



Grenfell Community Assembly

This is a response/action list as a result of the Assembly held on 23 January 2020 on the theme of the Environment. Similar comments and questions made by residents may have been consolidated or amalgamated for ease of response.

Comment/question from residents	Theme	Owner	Response/action
Overall theme: Air quality			
Areas of the borough are so polluted being outside feels bad for your health.	Air pollution (general)	Pollution Regulatory Team	<p>The whole borough is an Air Quality Management Area and the Council is working hard to reduce air pollution.</p> <p>We continuously monitor ambient air quality and data from our automatic monitoring sites can currently be found on the Air Quality England Website. https://www.airqualityengland.co.uk/local-authority/?la_id=291</p> <p>Information regarding the actions we are taking to improve air quality can be found within the combined Air Quality and Climate Change Action Plan (AQCCAP), https://www.rbkc.gov.uk/environment/air-quality/air-quality-and-climate-change-action-plan-2016-2021. The Council will be updating its Action Plan next year to set out how it intends to work towards meeting the more stringent World Health Organisations air quality guideline values and will invite residents to take part in this.</p> <p>There is a free air pollution alert service which is provided by AirText. This sends e-mails based on the forecast of air quality expected in the following three days. If any alerts are forecast in Kensington and Chelsea, the subscriber is notified and given advice on accompanying health messages for at risk individuals. Anyone wishing to sign up can do so at this link https://www.airtext.info/signup as this will enable you to have advance notice if pollution is predicted to be poor.</p>

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<p>Congestion caused by school traffic and diesel coaches used by local schools is an issue.</p>	<p>Air pollution (traffic)</p>	<p>Pollution Regulatory Team</p>	<p>The Council is working to engage with and support schools (this includes nurseries, primary and secondary schools) in developing their School Travel Plans, through the Transport for London's STARS Scheme, which enables more students to travel to school sustainably (walk, cycle, scoot and public transport etc.) rather than by car.</p> <p>Currently, the Royal Borough has 44 schools with STARS travel plans, consisting of 25 gold, five silver and eight bronze level accredited schools, as well as six newly engaged schools. This covers approximately 60 per cent of eligible schools in the borough, and this number is set to increase to 67 per cent by academic year 2020.</p> <p>The Council is also part of a Pan-London Anti-Idling Project which is seeing workshops and Anti-Idling Events delivered to schools to promote sustainable travel and raise awareness of the subject in order to help parents switch away from car journeys.</p> <p>If residents have a particular school in which they are concerned about, they are encouraged to email airquality@rbkc.gov.uk and the Council may be able to provide some additional support / information to the school alleviate the issue.</p>
<p>Poor air quality around the Westway where residents exercise, what health risks are there?</p>	<p>Air pollution (traffic)</p>	<p>Pollution Regulatory Team</p>	<p>Prolonged exposure to poor air quality has been proven to have detrimental effects on people's health, especially those with pre-existing conditions such as asthma or Chronic Obstructive Pulmonary Disease (COPD).</p> <p>Air pollution concentrations decrease with distance away from the source, with many factors such as wind speed, direction, weather etc. influencing how well they are dispersed.</p> <p>The Council is currently exploring whether there are options for introducing green infrastructure in the vicinity of the Westway.</p>

