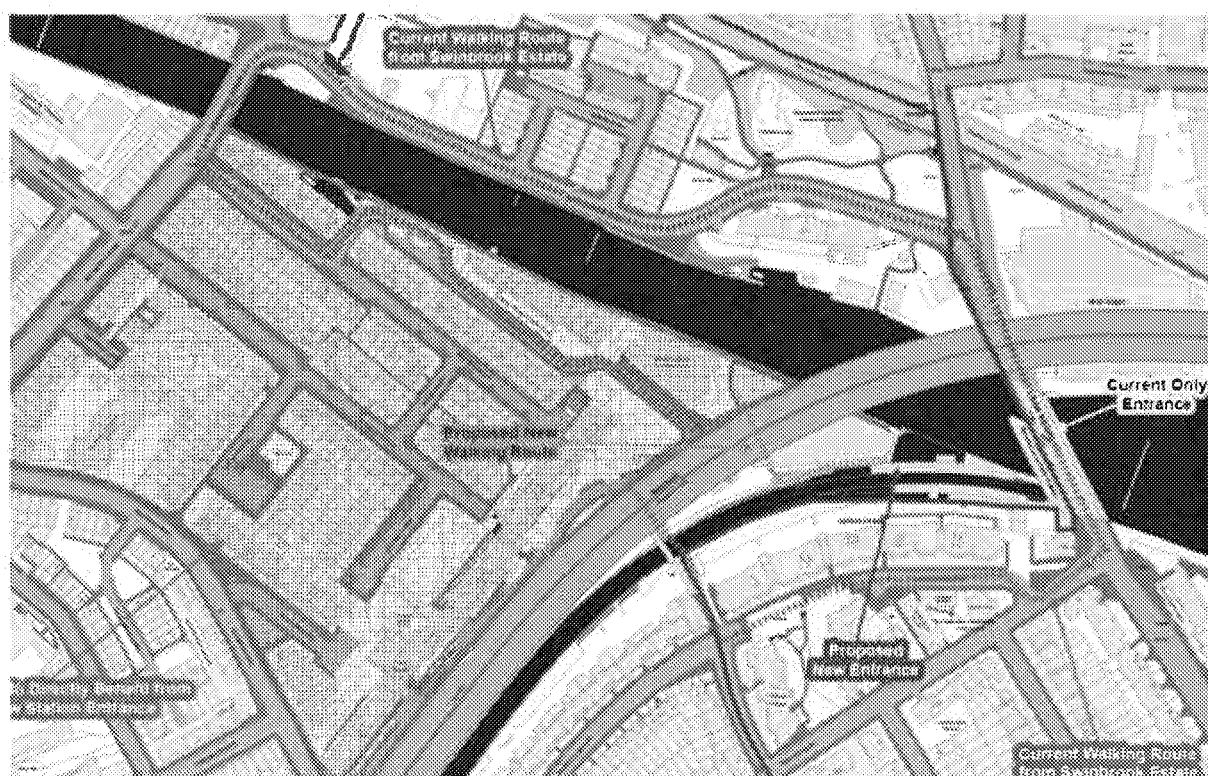


Note that the proposals include modifications to two mini-roundabouts on St Mark's Road (at Oxford Gdns and Bassett Rd), in response to concerns about collisions.

In addition we have identified opportunities for public realm improvements (Bevington Road open space in Golborne ward and the Barlby Road/Dalgano Gardens junction in Dalgarno ward). We have commissioned consultants to produce initial designs for discussion with the Streetscape Advisory Group at its next meeting.

### **Westbourne Park Tube station**

We are about to agree with London Underground the terms of a feasibility study into the creation of a second entrance to the station, on the northern side. This would reduce the walking distance to the station from the Swinbrook Estate and from homes in the area bordered by Golborne Rd, Bevington Rd and the railway (See plan). It would also provide step free access to the eastbound platform. The Council is funding the feasibility study. There is no commitment yet from either side to fund the works, if found feasible.



### **Kensal Portobello Crossrail station**

At the time of writing, we were still chasing TfL officers for information on the idea of a combined depot + station on the North Pole East site.

Following our appearance at the HS2 Committee in the summer, we have had positive dialogue with HS2 about elements of the HS2 Bill that would have jeopardised our station plans. We remain committed to our plan to have 4-6 trains call at a Kensal Portobello station, with separate tracks allowing fast trains to bypass it on the way to Old Oak Common, for HS2. This would help Crossrail run more trains to Old Oak Common, as they will need to do once HS2 opens. We are still engaged in discussions with the Crossrail Sponsor team.

### **Road safety / traffic management**

We have recently completed the improvements in Walmer Road and Bomore Road around the new Kensington Leisure Centre including new pedestrian islands, rearranged parking and an informal crossing point to the Leisure Centre entrance. We are also working with the Kensington Aldridge Academy to address road safety concerns in Silchester Road, having already put in a school keep clear marking.

We are liaising with WCC, TfL and LB Brent on a scheme to provide pedestrian crossing facilities at the Harrow Road/Ladbroke Grove junction. We have been criticised for holding this work up, but the fact is both we and TfL need to be content that traffic modelling shows this could work without creating unacceptable delays.

We have in the past been lobbied to restore the traffic humps in St Quintin Avenue, which we took out a few years ago when resurfacing. Our surveys showed speeds did not change significantly after removing the humps.

Earlier this year we responded to a petition requesting traffic calming in St Ann's Rd. The speeds were not especially high, but we did undertake to remove the centre line markings in the road – TfL research suggests this can reduce average speeds.

We have commissioned PCL to carry out a study of the section of Ladbroke Grove between Kensal Road and Westbourne Park Road



covering road safety, cycling, streetscape etc. We are expecting a report later this year.

There have been complaints for a long time about queuing traffic on North Pole Rd, backing up from the lights on Wood Lane. We have raised this with LBHF and TfL, but TfL have always wanted to provide maximum green time to traffic on Wood Lane/Scrubs Lane.

Nb the greatest pressure for 20mph limits has tended to come from the more suburban parts of N Kensington.

### **Schools parking issues**

We have several schools in the north of the borough where there are ongoing problems with parking over several years, despite action by the school and regular enforcement by CEOs, sometimes in conjunction with the police. These include: Avondale Park, Bevington St Charles Oxford Gardens and Barlby School. We are working with the Parking Team and the schools to try to and alleviate the parking problems. Bevington are being especially proactive.

### **Development management**

Bicycle/ Pedestrian Underpass under West London Line – We are waiting for Network Rail, Imperial College and LBHF to agree on future maintenance responsibilities for the structure. Once this issue has been resolved the planning application for the eastern portal will be presented to planning committee again. The applicants will present responses to residents' concerns about security, cleansing and day to day maintenance. Henry Peterson is likely to complain about the delays in securing this valuable new link from Oxford Gardens/Latimer Road to the White City area.

Silchester Garages – Lockton Street is still the responsibility of Peabody Homes. There are a number of outstanding matters that must be addressed before the Council will consider adopting this street.

