



Greener



Safer



Fairer

# Council Plan 2023-2027

Becoming the Best Council for a Borough that is Greener, Safer, Fairer.



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Message from the Leader of the Council



**Cllr Elizabeth Campbell**  
Leader of the Council

Kensington and Chelsea is a place like no other, a wonderful place to live, an exciting place to visit and a great place to work. This is not a coincidence – it is down to many decades of hard work from proud communities and residents, successful businesses, large and small, and dedicated staff here at the Council.

We have huge strengths to build on. Green and welcoming spaces, truly iconic high streets and markets, a bustling economy, high-quality education, strong and engaged communities.

Our communities are engaged, and we are lucky that thousands of you care about what Kensington and Chelsea is, and what it should be. A diverse borough, full of opportunity, with high standards of education, clean streets, and low tax.

Over the last few months, we have met, spoken to, and listened to residents, communities, and our staff. We have done so in many different ways: on the doorstep, through Grenfell Legacy conversations, via our own staff surveys, and through Let's Talk K&C, our Council Plan consultation. We have engaged with our Citizens' Panel, held workshops, and community meetings right across the borough, and taken onboard the many letters, emails, and phone calls.

All of this is one big conversation providing a foundation for our plan – and it sits alongside a clear mission set by bereaved families and survivors of the Grenfell Tragedy. They have told us that one legacy they want to see is for this Council to become the best Council. I accept this challenge, and believe we should all be humbled by it.

With incredible strength and courage, people who lost everything in the Grenfell fire – their loved ones, their possessions, their homes – have asked us to be the best, encouraging this organisation to be better than before.

We want to become the best Council for a borough that is greener, safer, fairer. That means not just listening to our residents and communities – but taking action.

**This Council Plan spells out what we want to do, but most importantly the way we do it.**  
**Let's make Kensington and Chelsea greener | safer | fairer**

## Our Council Plan outlines that:



**We will finish what we started on housing,** by improving the safety of our homes, building more, and ensuring we learn the full lessons from Grenfell.



**We will spend sensibly** and keep taxes and fees low.



**We will play our part** in tackling climate change, through investment in schools, public buildings, and our Council fleet. And make it easier at every step for residents and businesses to support these ambitions.



**We will do all** of this with **care and competence**, making sure we take pride in our work every day.



**To watch**  
Cllr Elizabeth Campbell speaking about this Plan please visit [www.rbkc.gov.uk/leader-message](http://www.rbkc.gov.uk/leader-message) or scan the QR code.



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# Becoming the best Council

Kensington and Chelsea will always be inextricably linked with the Grenfell tragedy, which has forever marked the borough, our communities, and the Council. Our commitment is to ensure it is never forgotten and to play our part in ensuring nothing like it happens again. We will continue to work with our partners to provide dedicated support to bereaved and survivors and those most affected in the local community, mindful of the important milestones to come, including the conclusion of the Grenfell Tower Inquiry, decisions about the site and the memorial and the ongoing fight for justice.

Bereaved families, survivors, and residents have challenged the Council to use the learning from the tragedy to change for the better, becoming the best Council for all our

residents, whether they were directly affected by Grenfell or not. In accepting this challenge, the Council is clear that there is a long way to go, and we will work with our communities to define what this means and check on our progress.

In 2022, we have heard from over 1000 bereaved, survivors and residents across the borough about what being the best Council in light of Grenfell means to them. People have told us what they love about the borough and what is important to them. The commitments in this plan reflect what we have heard about what people value, from our parks, public spaces, high streets, heritage, to open communities, and opportunities. But a strong theme running through the feedback has been about how people want the Council to change. Often this is as much about how the Council interacts with our communities as about what we do.

Specifically, people have told us they want the Council to:

Listen to residents, properly understanding the issues they are raising and acting on what they say, always prioritising their health and safety.

Involve residents in shaping our services and making decisions about them, recognising that they know their communities better than anyone else.

Communicate clearly with residents, making sure that when they contact the Council, we will grip the issue and not pass them from one team to another.

Treat all residents with respect and dignity, regardless of their background.



Since Grenfell the Council has changed many of its practices, its policies, and its approach, seeking to put communities first, engage with people in new ways, and make sure that the lessons of Grenfell are at the forefront of our drive for change. But this is a journey, and we know there is more to do to bridge the gap between the Council and its communities and to show our residents how we have learnt from the Grenfell tragedy. The feedback has revealed the scale of the challenge we face, while 44 per cent of people who responded to our Grenfell legacy survey feel there has been some change since Grenfell, 56 per cent feel that the Council hasn't changed.