<p>Idling engines is an issue, particularly from delivery vehicles and parents waiting for children and more enforcement needed.</p>	<p>Air pollution (traffic)</p>	<p>Pollution Regulatory Team</p>	<p>The Council is part of a Pan-London Anti-Idling Project which is seeing workshops and Anti-Idling Events delivered to schools to promote sustainable travel and raise awareness of the subject in order to help parents switch away from car journeys. There will be a London wide anti-idling advertising campaign later this summer to advertise on billboards close to schools, hospitals and museums and it is hoped that the imagery used will dissuade drivers from idling.</p> <p>As part of this project, a business engagement and fleet training scheme is also going to be rolled out, to approach businesses who run a large fleet of vehicles (e.g. coach companies). These businesses will be offered free fleet training and taught about the impact their idling has on air quality. It is hoped that by working together across the boroughs it will help to share a consistent message that it is time for change and idling is not on.</p> <p>If residents have a particular school in which they are concerned about, they are encouraged to contact airquality@rbkc.gov.uk and the Council may be able to provide some additional support / information to the school alleviate the issue.</p> <p>Council Enforcement Officers (as part of their role) are able to issue Fixed Penalty Notices (FPNs) to idling drivers, who then refuse to switch the vehicles engine off when asked. Enforcement Officers can only target areas for which they have received complaints – if residents are aware of vehicles who repeatedly idle in a specific location please email streetline@rbkc.gov.uk or telephone 020 7361 3001.</p> <p>In September 2019 the Council introduced its first School Street pilot outside Colville Primary school – whereby streets are shut off to traffic at pick up and drop off times to help alleviate the congestion and idling vehicles around the schools. You may like to read about this here: www.mylondon.news/news/west-london-news/notting-hill-pollution-school-air-16897237.amp. Within the coming months, the Council will be consulting on the introduction of more ‘School Street’ closures.</p>
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<p>A lot of traffic is created by passing through traffic (out of borough residents travelling through the borough).</p>	<p>Air pollution (traffic)</p>	<p>Pollution Regulatory Team</p>	<p>The Council has historically supported the expansion of the Ultra Low Emission Zone and this will come into force in 2021. Under the ULEZ, older, more polluting vehicles (those that do not meet Euro 4 petrol and Euro 6 diesel requirements) will be required to pay a daily emissions charge.</p> <p>The Council is working with the GLA and TfL to improve sustainable travel within the borough to help those who usually travel by car to switch to more sustainable methods of transport. This includes the introduction of new cycle paths and improvements to the existing infrastructure and the installation of more electric vehicle charging points.</p> <p>The Council has also joined the Ultra-Low Emissions Directory to allow businesses to register if they use Ultra Low and No Emission fleet vehicles to provide last mile deliveries. This directory allows residents to pick businesses who use EV or Low Emission vehicles to provide services and reduce the amount of polluting delivery vehicles driving through the borough. Further information can be found here: https://crossriverpartnership.org/directory/.</p> <p>To reduce the amount of time vehicles are waiting at traffic lights, a review was undertaken of key junctions within the borough. Changes were made to the signal timings at the junction of Kensington Church Street and Kensington High Street to reduce the amount of time buses spent queuing at this location.</p>
<p>'Grenfell cough' still exists what is being done to tackle this?</p>	<p>Air pollution (general)</p>	<p>Pollution Regulatory Team</p>	<p>Public Health England has been assessing air quality in relation to the Grenfell Tower tragedy and this shows a minimal wider risk to public health as a result of the fire's smoke plume. People who were close to the scene and exposed to smoke from the fire may have experienced irritation to the lining of the air passages, the skin and the eyes, and respiratory symptoms including coughing and wheezing, breathlessness, phlegm production and chest pain. People who have concerns about their symptoms should seek medical advice from their GP or call NHS 111.</p>

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Westfield Shopping Centre causes a large amount of air pollution (traffic).	Air pollution (traffic)	Pollution Regulatory Team	<p>The Westfield Shopping Centre – Shepard’s Bush lies within Hammersmith and Fulham Council boundaries. If residents have any queries relating to sustainable transport policies for the shopping centre itself or within the local area, please contact Hammersmith and Fulham council at airquality@lbhf.gov.uk or Westfield Shopping Centre at help@westfield.com in the first instance.</p> <p>The Council understands that traffic for the shopping centre travels through its boundaries and is working towards improving sustainable transport links to encourage behaviour change.</p>
Increased congestion will be caused by new private school in the Ladbroke Grove area.	Air pollution (traffic)	Pollution Regulatory Team	<p>Due to development planning legislation enforced by the Government, the Council is unable to provide comment and conditions on this particular development.</p> <p>Through the Smarter Travel Team and the TfL STARS Programme, the Council will help and guide the school with regards to sustainable transport options for staff, children and parents to help negate any further problems caused by the pick and drop off of school pupils within the area.</p>
Council departments working in silos reduces the effectiveness in reducing air pollution schemes.	Air pollution (general)	Pollution Regulatory Team	<p>Last year, several of the Council’s services (including Environment Health) split from the London Borough of Hammersmith and Fulham to become a single borough service, after over five years as a Bi-Borough service.</p> <p>Since then, departments have been able to establish new ways of working and create new connections. This has allowed for greater efficiency and joint working on air quality projects, however we recognise that further improvements are still required.</p>

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<p>Are there windows that can filter incoming air into homes? Are there indoor air quality sensors?</p>	<p>Air pollution (general)</p>	<p>Pollution Regulatory Team</p>	<p>There are brands of window which state they have air cleaning / filtering properties, but we cannot provide comment on their robustness or effectiveness.</p> <p>A number of sources can impact on air quality within the home, these can include;</p> <ul style="list-style-type: none"> • Outdoor Sources (transport, construction, etc.); • Household products (used for daily household activities or decorating work); • Household fuel burning appliances (wood / coal fires, gas appliances etc.); • Biological Contaminants (mould, dust mites, bacteria and pet dander); • Air Fresheners / Aerosol Sprays; and • Smoking. <p>More information on the causes of poor indoor air quality and actions you can take, can be found on the Council's website here: https://www.rbkc.gov.uk/environment/air-quality/indoor-air-quality.</p> <p>There are sensors and companies which provide different forms of indoor air quality monitoring. However, in general they will report on the levels of common pollutants and other air conditions inside your home in real-time. The Council is unable to comment on the accuracy of these sensors.</p>