Wormington Green – A Construction Transport Management Plan (CTMP) for the next phase of the works has been agreed. This will ensure that construction traffic does not pass through Golborne Road market (save for the northern end on Monday to Thursday only). Most traffic is to be routed via Faraday Road, Telford Road or Bonchurch Road to Ladbroke Grove.

## **Cycling**

Most of the Cycling Grid of Quietways will be in the southern and central parts of the borough but we are working with TfL and Sustrans on a Quietway route that would run across the north of the borough via Latimer Rd, St Marks Rd, Blenheim Crescent and Talbot Rd. The exact alignment is to be agreed. We hope to go to consultation on this before the end of the year.



ASC

## **Section 1.4 - Adult Social Care Developments**

### Glossary of Terms:

SPA – Single Point of Access

RRT – Rapid Response Team

HTT – Home Treatment Team

CMHT – Community Mental Health Team

PCP – Primary Care Plus Service

IAPT – Improving Access to Psychological Therapies

### **Home Care**

The new home care contracts have now been awarded in RBKC. The Provider in the north of the borough is Mhomecare. The provider in the south of the borough is Care UK, now trading as Mears.

An implementation group has been established and is working together to make sure that customers have a smooth transfer to the new home care providers, or are assisted to take a direct payment if they want to stay with or move to another provider. This is expected to take up to six months, although a large amount of people have already transferred due to the withdrawal from the market of a current home care provider - Plan care.

The new service model will be initiated once customers are transferred, and the impact of this new model will be monitored by social care staff and people from Healthwatch.

The new contracts will necessitate different ways of working from all and will involve close partnership work between internal staff and external providers. The results are expected to improve satisfaction and assist people to remain living as well as possible at home.

Officers continue to work with colleagues from the Clinical Commissioning Groups to introduce training for a 'hybrid' health and social care worker type role.

## Piper House

Piper House comprises 12 self-contained one bedroom flats for people with high support needs. The service provides 24 hours of care and support for adults with a range of complex needs including learning and/or physical disabilities, epilepsy, other complex health needs, autism and behaviours that may challenge services

Following the Care Quality Commission's (CQC) inspection in January 2015 the service was rated as overall Requires Improvement. It was rated as Requiring Improvement across categories of Effective, Responsive and Well led, a Good for Caring and of most concern an Inadequate for Safe with particular concerns re medication.

Heads of Service for ASC Contracts and Commissioning met with senior managers of Look Ahead where they were advised that future options for management of the service would be considered if the service continues to perform below standard, or if the required improvements are made but not sustained.

Following failure to comply with a deadline of 30 June for the completion of an agreed 27 point improvement plan to address issues raised in CQC's report published in May 2015, Look Ahead were issued with a default notice on their contract to provide care and support at Piper House on 25 September 2015. A deadline of 6 October 2015 was set for Look Ahead to evidence compliance of the three outstanding action points that remain of the 27 point improvement plan. Look Ahead met the deadline to provide evidence of their compliance as requested. These are still subject to verification by ASC officers.

The outstanding issues are:

- Medication Administration Record (MAR) sheets to be completed correctly and signed by staff.
- Verbal instructions from health care professionals for stopping use of a medicine to be recorded.
- Staff to act upon the recommendations of Look Ahead's internal audits.

As the remaining actions are related to CQC's findings that "staff were not always protecting people against the risks of unsafe or inappropriate administration of medicines as medicine administration records were not always completed correctly and/or signed by staff", a representative of



A decision regarding the next step will be taken after the inspection.

The Care Act Programme was successfully implemented to ensure compliance with the multiple and substantial requirements of Part 1 of Care Act 2014 from 1<sup>st</sup> April 2015. Further work will be required as part of 'business as usual' to ensure that the changes are fully embedded and that staff are supported in terms of their continued understanding and practice development.

As the Government announced in July 2015 that Phase II of the Care Act has been postponed until 2020 the Care Act Programme has now been closed. A detailed closure report has been prepared which sets out key lessons learned, arrangements for monitoring impact and an action plan to consolidate changes through business as usual. Key priorities for consolidation include; continued monitoring of impact, refinement of revised processes, transition pathway management and information and advice development with health and housing. Progress on this plan will be reviewed on a quarterly basis.

Each year we undertake a survey of customers supported by social care. This covers people supported in their own homes as well as those in residential or nursing homes. It includes a sample of customers of working age with disabilities, and older customers. The survey asks them about how they rate their quality of life, health and wellbeing and the difference services make to them and how satisfied they are. 31% of customers surveyed responded (350 individuals).

65% of respondents reported they were 'extremely' or 'very' satisfied with the care and support services they receive – this is the highest rate in inner London, and also better than the wider London and national averages. 82% of older people supported in the community and 100% of older people in a residential or nursing care told us that they 'would recommend services to their family and friends'.

The results also contribute to seven indicators in the national Adult Social Care ASC Outcomes Framework. This includes 'social care quality of life', which is a composite measure made up of eight survey indicators. The Royal Boroughs score on this measure rose to 18.4 in 2014/15 compared to 18.3 in the previous year – continuing the pattern of small improvements year on year.

The Royal Borough performed the same or better than in the previous year against a further 5 measures; including customers having control over their daily lives, the amount of social contact they had and the ability to find information and advice. There was a decline in the proportion of customers reporting that services 'helped them to feel safe' – when contacted all these respondents reported mainly issues around unsuitable housing; some others expressed health fears and a small number, wider community safety concerns.

Recent queries from service users have been supplied relating to Mental Health Day Service Review and recent Mental Health and Personalisation – the Community Engagement Team can provide further details if required.

## **Mental Health Updates**

### Changes to Mental Health Services

The Mental Health Crisis Concordat is an agreement between agencies of how they will respond and work together better to make sure that people get access to the help that they need when in a mental health crisis. As a result the model of service is changing across NW London.

*Shaping Healthier Lives* is North West London's mental health transformation strategy for 2012-15. Early in 2013/14, under the aegis of the NWL Mental Health Programme Board, all eight CCGs, Local Authorities, Users and Carers, Central and North West London Mental Health Trust (CNWL) and the West London Mental Health Trust



(WLMHT) collaborated in the review of the referral and assessment care pathway into secondary care, focussing on (but necessarily not limited to) urgent access.

*Like Minded* is the health and wellbeing strategy for NW London (NWL) to establish excellent, integrated mental health services to improve mental and physical health. The strategy is being co-produced with service users, carers, the workforce, third sector and other experts. West London CCG have a large scale programme to develop a Whole Systems Integrated Care Model for Adults and Older Adults, intended to go-live in October for the Older Peoples Service.

The result of these changes for our local Mental Health Service is a Trustwide programme of redesign to community mental health services. This is a radical undertaking, with the development of a Trustwide Single Point of Access (SPA) for all referrals being a key feature of the new clinical model.

### Planned changes to the local K&C Service

The model seeks to create fluidity between Primary Care, the SPA/HTRRT and the Community Teams and will develop this through further development of the operational policy and care pathway. The Time to Talk/Primary Care Mental Health Service in West London CCG is in the S75 Agreement and in order to ensure representation of social care within that setting a social work post is currently being advertised (funded by the CCG). This will have benefits of ensuring improved access to social care provision for users and carers.