This plan sets out how we will meet this challenge and how the organisation will address the issues raised above, particularly around listening, safety, making it easier to access services and talk to the Council, and housing. The lessons from Grenfell are at the heart of the broader vision for a greener, safer, fairer borough and are threaded through the whole document.

Given the scale and importance of the challenge to build a meaningful legacy from Grenfell, we will be developing a more detailed action plan alongside the Council Plan which will have with more detail on the changes we are making in light of Grenfell. This plan will be developed with residents through 2023.

The lessons from Grenfell are at the heart of the Council Plan



# Our borough

Kensington and Chelsea is a unique and diverse central London borough, which is rich in culture and heritage. With a population of almost 144,000 residents, the borough is home to residents of over 50 different nationalities who speak over 80 languages. Residents of Kensington and Chelsea have told us that they love and are proud of the melting pot of cultures and backgrounds in the area.

The borough hosts many nationally and internationally recognised cultural attractions like Notting Hill Carnival and Opera Holland Park. North Kensington is an area known around the world for its vibrant cultural heritage, musical authenticity, and proud history. Kensington Palace, the Victoria & Albert, Natural History, Science and Design Museums are just some of our landmark institutions, as well as world class retail stores and unique independent shops and markets, including the world-famous Portobello Market. People have told us they value the borough's history, heritage and amenities.

As a central London borough Kensington and Chelsea has a large visitor economy with 136,000 jobs and nearly 16,000 businesses. We want to promote our borough, attracting the right types of jobs, investment, and facilities for our communities, while continuing to provide the conditions and support for existing businesses to succeed.

Kensington and Chelsea is an area of huge social and cultural diversity, which includes significant differences in income, employment, and skills levels. Most employed residents are in highly skilled professional jobs, but the borough has areas where people are on low incomes, particularly in north Kensington and parts of the south and west of the borough. The cost of housing means that deprivation is often concentrated in areas with a large proportion of social housing. While many residents in these areas face challenges, these are also areas bursting with creativity and community life. We have heard many ideas from residents in these communities about how the Council can work with them to provide support.



## Carnival

**Over 1 million people**

each year come to Notting Hill Carnival, the largest street festival in Europe.



## Tourism

Approximately **25,800 visitors** daily (during 2022).

Overall, our borough continues to have the highest life expectancy in the country, however this varies between the north and the south, between people from different ethnic minorities, and between homeowners, private renters, and those in social housing. These existing inequalities have been exacerbated by the pandemic and rising cost of living. These challenges have resulted in our ongoing focus on fairness. While there are limits to the extent we can affect overall inequality, by focusing efforts on partnership and providing more joined up support in community settings, we can improve access to opportunities and ensure people have access to the help they need. We continue to make progress. We have more schools graded as outstanding than any other borough and attainment levels in our schools continue to be above national and London averages, with the most disadvantaged pupils outperforming their peers in other areas of the country.

With a median property price of £1.4 million, affordable housing is in short supply; there are around 20,000 homes for social rent in Kensington and Chelsea, which is unlikely

ever to be enough to meet demand. Although the situation here is extreme, these same challenges are seen elsewhere in London. Increasing housing supply is a priority for local people, and while the Council cannot tackle this challenge alone, it remains committed to its target of building 600 new homes, of which at least 300 will be for social rent. Given the nature and size of the borough, increasing the amount of genuinely affordable housing will always be a challenge.

We have heard how valued our parks and open spaces are by all residents, so we will continue to invest in them. Alongside that, the Council is taking steps to help the community become greener. There are now 782 electric vehicle charging points in Kensington and Chelsea, and we are investing in our buildings and Council homes to continue to become more energy efficient.

As we look forward to celebrating, promoting, and improving our borough and alongside tackling these long-term complex challenges, we will listen to our residents and put our communities at the heart of everything we do.



## Culture

**7 theatres and 15 museums**

including three of the most visited museums in the UK, the Natural History Museum, Science Museum, V&A and the Council owned Leighton House and Sambourne House.



## Historical


Over **4,000 listed buildings** and 177 English Heritage Blue Plaques.

# Our borough

Residents have told us they love and are proud of the melting pot of cultures and backgrounds in the borough.