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<p>What air quality monitoring stations are in use around Notting Dale?</p>	<p>Air pollution (general)</p>	<p>Pollution Regulatory Team</p>	<p>The Council currently has three nitrogen dioxide (NO₂) diffusion tubes located within or along the boundaries of Notting Dale. These provide averages of NO₂ concentrations on a monthly basis. The Diffusion Tubes are currently located at;</p> <ul style="list-style-type: none"> • KC41 Ladbroke Crescent; • KC53 Walmer House; and • KC69 Darfield Way. <p>The nearest automatic monitoring station is within the grounds of Sion Manning School.</p> <p>Monitoring results for all our network can be located on the Air Quality England website, the Council AQ webpages or on the Defra AURN webpage.</p>
<p>Overall theme: Soil</p>			
<p>Residents are keen to know more about the Phase One soil testing, particularly; methodology, effects on children, area covered by testing, which substances were tested for, historic land contamination and future clean up details</p>	<p>Soil (testing)</p>	<p>Pollution Regulatory Team</p> <p>Ministry of Housing, Communities and Local Government</p>	<p>In October 2018, the Government announced that a programme of environmental checks would be carried out to investigate any risks to human health including from potential land contamination surrounding the Grenfell Tower as a result of the fire. The programme is being managed and overseen by the Multi-Agency Partnership (MAP), which is coordinated by the Ministry of Housing, Communities and Local Government (MHCLG). MAP membership includes a number of organisations with relevant expertise including the Environment Agency and Public Health England, MHCLG and Kensington and Chelsea Council, and others, as required.</p> <p>Stage 1 was an exploratory investigation to understand what contaminants might be present in the soil and whether there might be any contaminant linkages – a means for the pollution to reach any receptors e.g. people or property. Sampling was carried out in 21 areas within 1km of Grenfell Tower. These areas were selected on the basis of a number of factors including the direction that the smoke plume travelled in, community feedback and practical accessibility. A more detailed pilot study was also undertaken in one area (Waynflete Square), the purpose of this was to enable a Part 2A risk assessment to be developed as an example of how a more extensive investigation might be progressed in Stage 2.</p>

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			<p>Hundreds of chemicals associated with fires were tested for, including metals, volatile and semi-volatile organic compounds, polycyclic aromatic hydrocarbons, polychlorinated biphenyl's, chlorinated and brominated dioxins and furans and organophosphorus flame retardants. All of the results of testing can be seen at the end of Technical note 15 at https://www.gov.uk/guidance/grenfell-environmental-checks-stage-1-report.</p> <p>The level of chemicals found in Stage 1 were typical of those generally found in London and other urban areas. However, some pollutants were detected above their recognised generic screening values, but they were not at high enough concentrations to be considered to cause an 'unacceptable risk' referred to under Part 2A of the EPA 1990. Public Health England did not consider there to be an elevated risk to anyone's health from potential land contamination because of the Grenfell Tower fire. The Public Health England guidance for soils in cities includes advice about washing hands, cleaning shoes and peeling vegetables. The full 1 Stage report is available at https://www.gov.uk/guidance/grenfell-environmental-checks-stage-1-report</p> <p>MAP has taken the decision to proceed with Stage 2 to provide further evidence and re-assurance.</p>
Residents were interested in details relating to the Phase Two tendering process, particularly; substances tested for, area covered, tendering process, whether private land is included and depth of testing	Soil (testing)	Pollution Regulatory Team Ministry of Housing, Communities and Local Government	<p>The invitation for expressions of interest for the Stage 2 contract was advertised on the Homes England Multidisciplinary Framework. This approach was informed by feedback from residents as it would enable a number of appropriately qualified independent specialists to bid, while ensuring we progress to Stage 2 as quickly as possible.</p> <p>Residents were invited to be involved in the procurement process and a number of residents put themselves forward. They have contributed ideas to the community engagement activities; ensured the importance of community engagement was recognised and been involved in the scoring process,</p>