Briefly, the new model will include

- Two main CMHTs – integrating the assessment and treatment function. Each team will be led by a Consultant Psychiatrist, a Team Manager, Clinical Team Leader (Health) and 2 Senior Practitioner (Social Workers). These teams will be multidisciplinary working on a zoning model which will support the management of a team caseload of approximately 350-400 cases. The Shifting Setting of Care work on transferring service users to primary work is critical to the new model.
- The zoning model is a 3 stage process of managing cases clinically through the team from the point of assessment, through treatment and to discharge.
- There will continue to be a centralised AMHP Team with increased permanent staff complement.

- The psychological therapies services will retain their discrete clinical leadership structures but will be expected to work together and align as a virtual multi-disciplinary team. There will be greater clinical case discussion to ensure that the right therapeutic intervention is offered. A single governance and reporting framework will improve the reporting of activity of psychological therapies provision in community mental health services.

### Impact of the Model for Social Care

The model (as described above) is based upon the provision of a generic assessment followed by discipline specific interventions, requiring a clear social care structure in each team to ensure that the statutory duties of the Local Authority are fulfilled. The model maintains strong Senior Practitioner presence in every team.

Within the new model of working will be greater recognition and focus on the professional roles of staff, which will support greater matching of assessed need and identified outcomes to particular professional skills.

The centralised Approved Mental Health Service (AMHP) team will continue. Implementation of the SPA and Rapid Response function to HTT should provide greater support to the centralised AMHP service and the EDT service in responding to people in crisis.

The model provides a balance of health and social care resource in each team where the structure of the social care resource is such that it could sit as a stand-alone structure – ensuring its robustness and providing a clear governance and leadership framework for the Director of Adult Social Care and with the RBKC systems, Agresso and Managed Services.

The Operational Policy for the teams will clearly outline the statutory duties under the Care Act to those service users and carers who have an eligible social care need. The improved assessment function with daily review will ensure service users needs are identified quickly with clearly defined outcomes. The social care senior presence in the teams will ensure a robust supervision structure and also expertise at a team level on social care issues. Within the capacity modelling it has also been recognised that the role of the AMHPs on duty needs to be reflected in reduced caseloads and this should help with staff morale and retention.



SCHOOLS  
& CHILDREN

Within this model, there will be defined administrative roles specifically to focus on the recording of social care performance information.

## Section 1.5 – Schools and Children's Developments

## Childcare and Play Services

In September, the Council awarded the contracts for holiday play centres to EPIC CIC. As the RBKC Youth Service spin-out, EPIC has a long history of providing excellent services to children and young people in the Royal Borough.

- EPIC also secured term-time contracts at St Cuthbert with St Matthias, Oxford Gardens and Holy Trinity primary schools. Avondale, ARK Brunel, Park Walk, and Marlborough are in the process of choosing their preferred provider and decisions will be made by the 14<sup>th</sup> October. Once these decisions have been made all families will be notified in the week beginning 19<sup>th</sup> October and during half-term.

Full fees during term-time will increase from £6 to £7 per day in January in the EPIC-run services, which is well below the London average of £10.60 per day. This is the first fee increase for 6 years. Holiday fees will increase from £12 per day to £15 per day, again well below the London average of £112 per week.

- Historically, five primary schools have organised their own term-time after-school play and childcare provision at no cost to the Council. Since 1 September 2015, a further four primary schools have been successfully running their own provision and have taken on the employment of the existing play service staff. These are Bevington, Colville, Thomas Jones, and St Clement and St James.

NOTE: The service at Bevington is charging £10 per session for after school care and is much smaller than before. This reflects a low level of demand at the school and that the school has developed a model that reflects local need.

The council is funding 250 places for children with additional needs and low income working families to allow them to access play centres. This includes children with disabilities who will continue to access play centres during term-time and holidays.



Existing play workers will TUPE to schools and the new provider. This will ensure the continuity of the established relationships with parents.

### **Maxilla Children's Centre Services**

Following the federation of Maxilla and Golborne provision, the Maxilla Nursery School closed in July 2015. Maxilla Children's Centre services have been retained by the Local Authority. The new service delivery site opened at the Lancaster West Estate – Community Rooms on 15<sup>th</sup> September. Ahead of opening the Council has carried out remedial works to ensure the building is pleasant and safe for families to use. Some concerns had been raised by Councillor Blakeman in September 2015.

The new site is open 3 days per week and offers adult learning and employability workshops, Family Activities, Parenting Classes, Just for dads sessions, Sewing Club and a Crèche to support these activities. All previous users of Maxilla Children's Centres were sent information about the new site.

We have continued our strong relationship with Westway Development Trust and they are offering Functional English classes level 1,2 and 3 at the Community Rooms. We are supporting this with a crèche. These classes take place Tuesday, Wednesday and Thursday morning.

The intention is to offer Stay and Play two days per week at the Resource Centre, which is a short walk away from the Community Rooms. The building works at Grenfell have been delayed. This has meant that the Resource Centre is not yet available to us for use. The new date for opening Stay and Play is February 2016.

### **Holmfield House**

Holmfield House continues to be a well used Community Resource with an average 250 families accessing the centre each week. The centre has been identified as the main site for the Council's Children's Centre North locality. The centre launched its Autumn programme on 14 September 2015. It has increased the range and capacity of its offer to local families. This includes increased family activities, with afterschool activities available for families with children up to 8 years old; dads only activities and more activities to support children to be school ready.

Family Arts and Crafts sessions are now offered on a Thursday from 3pm to 5pm up to 17 families attend each week.

Holmfield House has worked closely with St Thomas's Primary school to support children starting Nursery. A programme called "Ready Steady Nursery" was put on for these children during August 2015. The school and parents have reported this went well. A full evaluation of the impact of this programme will be conducted at the end of the Autumn term. Holmfield House works closely with Imperial College to offer Antenatal and Postnatal care to all pregnant women who elect to have their baby at Queen Charlottes or St Mary's Hospital. There are a team of 6 midwives based at Holmfield House and they each provide antenatal/postnatal care for up to 100 women. They are encouraged to use the wider facilities.

The centre is supported by an active Parents Forum that is made up of local parents, their role is to ensure that the needs of local parents are catered for within the centre and the voice of the parents is heard. The parents forum has requested that a 'Homework Club' is set up to enable them to support their children complete homework. This is now being developed with an aim to commence in January 2016

Children's Centres have an effective Volunteer programme, 25 percent of the Children's Centre team across the borough began as Children's Centre Volunteers. Holmfield House has seven volunteers they each have different roles including, supporting stay and plays, reception and business support, baby massage, breastfeeding support. All volunteers have to complete an accredited course before joining the programme and then receive training/qualification in their chosen specialist area. Fifteen newly trained volunteers have been placed in the North locality this term.

## School admissions

## The process

The school admission policies and processes are underpinned by statutory guidance issued by the Department for Education, the most relevant publication is the School Admissions Code (December 2014).