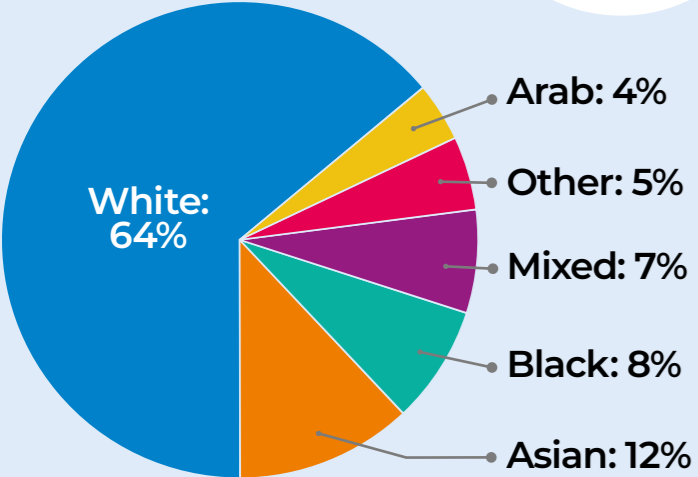
### Diversity

Almost **144,000** residents live in Kensington and Chelsea, which is home to residents of over 50 different nationalities who speak over 80 languages.



### Ethnicity


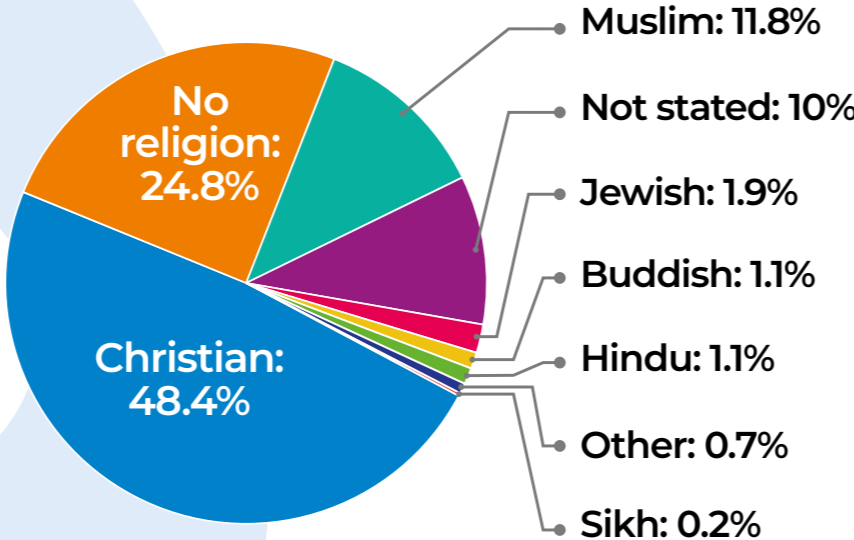
The borough is home to residents from many ethnicities:

White:	64%
Asian:	12%
Black:	8%
Mixed:	7%
Other:	5%
Arab:	4%

### Religion


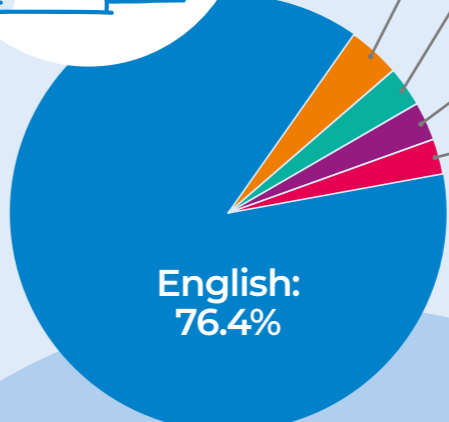
The borough is home to residents who identify with a number of religions:

Christian:	48.4%
No religion:	24.8%
Muslim:	11.8%
Not stated:	10%
Jewish:	1.9%
Buddhist:	1.1%
Hindu:	1.1%
Other:	0.7%
Sikh:	0.2%

### Languages

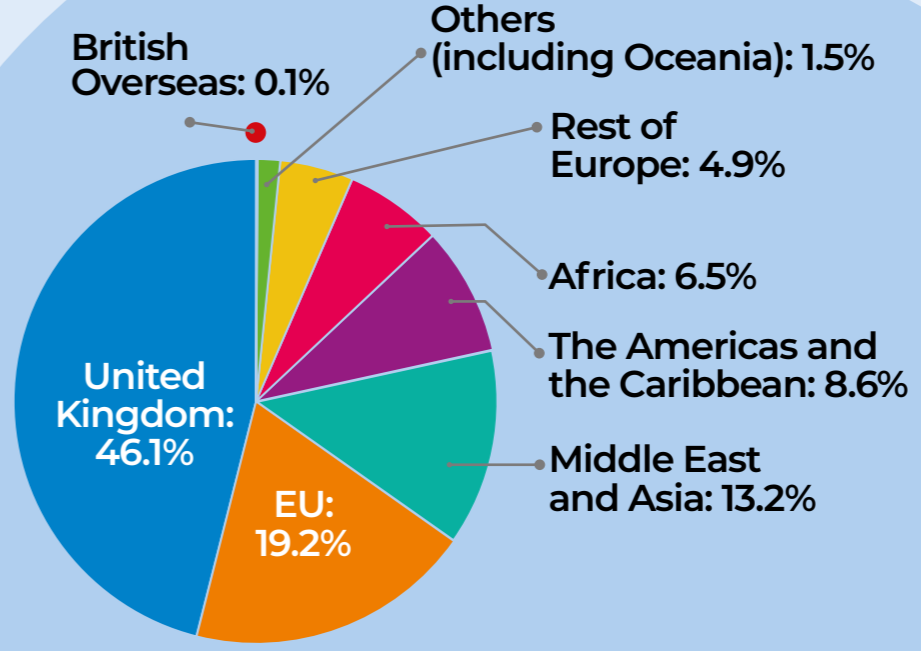
Our borough is home to residents speaking over 80 languages. The most commonly spoken are:

English:	76.4%
French:	3.4%
Spanish:	2.6%
Italian:	2.5%
Arabic:	2.3%

### EU population

**21,060** residents are EU nationals. They make up **14.7%** of our population.

United Kingdom:	46.1%
EU:	19.2%
Middle East and Asia:	13.2%
Africa:	6.5%
Rest of Europe:	4.9%
Others (including Oceania):	1.5%
British Overseas:	0.1%

### Place of birth

Our borough is home to residents born in many parts of the world.



# A greener Kensington and Chelsea



## Parks



The Council manages over **30 parks** and open spaces including 10 with green flag status.

We want to deliver greener neighbourhoods, cleaner air, and healthier lives for everyone who lives here. Parks and open spaces and well-maintained streets are valued by our residents and are important to everyone's quality of life. That means preserving and enhancing the borough's neighbourhoods, green spaces, and exceptionally clean streets.

Air pollution in Kensington and Chelsea has reduced by half over the last 15 years. Reducing emissions from vehicles and buildings is an important part of achieving better air quality. The Council has supported more electric vehicle chargers than almost anywhere else in the country. Making our

own buildings greener and supporting others to do so is at the forefront of our approach. We have invested £8 million into our schools to make them more energy efficient, all our council homes greener and work is underway on the Lancaster West Estate to make it carbon neutral by 2030.

We are committed to helping our community become more environmentally conscious and supporting the borough to reach the national net zero targets. To do this, we will promote and encourage environmentally friendly practices and work with local businesses and residents to support them to make sustainable decisions. By helping others take this action, we can help Kensington and Chelsea become a greener borough for everyone.



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## Greener

To watch a video about a greener Kensington and Chelsea please visit [www.rbkc.gov.uk/greener](http://www.rbkc.gov.uk/greener) or scan the QR code.



## Parks and open spaces



### We will:

- **Continue to invest** and maintain our parks, promoting biodiversity and well-being. Including delivering a new interim open space and sports area (subject to land agreements) at Cremorne Wharf, Chelsea Riverside.
- **Ensure Landowners** at Kensal and Earl's Court prioritise green spaces in their plans and encourage landowners to include new parks in masterplans.
- **Continue to improve** public squares and spaces, with investment in the public realm at Lots Road, Portobello Road, Bute Street and Cremorne Wharf. Alongside small local improvements in every ward over the next four years.



Air pollution in Kensington and Chelsea has reduced by half over the last 15 years.

# Clean air, clean streets and greening



**We will:**

- Aim to have the cleanest, best maintained streets** in London. This includes removing litter, dog mess and autumn leaves promptly; regularly emptying the 500 litter bins we provide across the borough; and ensuring any offensive graffiti and large fly tips are investigated and removed within 24 hours where possible.
- Maintain twice weekly bin collections** and begin rolling out electric vehicles to collect waste.
- Increase recycling** rates and introduce food waste collections.
- Improve biodiversity** and protect and enhance habitats across the borough, including by planting wildflower meadows in our parks and expanding our Bee superhighway.
- Plant 400 new trees** across the borough to enhance our streets, estates, and green spaces.
- Continue to improve air quality** in Kensington and Chelsea by encouraging electric cars, walking, and cycling, and use of public transport.
- Lead the transition to net zero** by making council-owned buildings like our homes and estates, schools, and offices energy efficient.
- Make it easier for people to make green changes** to their own homes, through solar panels, double glazing and heat pumps.
- Work with businesses** and the institutions in South Kensington to make the area a low carbon neighbourhood.
- Green our all our Council homes** with double glazing and other measures and ensure any new Council homes are built to green standards.
- Work with local people** to transform Notting Dale ward into an eco-neighbourhood by 2030, upskilling local people to secure green jobs and provide renewable energy for residents' homes, and we are working with residents on the Lancaster West Estate to retrofit homes to help make the estate carbon neutral by 2030.