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			<p>which included attending a presentation and question and answer session.</p> <p>Technical note 18 (TN18) which was published during Stage 1, sets out the proposed site inspection methodology for Stage 2. One of the first tasks of any consultant if appointed, will be to review this to confirm its appropriateness. It is currently proposed (in TN18, (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/837841/Technical_Note_18_Stage_2_Design.pdf)) that testing will take place in 35 locations. The review will confirm the depth of future testing and the chemicals to be tested.</p> <p>Residents will be invited to attend community events to find out more. There will also be an opportunity to take part in site walkovers later this spring and observe soils sampling, which, is thought will take place in May/June 2020.</p>
Information regarding soil contamination is often too complex and long	Soil information	Ministry of Housing, Communities and Local Government	This is very valuable feedback. MHCLG leads on community engagement and will ensure it works with residents and the consultant (if appointed) to ensure results are clear to understand.
Mis-information about the issue is also an issue	Soil information	Ministry of Housing, Communities and Local Government	MHCLG through MAP leads on community engagement. MAP is trying to ensure that all communications are timely, clear and understandable. All documents and announcements made so far during the soil checks programme can be found on the Government's website at https://www.gov.uk/guidance/soil-and-environmental-checks

Comment/question from residents	Theme	Owner	Response/action
Overall theme: Sustainable transport			
Some residents use taxis at night rather than walking due to personal safety fears and poor lighting on pedestrian areas.	Personal safety	Community Safety Transport and Highways	Residents can obtain advice and information on safety from their local Safer Neighbourhood Team via https://www.met.police.uk/a/your-area/ Generally all streets in the area are lit to current standards, however suggestions or defects can be reported to streetlighting@rbkc.gov.uk
Some residents lack confidence when cycling on the roads.	Cycling	Sustainable Travel	We offer free cycle training to anyone living, working or studying in the borough. This can be booked here: https://www.rbkc.gov.uk/parking-transport-and-streets/getting-around/cycling-and-walking/cycle-training
Electric hire bikes being dumped is an issue in some areas.	Anti-social behaviour	Waste and Street Enforcement Sustainable Travel	The Council has limited powers to remove dockless bicycles, unless they can be considered an obstruction or danger. Where such bikes are left in ways that cause an obstruction, Council Officers will remove them from the public highway. Contact is then made with the company and they have the option to collect the bikes, or we dispose of them. Under Transport for London's (TfL) Dockless Bikeshare Code of Practice (http://content.tfl.gov.uk/dockless-bike-share-code-of-practice.pdf) operators are required to provide a sticker on every bicycle, with a number residents can call to request relocation of bicycles. The Council has fully supported TfL's proposals for a new pan-London bye-law that would give Councils the power to legally control where Dockless bicycles can and cannot be parked. The Council will progress delegation of power to formulate the new bye-law with London Councils and TfL over the next year. Sadly, introduction of new bye-laws can be a slow process as all London boroughs must be in agreement.
Greener public transport is needed.	Public transport	Transport and Highways	All buses within the borough meet the Euro VI emission standard. The C1 bus is electric. Further information regarding TfL's general plans for greener public transport can be found at https://tfl.gov.uk/modes/buses/improving-buses

Comment/question from residents	Theme	Owner	Response/action
Car free roads/fewer cars is desired by residents.	Car use reduction	Sustainable Travel	The Council must often balance the differing transport needs for residents. In 2019, we held our first ever Car Free Day (CFD) events and hope to close more roads for CFD in 2020 so residents can experience their local streets in a traffic free environment. Our programme of Cycleways should introduce 15km of new cycle routes over the next few years, on top of our existing 9km. In 2018, we began introducing on-street secure cycle storage, converting individual car parking spaces to storage for six resident bicycles. Car clubs and cycle hire docking stations have also been provided in recent years by utilising parking spaces. We also have some of the most stringent resident parking permit tariffs across London, particularly for diesel vehicles.
Create incentives to reduce car ownership and contribute to cycle schemes instead.	Cycling	Sustainable Travel	Our programme of Cycleways should introduce 15km of new cycle routes over the next few years, on top of our existing 9km. In 2018, we began introducing on-street secure cycle storage, converting individual car parking spaces to storage for six resident bicycles. The Council supports cycle hire through provision of Santander Cycle Hire docking stations (introduced by utilising parking spaces.) and is working with dockless bicycle operators to permit this service to residents safely, whilst maintaining uncluttered streets. We also have some of the most stringent resident parking permit tariffs across London, particularly for diesel vehicles. We have 212 fixed Car Club bays in the borough to reduce residents' need to own their own vehicles and in 2019, we held our first ever Car Free Day events and hope to close more roads for CFD in 2020 so residents can experience their local streets in a traffic free environment.
The Bus Stop serving the 295 and 316 on Bramley Road has had the light out for some time.	Public transport	Transport and Highways	TfL has now been informed of this and have been asked to ensure that the light is fixed.