The application process for 'main round' admissions is co-ordinated through the child's home local authority. The main rounds are:

- Starting school in Reception Class

- Transfer from Infant to Junior School (only applies to a small number of schools)
- Transfer from Primary to Secondary School into Year 7
- Applications for University Technical Colleges (UTC) and Studio schools in Year 10

The application process opens on **1<sup>st</sup> September** each year. The closing date for applications for Secondary Transfer (and UTC/Studio schools) is **31<sup>st</sup> October** and the closing date for applications to Reception Class (and Junior Transfer) is **15<sup>th</sup> January**.

Parents can list up to 6 schools in their preferred order on their Common Application Form (CAF) and parents are encouraged to apply online at [www.eadmissions.org.uk](http://www.eadmissions.org.uk).

The applications are distributed to the individual admission authorities (although rank position on the application form is *not* disclosed) and once the highest preference offer has been determined all lower preferences will be automatically withdrawn and offered on to other applicants. This process eliminates duplicate offers and ensures every applicant receives an offer of a single school on national offer day.

The national offer day for Secondary Transfer (and UTC/Studio schools) is **1<sup>st</sup> March** (or closest working day after) and the national offer day for Reception Class (and Junior Transfer) is **16<sup>th</sup> April** (or closest working day after).

Applicants that are not offered a preferred school, or are offered one of their lower preference offers, are entitled to stay on the waiting list and/or appeal for any school where their application was not successful.

Further information is available at [www.rbkc.gov.uk/schooladmissions](http://www.rbkc.gov.uk/schooladmissions)

### **Admission policies and oversubscription criteria**

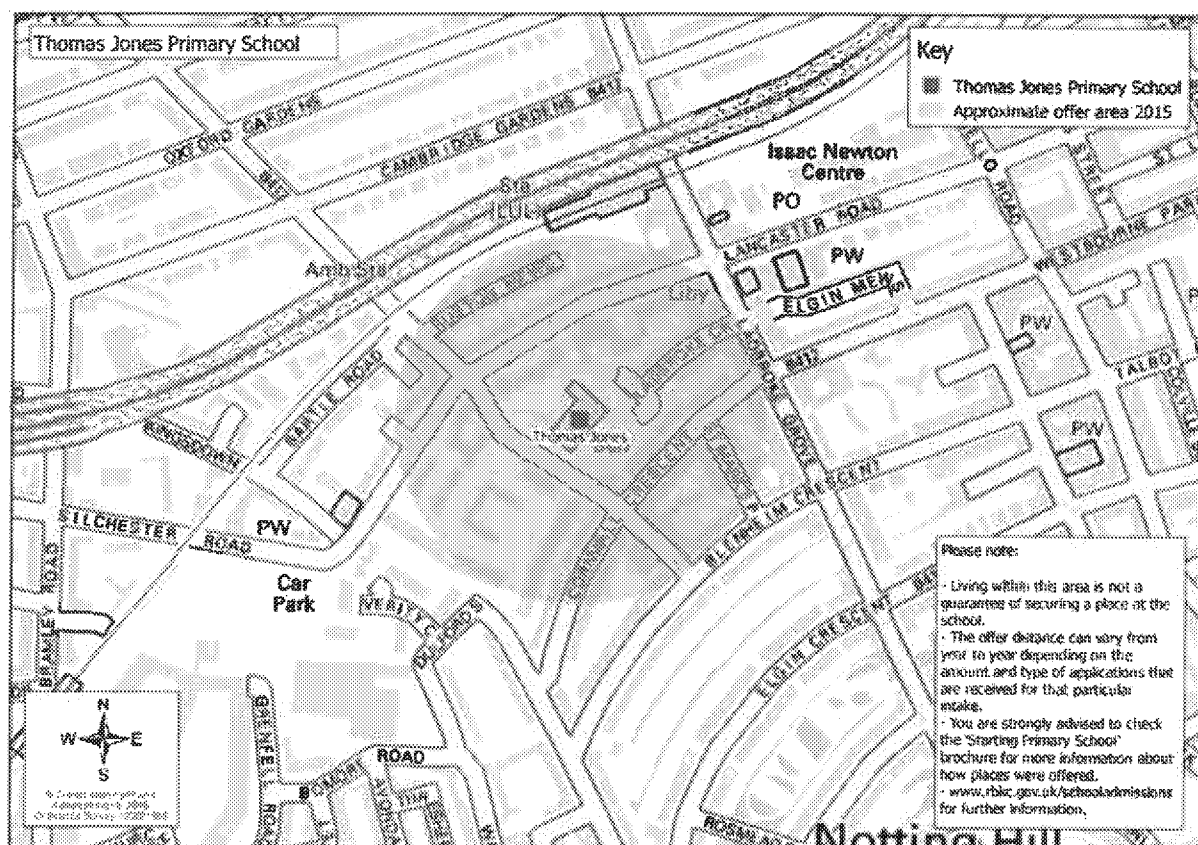
Each individual admission authority sets their own admission policy and oversubscription criteria; this determines how places will be allocated in the event that more applications are received than there are places available. The admission authority for Community schools is the local authority in which they are situated. The admission authority for voluntary aided (church), foundation, free school and academies is the governing body of the school.



As oversubscription criteria are set by each individual admission authority they can vary significantly from school to school. Most voluntary aided church schools prioritise applications from those fulfilling their religious criteria and living within specific parish boundaries. Some secondary schools prioritise 10% of their places for children that show an aptitude in music, visual arts, language or performing arts.

The community schools offer places first to 'Looked After Children' (i.e. those in the care of a local authority), then children with exceptional medical/social needs, then siblings and then any remaining places are offered on the basis of straight-line distance.

Where relevant, cut-off distance maps are provided. A sample is below and all maps are available to download online at [www.rbkc.gov.uk/cut-distance-maps](http://www.rbkc.gov.uk/cut-distance-maps)



### Changes to oversubscription criteria

Admission authorities can change their oversubscription criteria for future academic years following a period of public consultation. Most recently, Holland Park School removed the priority for pupils attending Kensington & Chelsea Primary schools, and any places remaining (after

looked after children, visual arts, exceptional needs and sibling places) are now offered purely on the basis of straight-line distance.

For the academic year 2017-18 we are consulting on two proposals. The first is to include children of staff as an oversubscription criterion for the Royal Borough Community schools. The second is to change the Fox Primary School priority allocation area boundaries and any places remaining (after looked after children, exceptional needs and sibling places) will be offered at random to applicants residing within the priority area.

Further information is available at <https://www.rbkc.gov.uk/children-and-education/schools/join-school/admissions/consultation-2017-18>

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## **Section 1.6 - Planning Developments**

### **Crossrail 2**

- Crossrail 2 is supported by the Council, when surveyed in 2013 there was overwhelming support from residents for a station in Chelsea
- A station in this location would bring 5,500 Royal Borough households within an 800m walk of an underground station
- TfL are consulting on proposals for a station near the Fire Station in the autumn.
- The development of the site must be in line with the Development Plan (Local Plan and London Plan). We will use our planning powers to their fullest extent to ensure an appropriate scale of over station development is permitted. Whilst the Mayor may have power of call-in it is highly unlikely that the development will be of pan-London significance that call-in would require.
- A public engagement event is due to take place on the evening 3 November 2015 at Old Chelsea Town Hall.