**Recycling and rubbish**



The Council collects recycling and rubbish twice weekly from

**93,000 households.**



**Electric charging**

We have installed **782 Electric vehicle chargers:**

over 99% of households are within 200 metres of a charge point and over 80% within 100 metres.

**Recycling**



**22%**

household waste sent for reuse, recycling and composting (during 2022).

# A safer Kensington and Chelsea



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## Safer

To watch a video about a safer Kensington and Chelsea please visit [www.rbkc.gov.uk/safer](http://www.rbkc.gov.uk/safer) or scan the QR code.

For many residents, tackling crime and antisocial behaviour is important for a safer Kensington and Chelsea. While primary responsibility for crime lies with the Police, the Council works with them and partners to address and prevent crime and disorder in the borough. We are also a responder alongside other emergency services when there are emergencies in the borough that require support and care for the local and wider community.

The Council has a broader role in promoting safety and protecting people. Our children's services continue to be judged as outstanding by Ofsted and we work hard to ensure we offer

excellent support to the borough's young people so that they have the best possible start in life and are protected from harm. We have invested more in youth services than almost anywhere in London to support that journey.

Our adult social care services provide residents with access to the right support at the right time to enable them to have lives that are as safe, fulfilling, healthy and as independent as possible. Most of our care providers are rated 'good' or 'outstanding' and we continue to work closely with our providers of care to help our older and vulnerable residents to be independent. The pandemic and the rising cost of living crisis have highlighted existing and new health and social inequalities in the borough. We will increase investment in prevention

and early intervention to promote health and wellbeing in priority areas and communities.

Residents want the Council to prioritise safety and focus on keeping people safe in their homes, on their streets and in their neighbourhoods. The Grenfell tragedy shows the importance of health and safety in managing and maintaining Council housing, ensuring that work is carried out to a high standard and properly checked. We are investing over £400 million in our Council homes to ensure they are safe, warm and modern, but we know that people will only feel safe if they trust those who are there to keep them safe. This means that we will listen, investigate, work with other agencies and act when residents flag concerns and risks that might affect their safety and wellbeing.

## Crime and community safety

### We will:

- ▶ **Work with the police and communities** to improve safety in the borough and to support the Police to minimise and prevent crime.
- ▶ **Work with resident groups** and voluntary organisations to keep Notting Hill Police Station in community use.
- ▶ **Tackle fly tipping, graffiti, and noise** more effectively through a single environmental enforcement approach.
- ▶ **Respond to emergencies** in the borough and keep people safe, through planning, training, and working with our partners and communities.

### Noise control



**8 acoustic cameras**

to help stop noisy drivers.

## Safe homes



### We will:

- ▶ **Prioritise safety** in our approach to managing, maintaining, and allocating Council homes, while working with registered providers, temporary accommodation providers, and private rented sector landlords to drive the highest possible standards in all rented homes, using information from residents to improve safety wherever we can.
- ▶ **Continue to make** our housing estates safer against crime/anti-social behaviour by providing secure door entry systems and CCTV.
- ▶ **Use our wider role** to promote safer buildings across the borough, including through planning, building control and licensing.
- ▶ **Ensure we prioritise** the impact on the safety and wellbeing of our residents when we make decisions about spending.
- ▶ **Work with the NHS** to make sure that people can come out of hospital as soon as possible and are supported in a safe environment, by ensuring residents receive the care they need at home or in residential or nursing care settings and maintaining independence where possible.





# Support and safeguard adults and children



**We will:**

- ▶ **Work proactively** to create a safety first, curious culture across the Council so residents' views and concerns are respected, acted on, and investigated properly, with residents kept up to date throughout.
- ▶ **Champion and improve** the mental health of everyone in our community by delivering mental health training across our workforce, the Voluntary and Community Sector and in our communities.
- ▶ **Remodel our mental health services** provision to focus more on prevention services which support and improve the mental health of our residents.

- ▶ **Tackle health inequalities** in our communities, including trialling Community Health Workers in Golborne Ward and World's End Estate and providing more joined up support and advice in community spaces. We will support groups to work together to make the best use of these spaces.
- ▶ **Ensure children and young people** in our borough feel safe and supported and can engage in range of activity including breakfast clubs, after school clubs, youth clubs, work experience and apprenticeships.
- ▶ **Provide young people** and families with the support they need at the right time. Following the pandemic and in response to the rising cost of living we are investing in emotional wellbeing support for children and have expanded our holiday food and activity scheme.