Comment/question from residents	Theme	Owner	Response/action
Roads are not always suitable for cycling e.g. traffic, pot holes.	Cycling	Sustainable Travel	<p>Our programme of Cycleways should introduce 15km of new cycle routes over the next few years - on top of our existing 9km – providing a grid of quieter alternatives to busy main roads. Cycleways are subject to strict criteria, including permitted speeds and traffic flows. Where roads chosen for cycleways do not already meet this criteria, interventions – such as parallel crossings, speed limits or speed ramps – are introduced.</p> <p>The Council has a planned carriageway and footway programme to keep the highway in a good condition. We also have inspectors checking our network on a regular basis so any faults picked up or reported can be dealt with quickly and efficiently. Defects can be reported to streetline@rbkc.gov.uk for action.</p>
A lack of a traffic crossing/zebra crossing near The Space is a danger for school children.	Personal safety	Transport and Highways	<p>There are a number of criteria the Council looks at before introducing new crossings. Requests can be sent to traffic@rbkc.gov.uk for investigation.</p>
Overall theme: Climate change			
Households with multiple cars have unfair impact on other residents in the street.	Parking	Transport and Highways	<p>The Council charge £76 extra annually for the second and subsequent permits in a household. We cannot prevent households from having multiple permits as we have lots of shared flats in the borough (where the occupants do not know each other) and so it would be unfair to limit these types of properties to just one permit.</p>
Incentives for low emission cars.	Transport Policy	Transport and Highways	<p>The Council has a graduated pricing structure for residents permits based on CO2 emissions, so Electric Vehicles (EVs) pay the lowest cost for a permit. We are planning on reviewing this later this year to make it more in line with CO2 emissions (which means that EVs will pay less). From 1 April, visitors with EVs will pay less for their parking than other visitors. We are also continuously increasing provision of rapid, Source London and lamp column charging points to make it easier for residents to own EVs.</p>

Comment/question from residents	Theme	Owner	Response/action
Introduction of cycle lanes sees trees removed and roads dug up.	Cycling	Sustainable Travel	<p>To date, we have not introduced any segregated or marked cycle lanes, or removed any trees as part of our Cycleways programme. In fact, a Cycleway scheme about to be implemented this month in Pembridge will see three new trees and a new large planted area introduced.</p> <p>The Council must often balance the needs of residents with the disruption caused by introducing new infrastructure. We believe the long-term benefit to residents and others wishing to cycle outweighs the temporary inconvenience road works may cause.</p>
Improvements to how the Council communicates to its residents is required, particularly around what can be recycled.	Communications	Waste Action Team	See the recycling and waste theme below. This details how the Council communicates about what can and cannot be recycled.

Comment/question from residents	Theme	Owner	Response/action
<p>What is going to be done to ensure construction and development works are completely ethical and also what will be implemented in the environmental design such as solar panels?</p>	<p>Construction works</p>	<p>Climate Change Team and Planning</p>	<p>Since 1 October 2016, London Plan policy 5.2 has required any new homes forming part of major developments to be zero carbon. Further guidance on this zero carbon standard is set out in the Mayor’s Housing Supplementary Planning Guidance (SPG) published in March 2016 and the GLA’s guidance on Energy Planning.</p> <p>To achieve the zero carbon home standard set by the Mayor, the residential element of all major schemes proposed in the borough should achieve a minimum 35 percent reduction of regulated carbon emissions on-site, and offset all remaining carbon emissions up to 100 percent. On-site reductions in carbon emissions can be achieved in a number of ways, for example by maximising energy efficiency, using decentralised energy networks or through the use of on-site renewable energy technologies.</p> <p>To accord with the requirements of the London Plan, from the 1 April 2017, the Council has been implementing the zero carbon standard (https://www.rbkc.gov.uk/planning-and-building-control/planning-policy/carbon-offset-fund) through the creation of a Carbon Offset Fund. New proposals will be assessed against this standard using information provided in their energy assessment (see the Mayor’s Energy Planning guidance for further information). The council’s carbon offset price is £1,800 per tonne of carbon.</p> <p>All development that requires planning permission and which has an impact on amenity or the surrounding environment is required to provide a code of construction checklist and site construction management plan before any works commence. The Council also has a team (Construction Management Team) to monitor and where necessary enforce against any works that do not comply with the agreed arrangements that have been agreed.</p>