### **Royal Brompton Hospital Chelsea**

- The Council are still waiting to hear back from NHS England with regard their report into the clinical needs of both the Brompton and the Marsden.
- The timeline of any Supplementary Planning Document (SPD) is inevitably linked to the NHS England report
- The SPD cannot allocate land, but is intended to provide design guidance on the appropriate scale of development should the site be redeveloped

### **St Quintin and Woodlands Neighbourhood Plan**

- The Examiner held a public hearing as part of his examination on 22 September
- We expect the Examiner's report to be finalised towards the end of October but it will not be public before then
- We will provide a further update nearer the time if this is appropriate

## Nursery Lane

- Last application to develop this backland site for housing was withdrawn by the applicant, following advice from planning officers that it would be recommended for refusal.
- The public hearing into the proposed St Quintins Neighbourhood Plan assessed the site as to its suitability for protection/retention as open space – the examiner's recommendations with regard to the site won't be known until the end of October.
- A new planning application is *unlikely* to be submitted before the examiner's advice has been issued although theoretically it could be submitted at any time.

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## Section 1.7 - Housing Developments

## Right to Buy

- The Queen's Speech in May announced the extension of the Right to Buy (RTB) to 1.3m housing association tenants, to be implemented via a Housing Bill in the autumn of 2015.
- In London there are around 50,000 housing association tenant households with the preserved Right to Buy and under the proposals there would be around 340,000 households who would be newly eligible for the RTB.
- The forecast is that there would be around 4,400 HA RTB sales per annum in London, with demand in the early years likely to be higher.
- With average compensation of £100,000 required (comprising the discount plus transaction costs), the total annual cost of the HA RTB in London would be £442m, out of a national total of £1.5bn.
- The intention is that the receipt from the sale of the RTB will help fund "the building of more affordable homes in the area", to replace those units sold, so that overall there is no net loss to social housing.
- To fund this extension of the RTB local authorities will be required to dispose of high-value vacant council properties and that it is expected to raise £4.5bn nationally.
- It is predicted that inner London boroughs like Kensington and Chelsea will be hit hardest because of the high property values, and so a larger proportion of stock will qualify as a high value void when it becomes empty and will be required to be sold.
- The detail of the Housing Bill is not yet available and so it is not possible to estimate the number of properties that will need to be sold each year in the borough, whether the housing will be replaced in the borough, how it will be administered or the impact on the business development plans of housing associations or the councils. Once the detail is published by the Department of Communities and Local

Government then it will be possible to provide more information to residents.

### **Budget Announcement – Reduction in social rents**

- The Chancellor's recent budget statement announced that social rents will reduce by 1% in each of the next 4 years (2016/17 to 2019/20). The baseline rent is that at 8<sup>th</sup> July 2015.
- This has removed the ability of local authorities to set local rents.
- The impact for the Borough is estimated to be a cash reduction in the region of £22m over the 4 years, which will reduce the level of resources available to fund other refurbishment and regeneration works.
- The Borough will need to reconsider the relative priorities of its proposed projects and will need to amend the business plans accordingly.

### **Grenfell Tower**

- The programme for refurbishment of the tower continues. New double glazed windows have been installed to all homes and the new communal boiler has now been commissioned. The TMO is working with residents to agree the connection of individual flats onto the new system.
- The external cladding is now being fitted and the construction of the new communal entrance and community room is well underway.
- Work is also progressing on the building of the new nursery, boxing club and nine new "hidden homes".
- There have been some delays in the programme as two of Rydon's subcontractors have gone into liquidation and alternative suppliers and installers have had to be procured. This will delay the completion date of the works and KCTMO are currently working with Rydon to finalise a new completion programme and finish date.
- Latest reports show that the project will still be delivered within the approved budget.

- An additional piece of work is currently being priced and programmed to complete the environmental works and installation of play equipment that was omitted from the KALC project because of its close proximity to the Grenfell Tower site. This work would be in addition to the current approved contract sum and the works would be programmed at the end of the current contract period.

### **Hidden Homes**

- The TMO is progressing with Whistler Walk, a redundant Childrens' Home which should be completed in October 2015. Seven new homes will be provided.
- Holmefield House has now been granted planning permission and contractor procurement is underway. This will produce one new home.
- Henry Dickens Court, Elm Park House and Longlands Court have completed feasibility work and will be considered for development funding once the implications of the new Housing Bill have been understood. If all of the schemes go ahead six new units will be produced.

### **Pembroke Road**

- The Council has agreed to explore proposals for a full redevelopment of the Council offices, Council depot and Warwick Road Estate site.
- CBRE have been commissioned to provide a client side team to take the project forward. The next piece of work will involve commissioning architects to develop the scheme into a more detailed feasibility.

### **Barlby Treverton**

- Over recent months architects have been working up initial options for the site.
- Consultation events were held on 22 and 30 June to update both the school community and residents on the direction in which the proposals are developing.



- The options are being further developed with a view to a Cabinet approval in February 2016.

### **Silchester Estate**

- A letter was sent to all residents on Silchester Estate and the wider area in July 2015 informing them of the Council's intention to carry out a housing study of the area. There was also a well attended drop in.
- CBRE have been commissioned to procure architects to carry out a high level options appraisal.
- Discussions have begun with the two residents' associations in the area.

### **Edenham**

- The Edenham Way site is located within the Golborne ward directly to the south of the Grade II\* listed Trellick Tower.
- The area has been identified as a potential site for the delivery of new housing and, as a consequence of this, a Design Team led by the Stirling Award winning architects Haworth Tompkins were appointed in 2014 to bring forward a residentially led scheme.
- Current proposals suggest 90-100 new homes could be achieved in conjunction with the improvement of public space and introduction of new green areas. The project aims to deliver 50% affordable housing subject to viability.
- Consultation with local residents and conservation groups took place in September/early October 2015 with an aim to choose an option to progress to more detailed design in autumn 2015.
- The scheme can then be taken through the planning process with an aim to submit an application in autumn 2016 with the properties being delivered in 2019. This is a very positive proposal for the local area and will produce much needed new homes as well as wider community benefits.

## Trellick Tower

- Any work to Trellick Tower would be carried out by KCTMO and there is nothing publicly available regarding any planned developments.

## Temporary accommodation

- Number of homeless applications decreasing from peak of 1629 in 2012/13 to 1342 in 2013/14 and 1167 in 2014/15.
- Numbers in temporary accommodation have remained steady for a lengthy period of time now, and have in fact reduced slightly in the last 15 months.
- TA numbers currently (30/09/2015) stand at 1825 compared to:
  - 1869 at the end of July 2014,
  - 1871 at the end of October 2014,
  - 1873 at the end of January 2015,
  - 1862 at the end of March 2015, and
  - 1844 at the end of June 2015.
- Use of bed and breakfast accommodation has remained unchanged for many years now. We continue to use it primarily for singles or couples, thus negating the legislative pressure of ensuring that families only remain in shared accommodation for up to 6 weeks. At the last count, 7 of the 115 households placed in bed and breakfast accommodation were families, and 2 were over the 6 week ruling.
- Major supply pressures continue as boroughs compete to secure quality properties at affordable rates.
- Increasingly difficult to contain costs - wider housing market pressures, the dominance of nightly lets and the increased costs of private rented accommodation across the capital.
- £10m agreed to acquire properties.