- ▶ **Deliver excellent care** to our residents by working closely with the Care Quality Commission, to support all our care providers.
- ▶ **Continue to strengthen** our approach for children and young people with additional needs transitioning from Family and Children's Services into Adult Services, with a focus on helping them reach their full potential and living a healthy, active life in Kensington and Chelsea.

**Delivering excellent care**



**Life expectancy**

Overall the borough has the highest life expectancy in the country for women and the second highest for men. The Borough has

**5 years higher**

life expectancy than the national average. However there is inequality in the borough with life expectancy at least

**9 years lower**

in the most deprived areas of the Borough.



**Support**

**1,560**

adults are receiving social care.

**Lifestyle**

**68%**

of adults are physically active.



# A fairer Kensington and Chelsea



The borough is home to people from a range of backgrounds and communities. It has some of the richest areas in the country and some of the poorest. We want to do what we can to make life fairer for people who face the greatest disadvantages and challenges, so that everyone, regardless of who they are or where they live, has opportunity and can make the most of what the borough has to offer. To do this, we will build on our close ties with businesses and partners and target our services to those who most need them and do more to connect people across the borough. Building on the skills, expertise, and passion of our residents.

Becoming fairer as an organisation means listening to our residents and acting with care. We will continue to improve how we communicate with residents, ensuring that

when people tell us when something isn't working, we listen and learn. It also means making sure equality, diversity and inclusion are at the heart of what we do, so that services are designed to meet the specific needs of residents and can be accessed in different ways. We know that giving children the best start in life, from pregnancy to five, increases their ability to fulfil their potential and ambitions and that helping people who need support early, at any stage of life, makes a difference. We will make it easier to access advice and support in the community, acknowledging the work of the voluntary and community sector and committed residents who volunteer.

Becoming the best Council also means creating the conditions for the borough to be a thriving place where all residents can enjoy beautiful and welcoming spaces and live well. People live in and visit the borough because of our heritage, world famous places and shops and restaurants. We want to invest in our borough and its destinations, including

through our own capital programme, to ensure visitors keep coming to spend time and money here. This work ranges from promoting and supporting al fresco dining to working with landowners to create new and exciting places that add to and capture the essence of Kensington and Chelsea. Investment and visitors create employment and opportunities for our residents. As a critical part of central London, we must do all we can to provide more housing, particularly for the elderly, disadvantaged and those with complex needs alongside creating more and better jobs across sectors and skills levels.



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## Fairer

To watch a video about a fairer Kensington and Chelsea please visit [www.rbkc.gov.uk/fairer](http://www.rbkc.gov.uk/fairer) or scan the QR code.



## Housing



### We will:

- 1 **Prioritise social housing** for those that need it most, with a new Housing Allocations Scheme in 2023, further work to crack down on tenancy fraud, and helping people to downsize where that suits them.
- 2 **Continue our work to build 600 new homes** in the borough, with at least 300 for social rent. The first new homes built by the Council will be ready to occupy in 2023.
- 3 **Place a high priority on providing a wider choice of good quality specialist housing** for older people and people with disabilities through building more extra care facilities, including through new extra care accommodation at Lots Road.
- 4 **Deliver key worker housing**, to support key workers to live and work in the borough.
- 5 **Be a good landlord**, investing in and maintaining our social housing and targeting more services in areas like health and employment support to people in social housing or on the housing register.

## Accommodation

Over **2,100 households** in temporary accommodation.

- 1 **Learn lessons** from our pioneering Lancaster West Neighbourhood Team on the Lancaster West Estate, to pilot a similar approach on other estates with locally accessible staff, joined up services, advice and guidance, and job opportunities for residents. Our aim is to start with the World's End Estate.
- 2 **Improve the standard** of rented housing owned by others – including social and private landlords – by making full use of our regulatory powers.
- 3 **Prevent homelessness** and rough sleeping wherever we can, including by combining housing advice with other support from the rest of the Council and beyond, and providing more focused support for households who are placed in temporary accommodation.
- 4 **Involve residents** from start to finish in the decisions we make about housing, including through the Tenants Consultative Committee for council tenants and through our new Residents Reference Group for people in temporary accommodation or with other experience of our housing services.

## New homes

Council remains committed to its target of building **600 new homes**, of which at least 300 will be for social rent.



## Housing

**19,871 households**

in social housing; 35,380 own their home; 32,987 rent privately.