<p>What are the Council's priorities around the 'climate emergency?'</p>	<p>Internal policy</p>	<p>Climate Change Team</p>	<p>The Council announced that will be joining other authorities in declaring Climate Emergency and has adopted two targets:</p> <ul style="list-style-type: none"> • To lead by example by becoming net zero carbon by 2030 from its operations and buildings - embedding the reduction of carbon emissions in all relevant Council decision-making and operations, where we have direct influence. • The borough to be carbon neutral by 2040 - ten years ahead of the Government's targets. <p>The Council will be commissioning an expert supplier/consultant to build the evidence base and develop the carbon neutral roadmap/pathway under different scenarios. This piece of research will identify the key priority areas for both the Council and the borough to be carbon neutral which will inform the development of the Carbon Neutral Action Plan/Vision Carbon Zero.</p> <p>The Council recognises that it cannot tackle the climate crisis alone and will be consulting and engaging residents to submit their proposals on what steps to take to tackle climate change locally and recommend their priority areas/actions.</p> <p>What are we doing to tackle climate change? The Council has already shown commitment and ambition in tackling climate change at the local level through the development of a joint 2016-2021 Air Quality and Climate Change Action Plan (AQCCAP) https://www.rbkc.gov.uk/environment/air-quality/air-quality-and-climate-change-action-plan-2016-2021 and by setting up a 40 per cent carbon reduction target to be achieved by 2020 from the Council's own buildings and operations compared to 2007/08 baseline (excluding the Council's housing stock). The Council exceeded its internal target and achieved a 50.5 per cent carbon reduction from its activities in 2018/2019 based on a 2007/2008 baseline.</p> <p>The AQCCAP will be replaced with a bold new Carbon Neutral Action Plan in 2020. To reduce carbon emissions, we are working on various carbon reduction initiatives and priorities such as:</p> <ul style="list-style-type: none"> • Leading by example and improving the energy efficiency of all Council-owned buildings. Reducing energy consumption and energy demand across Council buildings.
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- Delivering energy efficiency projects in schools such as LED lighting upgrades and heating health checks.
- Greening the Council's fleet, reducing unnecessary mileage and encouraging active travel (walking and cycling) for staff and residents. The Council developed the [Green Fleet Strategy and Action Plan](#).
- Greening the office scheme.
- Delivering educational and climate change assemblies and workshops in schools and organising the Children's Parliament on the Environment for schools.
- Develop a Single Use Plastic Statement and Action Plan for the Council's operations and borough-wide. Phasing out single-use plastics from all Council's buildings.
- Upgrading the existing street lamps across the borough to energy efficient LED lights (24 per cent of the existing street lights have been converted to LED lights).
- Developing **community owned energy** projects such as the North Kensington Community Energy Project (<https://www.rbkc.gov.uk/greenerborough/north-kensington-community-energy-project>)
- Helping residents to **tackle fuel poverty**, reduce their energy bills and keep warm through Homes4Health scheme (<https://www.rbkc.gov.uk/greenerborough/free-home-energy-service-homes4health>) and Healthier Homes Project <https://www.rbkc.gov.uk/housing/living-healthy-homes/affordable-warmth-and-energy-efficiency-home> (which aims to assist residents living in homes that are cold, damp or dangerous and whose health may be at risk).
- Implement the zero carbon standard for all major residential schemes. The carbon offset (<https://www.rbkc.gov.uk/planning-and-building-control/planning-policy/carbon-offset-fund>) paid by developers can be used for other carbon reduction initiatives across the borough.
- Supporting residents to get high quality solar photovoltaic panels at highly competitive prices through the Solar Together Scheme (<https://www.rbkc.gov.uk/greenerborough/solar-together-london>).
- Embedding sustainability and social value clauses in procurement.
- Develop idling engines campaigns.
- Encouraging cycling and walking across the borough.

Comment/question from residents	Theme	Owner	Response/action
Overall theme: Recycling and waste			
Conflicting messages around what materials can be recycled.	Recycling	Waste Action Team	<p>Details of what can be recycled can be found on our website at:</p> <p>https://www.rbkc.gov.uk/bins-and-recycling/rubbish-and-recycling/recycling/about-recycling</p> <p>In the next three months, the Council will be publishing a more detailed Recycling A-Z of materials, on our website.</p> <p>If you are unsure whether an item can be recycled, contact streetline@rbkc.gov.uk, and they will advise.</p>
Effective communication is needed for residents to recycle properly.	Recycling	Waste Action Team	<p>We agree that communication plays an important part in helping our residents recycle. That's why we create and distribute a wide range of communication materials every year, including leaflets in our clear recycling bags, content for our local newsletters and information in our annual Council Tax billing.</p> <p>We are also working with a charity that specialises in Environmental Communications, to deliver a new recycling campaign this Summer.</p>
Extension of food waste collections is desired by some residents.	Recycling	Waste Action Team	<p>We are actively looking in to how we can do this. There are a number of obstacles to overcome, perhaps, most importantly, how we can roll out a borough-wide collection without resulting in an increase in carbon emissions overall, (from the extra collection vehicles required).</p> <p>We have a plan of work to model different options throughout 2020, and will be sharing our findings, when the work is complete (before the end of year).</p>