### Local lettings plan for benefit capped households in temporary accommodation

- The aim of the local lettings plan is to make direct offers of social housing to benefit capped households, or who will be subjected to the cap, who have been placed in temporary accommodation and assessed as requiring local housing.
- The Council cannot secure sufficient affordable temporary accommodation locally to house families assessed as needing to remain in or close to the Borough in accordance with the Temporary Accommodation Placements Policy. As a result, families are being placed in *unaffordable* accommodation locally and the Council is currently meeting the shortfall in rent using discretionary housing payments (DHP). Supporting affected households in local unaffordable temporary accommodation cannot be sustained over the long term on business and financial grounds.
- This local lettings plan addresses the need to reduce the amount of DHP committed to applicants in temporary accommodation. As rents in social housing are set at a lower rate than temporary accommodation, households are far less likely to be affected by the Overall Benefit Cap once they are allocated social housing; or if they remain affected, the shortfall in Housing Benefit or Universal Credit resulting from the Overall Benefit Cap, when compared to the rent for the property, will be far smaller than the shortfall had they remained in temporary accommodation.
- Re-housing all capped households will not only assist the DHP budget, it will free up local temporary accommodation required by other homeless households (who may or may not be subject to the Benefit Cap). Further, the lower rents and greater stability of social housing may remove some barriers to employment and / or higher earned income faced by capped households.
- The local lettings plan defines 'affected households' who will fall under this directive and to set out how social housing will be allocated to them.
- Affected households will be prioritised according to the size of the temporary accommodation rental shortfall (and therefore the



necessary DHP payment to cover the shortfall) resulting from the Overall Benefit Cap.

- A direct offer will be made when the Housing Department matches a suitable vacant social housing property with a Housing Register applicant, offering it to them without advertising the property to all applicants on the Housing Register through the Choice-based Lettings system.
- Applicants will be offered the opportunity to view a directly offered social housing property before being invited to sign the tenancy.

### **Purchasing Properties for TA**

- An agent has been appointed to source properties and we are in the process of confirming management arrangements and our own internal arrangements for monitoring this project.

### **Leasehold management fee review**

- A review of the management fees charged to leaseholders has recently been undertaken. Management fees are contained within service charges and charges made for major works.
- The charges were set in 2010 and have remained static, with the average fixed management charge as part of their service charge being £184 and major works incurring a fixed fee of £50 and a 7% fee of the actual cost of works undertaken.
- The review concluded that changes needed to be made to the current management fees which would then ensure that income from these fees was similar to the costs being incurred. The recommendations were:
  - (i) The average management fee within the service charge be increased from £184 to £227.75 from April 2016 and increased by the Consumer Price Index (CPI) in each subsequent year, with a full review of the charging policy being undertaken after 5 years;
  - (ii) Actual charges continue to be calculated on a weighted room basis;

- (iii) The management fee charged to freeholders be increased from £119 to £147.30 from April 2016 and by CPI in subsequent years, and
- (iv) The current methodology for recovering management costs associated with major works is amended so that costs are recovered through applying a charge of 5.5% to all major works being undertaken. This change is effective from April 2016. The policy will be reviewed every 2 years.

### **Intermediate Housing Allocations policy**

- The amount of affordable housing in the London area is in short supply. Demand greatly outstrips availability and this is a particular issue for very high value areas such as the Royal Borough of Kensington and Chelsea.
- The allocation of social housing properties has largely been limited to those on the lowest incomes or households who are most vulnerable. Affordable housing for those who are single, not classed as vulnerable and on a moderate income is very difficult to access.
- The Intermediate Housing products are designed to help provide this middle income group with housing options. The same principle applies to those who were never registered on the Housing Register and are unable to afford open market private rented prices.
- Intermediate Rent offers properties at a rent level above those charged at a social rent and below those charged in the local private rented market. Nationally, intermediate rents may be charged at a level up to 80 per cent of the local market rent, depending on location. The Royal Borough of Kensington and Chelsea is currently setting rents significantly below this level due to the very high rental values in the immediate area.
- Demand for intermediate rent housing is high and the last vacant property at Elm Park Gardens attracted in excess of 150 applications. It is very important that a clear system is in place to prioritise applicants and make sure that, where possible, the

household with the closest fit to our own priorities (as defined by the Royal Borough's policy) is assisted.

- The policy sets out the definitions of Intermediate Housing, the priorities for allocation of properties, the eligibility criteria, the process using the Government's First Steps scheme and website and the way in which the Royal Borough will prioritise applicants for any intermediate properties, which includes those Intermediate properties leased to and managed by the Kensington and Chelsea Tenant Management Organisation (KCTMO).
- Eligibility includes earning above £18,100 per annum but below £71,000 for those households seeking 1 and 2 bedroom properties, and £85,000 for those seeking 3 bedroom plus properties. Households should also not have more than £100,000 in savings to be eligible.
- Priorities for Intermediate Housing include households in social housing, homeless people in priority need in temporary accommodation, people who live and work in the borough and people whose principal home is in the borough.
- RBKC menu of affordability - weekly rents based on 40% net income levels across a range of income brackets £20k - £85k.
- Allocations policy and tenancy strategy setting out the review process for tenancies also in place.



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## Section 1.7 - Environmental Developments

## “Gentrification” Portobello Market and Golborne Market

As far as the Street Trading Office is concerned, it has no influence or control over what businesses set up in shop premises. We do rent storage units to shop-based businesses, such as the Golborne Cash and Carry, that serve the community with a diverse selection of affordable goods. Golborne market traders sell the cheapest fruit and veg on the entire market, many affordable second-hand items, clothing, toiletries and household goods, and very affordable street food (a bone of contention amongst some restaurants and cafes who say they can't compete with the low prices on the stalls).

We are aware of a Planning decision regarding Papa Jon's which was contested and went to the Secretary of State. Papa Jon's changed the use of their premises from restaurant to takeaway without permission. The Council was successful, however, Papa Jon's was well liked and used by local residents living on limited incomes. The business that has replaced it, while a restaurant that attracts customers to its particular location, may be unaffordable by many local residents. This is a Planning issue but the Leader may want to be aware in case it comes up.

Highways (Gary Noble and his team) are about to do a second round of consultation on public realm improvements to Golborne Road. The Street Trading Team's input has been to make a better trading environment for our stallholders and a better shopping environment for local residents and visitors. Different local stakeholder groups have already been part of the process with Cllr Coleridge and may have differing views on the potential impacts of proposed improvements. There is also a challenge with public realm improvements keeping up with the changes that may be perceived as 'gentrification'.

New businesses have recently opened that represent a dramatic increase of luxury fashion and accessory shops and high-end restaurants, delicatessens and cafes. However, at the same time there are still the old cafe, pie and mash shop, fish and chip shop, pharmacies, cash and carry, butchers, fishmonger, laundrette, etc. The new businesses seem to be going in to previously vacant premises. ex

hair salons etc so this may not necessarily have involved any net loss of the old type of shops or displacement by more 'exclusive'.