# Advice and support



**We will:**

- **Work with our partners** to provide ongoing support to bereaved and survivors from the Grenfell tragedy and those most affected in the local community beyond the end of the Grenfell Recovery Programme in 2024.
- **Ensure that residents who most need our support**, including those who live in social housing and temporary accommodation, feel the full benefit of our services and investment.
- **Trial ‘no wrong front door’** approaches so that our services are focused on people and residents don’t have to speak to lots of different departments.
- **Create more hubs** for people to access the support they need, like advice and employment support, and council services near where people live, for example, in libraries or community spaces or housing estates.
- **Build a world-class facility** to support adults with learning difficulties, co-designed with the North Kensington community, which will also provide shared community space at Maxilla.
- **We will continue to offer the right care** for adults, at the right time, in the right place to ensure we promote independence.
- **Continue to give priority to early years** services, including funded placements for 2, 3 and 4-year-olds, providing combined health visiting and parenting support through our family hubs and enabling residents to maximise the use of our children’s library services.
- **Support the most vulnerable** with the rising cost of living by keeping Council tax low, providing 100% Council Tax support for those who need it the most and investing £8 million, including providing funding to all primary schools to help children with the rising cost of living and a £100 rebate on Council Tax for those currently not receiving support in Bands A-D.

- **Transform** how people can access advice across the borough and continue to support our community centres, faith centres and charities and voluntary and community partners.
- **Make it easier** to do things online with the Council through more improvements to our website or an app.
- **Create more opportunities** for residents to share their views and hold the Council to account, and ensure staff are able and ready to act on what they hear, so more residents feel listened to and cared for.

## Education and Employment



**77.6%** of young people continued in education, remained in an apprenticeship or remained in employment after completing 16 to 18 study in schools and colleges.



## Feedback



We heard from over **10,000** residents in 2022, through consultation and engagement.

## Universal Credit

Over **10,550** residents claiming Universal Credit (in 2022).



## Work experience

**Over 400** apprentices working in businesses in the Borough.



## Engagement

The Council regularly works with residents and in 2022 co-produced **15 projects.**

## Support



The Council is currently supporting **15,706** low-income households, of which 7,739 households and 4,713 children are living below the poverty line.