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<p>Councils are able to recycle different materials which leads to confusion (call for standardisation).</p>	<p>Recycling</p>	<p>Waste Action Team</p>	<p>It is confusing that different Councils collect different materials.</p> <p>When it comes to disposing of recycling, Councils are often tied to long term contracts, to dispose of their recycling at a plant, designed and built with specific machinery, to accept a certain range of materials. This means that it is difficult to change the materials Councils can collect for recycling, until the next disposal contract.</p> <p>However, the Government is considering standardising the range of materials collected for recycling across England and Wales, which it expressed though the Waste and Recycling Consistency consultation. This may make it a legal requirement for Councils to collect a specific range of materials. The Government will be consulting again later in the year.</p> <p>Something else to consider is that Councils vary hugely in their housing stock, population density and geography and this also impacts the different materials they can collect. For example, in Kensington and Chelsea, most of our properties don't have space to store paper, glass and plastic separately.</p> <p>We do collect most of the materials that the majority of Councils collect, including plastic, pots tubs and trays, and Tetrapaks, but we collect them mixed. We do not collect tin foil separately, as the machinery at our sorting plant is not equipped to sort it.</p>

Comment/question from residents	Theme	Owner	Response/action
<p>Garden waste is often thrown into general waste to avoid extra fees.</p>	<p>Recycling</p>	<p>Waste Action Team</p>	<p>We used to offer the separate garden waste collection for free, but as with many other councils, we were no longer able to fund this service.</p> <p>In 2015/16- we proposed to stop the service altogether, and instead collect garden waste as rubbish. We consulted with our residents to get feedback on our proposal and reasoning, and the outcome was that most of our residents would rather pay for it to be collected separately and recycled, than have the service taken away.</p> <p>Charging for garden waste helps cover the costs of running the service, and this is fair, otherwise those householders without gardens will be subsidising those with them.</p> <p>However, the charge is by no means just about costs. Charging for garden waste is in line with the polluter pays principle and encourages the production of less waste. Garden waste, in the first instance, should be composted at home to maximum environmental benefit. In addition, the charged garden waste system, focuses the service on specific properties, enabling vehicles to work on more of a “point to point” basis, reducing vehicle emissions per tonne collected.</p>
<p>Better enforcement is needed to increase recycling rates, particularly on housing estates.</p>	<p>Recycling</p>	<p>Waste Action Team</p>	<p>Councils are very limited in the legal powers they have to enforce recycling. That is why instead we focus our resources and efforts on education and improving infrastructure to improve recycling.</p> <p>Recycling on estates can be particularly difficult because an individual’s recycling efforts can be ruined by others, if they contaminate a communal recycling bin. Where this happens regularly, we will lock the lid of the recycling bin to stop people from contaminating them with the wrong items.</p>

Comment/question from residents	Theme	Owner	Response/action
<p>Some refuse collection crews have been seen mixing general and recycling waste together. Concern that potential time pressure on waste collection staff is leading to mistakes.</p>	<p>Recycling</p>	<p>Waste Action Team</p>	<p>Our kerbside collection vehicles, that collect bags, have two compartments, one for waste and one for recycling.</p> <p>Incorrect items in with the mixed recycling is called 'contamination'. London boroughs like ours, with dense populations and a high proportion of shared housing typically have a high contamination rate. This causes a huge problem because it spoils and destroys clean recycling and damages machinery at the sorting plant. Kensington and Chelsea's contamination rate is one of the lowest, when compared to boroughs with a similar housing and population characteristics (e.g. large quantity of shared housing and densely populated).</p> <p>We deliver detailed training to all of our collection crews, on how to spot when incorrect items have been put in recycling bags.</p> <p>Our bags are clear so that the crews can spot contamination inside. Our crews have to make quick decisions about whether a bag should be treated as contaminated. This is based on what they can see and also sometimes what they feel. For example, you can feel if a bag is full of water or wet waste, by picking it up.</p> <p>All of our split back crews receive a financial bonus, which is based on the crew's own monthly recycling rate and contamination rate. They are financially incentivised to maximise recycling and minimise contamination in a way that appropriately balances out these competing priorities.</p> <p>Whenever we receive complaints about a crew not separating properly, we carry out a full investigation to ensure they are.</p>