### **Notting Hill 2015**

- Notting Hill Carnival is the largest street festival in Europe and attracts a significant number of participants and visitors to the borough. The Council does not organise Notting Hill Carnival, that is undertaken by the London Notting Hill Carnival Enterprises Trust.
- The Council's operations to respond to carnival were successful. Over 70 officers worked across the weekend in a range of activities including enforcement around noise, nuisance, and food safety. The Council's waste contractor Suez Sita was out in force over both nights to collect over 320 tonnes of rubbish. 46 tonnes of recycling were also collected.
- Toilets are always a contentious issue at carnival. The Council provided 262 units, 30 urinals and 28 disabled units. The Council acknowledges that more facilities would assist, but as it already invests £98k in these each year, it is now working with the carnival organisers to find a way of improving the toilet situation for both attendees and residents.
- There have been reports in the press about significant increases of crime and disorder, although we will await the official figures from the Met Police. We expect to receive these in mid October as part of the formal debrief process with the other public agencies.
- We work very closely with the Met Police and the carnival organisers to make carnival a safe and fun event for attendees, participants and borough residents. All public agencies face increasingly challenging financial circumstances, and the Council will continue to work with the Met and other public agencies to identify improvements to how Carnival is managed with a view to reducing the burden on the public purse.
- If residents have concerns about Carnival they can be raised directly with the carnival organisers. They can also raise concerns through their Ward Councillor or through the Safer Neighbourhood Board Post Carnival Meeting. This meeting took place at Kensington Town Hall, on Monday 19<sup>th</sup> October.
- The TMO organises pre and post carnival meetings for its tenants and leaseholders which are advertised on their website.
- 2016 is the culmination of three years celebrating the 50<sup>th</sup> Anniversary of Carnival.



## Waste Services issues

### **Rubbish dumping**

This has historically been a problem in the Royal Borough. This year, a project was undertaken in the Earl's Court ward to trial a new waste collection methodology. It comprised Suez (SITA) doing daily surface waste collections, repeatedly touring the area and picking up any dumped rubbish. This was combined with engaging extra enforcement officers to search for evidence and take action where possible. Around 70 FPNs were issued during the 16 week trial. The dumped waste reduced by around 30%, but it started to increase again once the trial stopped. It would be very expensive to roll out such a scheme borough-wide, so officers are currently researching the costs of undertaking a similar scheme on a rolling programme around the streets most affected, borough-wide. Councillor Rossi's recently-formed PRSC Member Working Group is also looking at the problem of dumped rubbish. We sometimes receive complaints about 'pulled up' rubbish being on the street for too long: crews are only supposed to pull up for up to an hour before the truck collects the bags. This can occasionally be longer, for instance we are keen for the crew to continue to pull up whilst the lorry goes to the tip. Traffic delays can extend this timeframe. However, Suez are strict with crews on this point and, barring these exceptions, will discipline them if they fail to follow instructions.

### **Garden Waste collection service**

This service was reviewed, consultations undertaken, and Councillor Ahern has agreed that the service should be taken over by Suez, on a chargeable basis to the customer (a Key Decision will follow). The charge should be around £65 to £100 per annum. Consultation headline results included:

- ☐ 44% of respondents are willing to pay an annual subscription fee and 44% are not.
- ☐ 82% of *fortnightly* and 74% of *monthly* users *do not want* to see the service cancelled.
- ☐ Of the respondents who said that they *would support the cancellation* of the service, only 28% said that they would be prepared to pay an annual fee.
- ☐ Of the 62% of respondents who said that they *would not support the cancellation* of the service, 51% said that they would be prepared to pay an annual fee.
- ☐ Of the respondents prepared to pay an annual fee, 67% said that they would pay a *maximum of £50*, 15% a *maximum of £75*, 14% a *maximum of £100*, and 4% said *more than £100*.

The result highlighted red shows that it is a close call as to whether residents will actually pay for the service. Suez will therefore be further gauging the potential over the next couple of months by making direct contact with residents. It was made clear to the PRSC meeting on 24 September that if it transpires that the chargeable service is not viable, then the service would need to be stopped altogether. The aim, though, is obviously to try to make the chargeable service a success.

### **Commercial waste**

Officers from the Enforcement Team examine dumped bags to check for unpaid-for commercial waste. The Commercial Waste Team also visit businesses to check that they have a trade waste agreement for their waste collection, and offer the Council's (Suez's) service (although businesses can go with another licensed waste carrier if they choose). Officers seek to ensure first that an agreement is in place, also that it is for the right capacity (ie that they aren't underpaying for their collections), and negotiate around times of presentation so that the bags are not out on the street for longer than necessary. RBKC has approximately 70% of the market share of trade waste custom and around a £6m income per annum.

### **Carnival waste**

Suez clear the waste each night over the August Bank Holiday weekend. This year we put out around 30 large waste bins for the public to use. It is difficult to locate bins, given the size of the crowds, the sound systems, and the floats, and we know that we could never locate enough bins to hold all the waste generated, but it is a gesture and an acknowledgement that some Carnival-goers do seek somewhere to put their loose litter. 30 refuse trucks, mechanical street cleaners, a specialised motorway cleaning vehicle, and a team of 200 street cleaners worked to clean the streets by the following mornings. 323 tonnes was collected this year, an increase of 30 tonnes from 2014, but there was a reduction of around 24 tonnes in glass, which contributed to the reduced recycling rate of 14% from Carnival waste. However, this is good in one way as glass is not wanted on the Carnival footprint. This year Suez and Every Can Counts ran a recycling stand at Carnival and handed out 'freebies' to the public who collected cans for recycling. There was also a 'Gumdrop' board (through Gumdrop Ltd) publicising the proper disposal of chewing gum, rather than blighting our pavements. A trial of Gumdrop bins will take place in High Street Kensington from 22 October for a few months, and then in South Kensington in March to May.

QUESTIONS



## **Section 2 - Pre-Submitted Questions and Briefings**

<b>Housing Question (2.1)</b>	
<b>Marwan Elnaghi</b>	What is regeneration and how does it affects Leaseholders?

Regeneration can be a lot of things – it can mean economic regeneration and in housing terms it could mean major works or redevelopment.

### **Draft leaflet for Residential Leaseholders Warwick Road Estate**

This leaflet sets out some early information for Leaseholders who live in Broadwood Terrace and Chesterton Square.

#### **If redevelopment goes ahead, what can I expect?**

If a decision is taken for redevelopment of the estate and a resolution is made to use compulsory purchase powers to acquire the estate, the Council's Decant Policy will apply. This gives the Council the authority in certain instances to offer to purchase your property on terms equivalent to those to which you would be entitled if a compulsory purchase order had been confirmed. Each case is different and, if a final decision is taken by the Council, we will notify you if the Decant Policy applies to your property. By way of general guidance, where the Decant Policy applies in order to qualify, you must have lived in the property as your main home for at least 12 months. In these circumstances, where the Council has reached a final decision to acquire the estate, the Council will offer to buy your property from you at market value plus 10 per cent home loss payment for a residential occupier up to a maximum of £47,000.