## Education

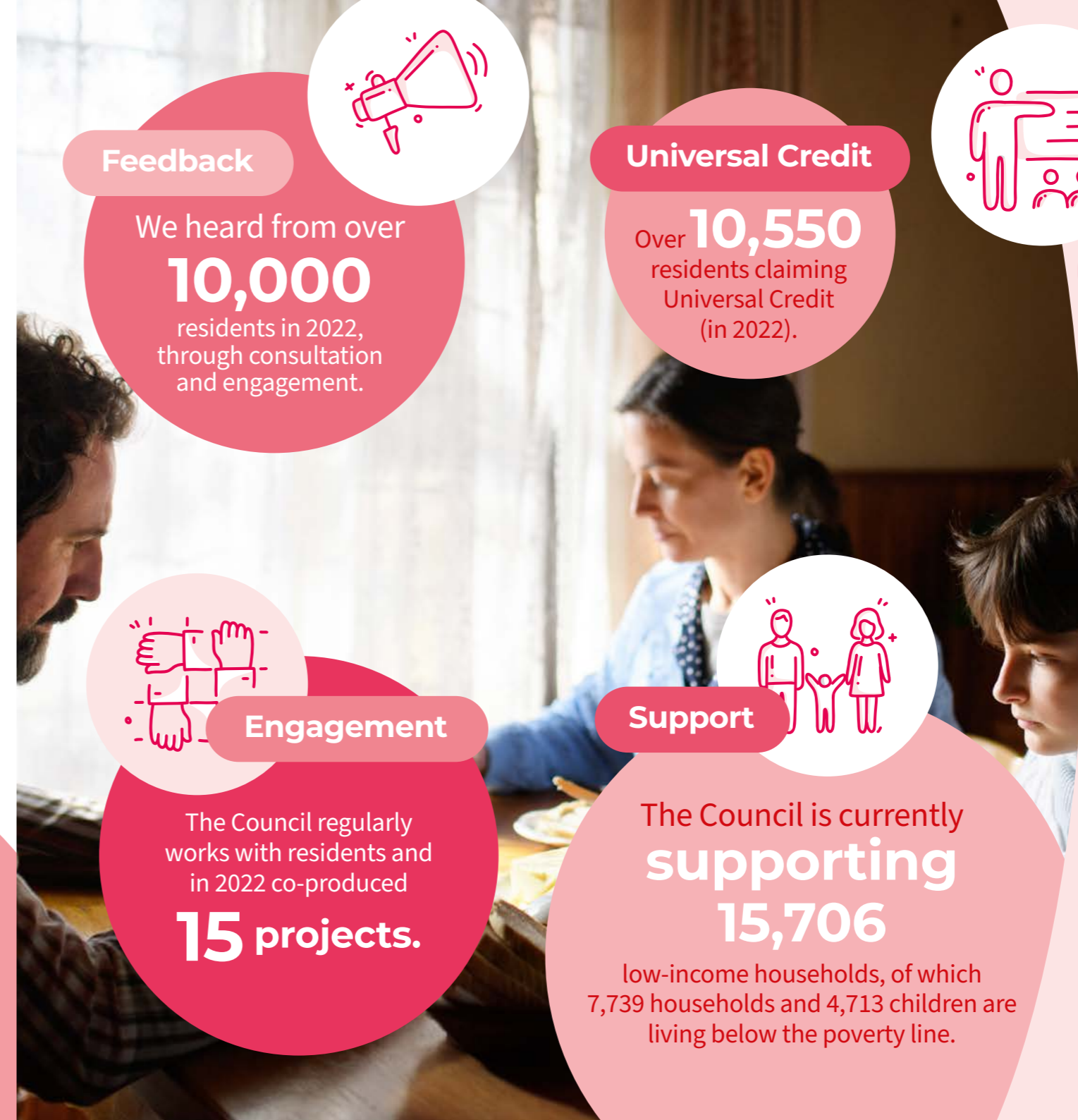


**95% of schools** in the Borough are rated as good or outstanding.

## Unemployment



**4.1%** of residents are unemployed.



## Celebrate, promote, and improve Kensington and Chelsea



**We will:**

**Celebrate and improve** our high streets and markets working with Business Improvement Districts, business forums and our market traders.

**Support events** that celebrate the borough's diverse culture and improving access for everyone to world class culture, such as the Leighton House Museum, K&C Festival and Notting Hill Carnival.

**Invest in our borough**, with 600 new homes, green spaces, employment opportunities and improved public realm at Lots Road, Portobello Road, Bute Street and Cremorne Wharf.

**Deliver opportunities** in Earl's Court and Kensal Canalside, supporting new homes and jobs which respect and enhance the borough's existing neighbourhoods.

**Pioneer the use of social investment** leases for our properties to ensure there is maximum benefit to local people.

## Education, economy, and employment



**We will:**

**Continue to develop** links between local businesses, schools, and colleges so that our children are encouraged to be ambitious for their future and that all young people are attending education, employment, or training post 18.

**Support our schools** to deliver an excellent education and continue our high level of Special Educational Needs provision, including the new special school, Kensington Queensmill, opened in September 2021.

**Create an environment** where entrepreneurs, social enterprises and business can flourish. Businesses and employers provide vitality and investment in our town centres and high streets, we will support our businesses and employers with recruitment and supply chain opportunities.

**Tackle unemployment,** underemployment, and low pay by working in partnership to provide training and support to those who need it alongside other support, in ways and places that make sense to people.

# Making it happen

The Council Plan sets the priorities for the Council and guides what we do and our budget sets out how we will fund delivery of these priorities. The Plan combined with our **Charter for Public Participation**, values, people strategy and budget give direction to what every Council team does. Councillors and staff are central to achieving the vision and change and we will support them so they can do the best possible job for our communities.

Getting the basics right and acting on the things that people have told us are most important to them matters. Improving customer care and how we do things runs as a theme throughout the Plan and is a focus for our staff, so that whenever people speak to or meet someone from the Council that person feels supported and listened to. Becoming the best Council means moving beyond customer service to focusing on how we connect with people. Acting with care in everything that we do from a phone call to how we deliver new homes.

All Councils are facing economic and financial uncertainty and there will be difficult choices ahead as the Council looks to make £27 million of savings between 2024 and 2027. But the Council has a good foundation, having delivered £38 million of savings over the last four years while keeping Council Tax low.

We will use our resources to provide quality services for the greatest impact. Over the next

four years the Council will spend £547 million of capital, on homes, transport, the environment, and schools – the things that matter to people. Reflecting on the lessons from Grenfell we are committed to using a social investment approach, so that the buildings we own (like offices and libraries) and the money we spend drives benefit directly or indirectly for communities. We will also prioritise the impact on the safety and wellbeing of our residents when we make decisions about spending. Decisions about spending will be taken transparently and only after consultation with affected residents.

To deliver the Plan we need to continue listening to and talking with residents, communities and our partners in the public, private and voluntary sectors, as we take on the challenge to become the best Council for a borough that is greener, safer, fairer. We will publish **performance information** so that people can track our progress and hold us to account.



**We are**

**A competent and caring Council**



## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



Contact

Visit

[www.rbkc.gov.uk/council-plan](http://www.rbkc.gov.uk/council-plan)

for more details.

or contact us via email

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or telephone **020 7361 3000**