Where the Council decides to make an offer to purchase the property we will arrange for a surveyor to carry out a valuation of your property and will make you an offer. You can ask to have your own independent surveyor carry out an alternative valuation and the Council will pay for the reasonable costs incurred, as long as this is agreed in advance of you arranging the valuation.

In addition to this offer, the Council is looking at offering residential leaseholders the option of buying a property in the new development on an Equity Share basis.

An Equity Share is where the purchaser of the new home will purchase the property partly using the net receipts received from your existing home (or with a mortgage from a bank or building society) and partly with a low cost equity loan provided by a separate agency ('the Equity Loan Provider'). An Equity Share arrangement can have the advantage of helping you to purchase a new property without having to find a big deposit but, as the equity loan is proportionate to the value of the property, this will mean that, on resale of the new home, you will be required repay a proportion of the sale proceeds rather than a fixed figure.

### **Disturbance Payments**

Where the Council acquires your property then you may in certain circumstances be entitled to Disturbance Payments.

These payments are statutory compensation to cover certain expenditure which you may incur as a result of being required to move by the Council. In each case the specific Disturbance Costs would need to be agreed before payment by the Council but will generally cover the reasonable costs of the following:

- Solicitor's costs
- Conveyancing costs
- Surveyor's fees
- Stamp Duty Land Tax
- Land registry fees
- Local search fees
- Removal costs
- Redirection of mail for each authorised surname living at your address
- Telephone and internet disconnection and reconnection, including additional lines
- Disconnection and reconnection of any television aerials connected either to an existing television or that allows the proper operation of television equipment

- Disconnections and reconnections required to your washing machine, cooker, dishwasher and to be carried out by suitably qualified engineer or plumber
- Refitting carpets and curtains where possible or the value the carpets and curtains where this is not possible
- The extra costs of new school uniform(s) if you move to a different area, which means your children have to change schools. This must be supported by letters from the respective schools.





Planning and Environment Questions (2.2)	
<b>George Wokorach</b>	Why is it only the noise team which has fully merged with LBHF Noise Team and yet 2 years down the line we still have 2 different systems, salaries, call centres and different procedures? Are you planning to keep us together or you are leaving your options open?

Why is it only the noise team which has fully merged with LBHF Noise Team and yet 2 years down the line we still have 2 different systems, salaries, call centres and different procedures? Are you planning to keep us together or you are leaving your options open?

This is an internal matter and so probably should not be discussed at this kind of forum. However:

- The noise team is not the only team that has fully merged with LBHF, our Trading standards Team and other Teams are also in the process of integrating further
- Salaries for all staff across shared services regardless of department are defined by the officers employing borough as are their terms and conditions.
- All sovereign boroughs have their own call centres
- Procedures are aligned except where there are sovereign differences, this is a process of constant review
- Each sovereign borough has its own database system which is linked to its property address system and shared by planning, building control and other sovereign users.
- Although we are sharing services with other Councils we remain separate Sovereign councils, we are prepared to share systems and processes where there is a good business case to do so and it benefits our residents but we retain the right to make our own choices and go our own way when it makes sense.
- Things like contact centres and IT systems are subject to procurement rules that can take time to integrate even where we are minded to do so.
- The service is planned to remain together which allows residents in both boroughs to benefit from extended operational hours. Without an integrated service both boroughs would have to significantly reduce service provision at a time when call volumes are increasing and the number of planning and licensing applications are increasing. Our aim has always been where possible to protect frontline services and sharing them with other councils is one of the ways we've used to protect and develop them in the context of increasingly restricted public sector funding.





OTHER

### **Section 3 - Other points for consideration**

<b>Other points for consideration</b>	Land opposite Al Manaar, MCHC (Acklam Road)
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The Council is progressing plans for the development of the Acklam Road site along with other sites in its ownership. This should result in a combination of additional B1 Office, D1 space and affordable housing provision

<b>Other points for consideration</b>	North Kensington Library
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The Council are in the process of appointing a design and build contractor to develop a new bespoke library that will have more public floor space than the existing and better suited to modern library needs, together with a new youth centre and space to let.

<b>Other points for consideration</b>	Venture Community Association (VCA) and the new Community Centre on Wornington Green
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The s106 agreement for Wornington Green envisages the provision of a new community centre to replace the Venture. The exact timing is unknown but the new Centre is likely to be ready around 2021. The VCA have sought clarity from the Council on

- whether the VCA have a right to the new community centre.

The Council's position on this is clear. The VCA had no right to the lease of the new community centre; but the Council would be pleased if, when it assigns the lease, the VCA was able to demonstrate that it would be the most fitting occupant. We hope to be able to advise the VCA shortly on the process for assigning the lease, and the criteria we will use to identify the most suitable lessee.

- Consultation with the community about the new community centre. VCA are already gathering views and want the VCA and the Council to work alongside one another on consultation.

The Council agrees on the importance of consultation and would be very pleased if the Venture Centre was able to help with the consultation process. From the Council's viewpoint we would like the consultation to be as open minded as possible and invite views on whether additional activities – retail, residential or office-related uses, for instance – might usefully be co-located with the community centre.

- The VCA's current lease expires in September 2018, which makes it difficult to gain funding for projects and to reassure residents. The VCA want the lease be extended in light of the likelihood that the new community centre would not be ready until approximately 2021.

The possibility of extending the VCA's lease is under active consideration by the Council. The Council regards it as very important that the current community centre remains open until the new facility is available.

<b>Other points for consideration</b>	Voluntary sector organisations and Council property
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Local third sector organisations continue to impress upon the Council the difficulties they experience in maintaining a local presence because of the high cost of office property within the Royal Borough.

The Council recognises this longstanding problem and provides property subsidies to some organisations, especially those that occupy Council property.

The Council's commitment to such subsidies was reinforced recently through the introduction of a policy that would ensure that any increase in a Council tenants' rent (arising from a lease renewal or rent review) would be cost neutral to the organisation in question.

**Canalside House** continues to provide an important local base for several voluntary organisations. The occupants are concerned about the possibility of the Council seeking to redevelop the Canalside site. The Council has taken no decision on whether to redevelop the site and has said that, were it to do so, it would seek to rehouse the tenants in alternative property.



Fears of eviction held by organisations occupying offices in the **Lighthouse** when that building was sold recently have proved to be largely unfounded. The new landlord (the Museum of Packaging and Brands) has shown no inclination to remove the occupants and is, rather, in constructive discussions with them concerning future occupancy.

**Other points  
for  
consideration**

Westway Trust

The Council continues to work with the Trust and is currently considering proposals for joint working that would result in some regeneration of assets in the area and the provision additional much needed B1 and D1 space.

**Other points  
for  
consideration**

Suitability of Al Manaar as venue for council event

The following email has been received following publicity that Ask Nick 8 was being held at Al Manaar Muslim Cultural Heritage Centre:

"Councillor

[REDACTED]

I recommend you hold council meetings in council buildings or non-denominational settings.

Sincerely, S Fitzmaurice"