Comment/question from residents	Theme	Owner	Response/action
Lack of awareness around what level of recycling contamination is acceptable.	Recycling	Waste Action Team	<p>As a resident you should be aiming for no contamination.</p> <p>For the crews that are collecting and making a judgement about whether to treat the bag/bin as recycling or waste, the general rule is, if it is thought to be about 10 per cent contaminated (in weight), then it should not be treated as recycling. There are some items that immediately mean a bag/bin of recycling should be treated as rubbish, such as dirty nappies.</p>
Are twice weekly waste collections necessary?	Waste collections	Waste and Street Enforcement	<p>Kensington and Chelsea is one of the most densely populated local authority areas in the UK, with a highly transient population. Many of our households do not have much space to store waste and recycling, internally or externally. Therefore, reducing collections may lead to an increase in rubbish dumping, as many households would be in a position of having to contain waste within their properties for a whole week. The temptation to place waste out on non-collection days would increase and lead to a negative impact on the public realm.</p>
Call for a civic amenities site in North Kensington.	Recycling	Waste Action Team	<p>It is not possible for a civic amenities site in North Kensington for two reasons. Firstly, there is no land availability for such an operation in the borough, whether it be North or South. Secondly, Kensington and Chelsea is only a collection authority. We do not have the permissions to operate disposal functions. This function falls to Western Riverside Waste Authority, of which we are a constituent member.</p>
E-waste is hard to dispose of.	Recycling	Waste Action Team	<p>Residents can arrange a free home recycling collection for small electronic waste. For more information, visit: https://www.rbkc.gov.uk/bins-and-recycling/rubbish-and-recycling/recycling/waste-electronic-and-electrical-equipment</p>

Comment/question from residents	Theme	Owner	Response/action
High use of single use plastic at Council meetings.	Internal policy	Climate Change Team	<p>The Council adopted a Single-use Plastic Policy Statement and Action Plan in May 2019, which aims to phase out the use of single-use plastics across all its buildings and operations.</p> <p>The Council wants to lead by example by putting its own house in order first; and by empowering and supporting residents and businesses to reduce their single-use plastics consumption.</p> <p>To achieve this, we are:</p> <ul style="list-style-type: none"> • Working towards making all the Council buildings free of single-use plastics by the end of 2020. As part of this, the cafeteria at Kensington Town Hall (KTH) office has replaced their single-use plastic cutlery items with silverware cutlery for staff eating in the canteen. Staff members at KTH are also encouraged to use their own keep cups and mugs when purchasing hot drinks in the canteen and during meetings. • Water jugs and glasses are being used for Council meetings. • For events taken place within Council offices, single use plastic glasses have been replaced with plant-based alternatives and glass options (where feasible). For large scale events, suppliers and organisers are encouraged to use other alternatives to plastic such as plant based alternatives. • Work has been done to also support schools to phase out single use plastic items. 14 Plastic Planet Assemblies were delivered for free in schools by Western Riverside Waste Authority (in 2019). • Looking to identify sites where drinking water fountains can be installed and where we can have Refill stations. Dalgarno Community Centre and North Kensington Leisure Centre have signed up to be part of the Refill Scheme as part of this initiative.

Comment/question from residents	Theme	Owner	Response/action
Overall theme: Parks and open spaces (including community kitchen gardens)			
Bins in parks need frequent collection.	Parks	Parks	Bins are emptied once every day and more frequently on sites with a park keeper. We will monitor this closely and see if and how improvements can be made.
Large grass areas are not enough, better accessibility, flowers, playgrounds and facilities are needed.	Parks	Parks	In Parks we try to strike a balance between informal grass areas, play, areas for wildlife, quiet space and sport. If you have ideas for your local park please email parks@rbkc.gov.uk
Residents would like more of a say on what happens in green spaces.	Consultation	Parks	Where there is money available for large projects there is always an element of consultation and engagement, we are working on improving how we carry this out so that our park users are always engaged and lead on what happens in their local park. Information on upcoming consultation can be found on the Council's website but general queries and ideas can be put forward to parks@rbkc.gov.uk
Social housing spaces need more green areas.	Housing estates	Housing	For Kensington and Chelsea Council, it is clearly difficult to provide actual additional land, but we can improve the quality. We allocate almost £600k every year for residents to decide what environmental improvements we undertake. Each estate can spread their allocation over a number of years to achieve more significant environmental improvements. We can also use this for seed or match funding. The important thing is that what gets done is done in conjunction with our residents who live there.
Better education is needed about green spaces, pollinators and habitats.	Parks	Parks	We are working on improving the website and onsite information. There is also a new Biodiversity Action Plan being launched in 2020 that will include events, engagement activities, and improved volunteer opportunities – this is being run through the Ecology Service.
Would like to see more community cultivation.	Community kitchen gardens	Community Kitchen Gardens	We are always looking at expanding food growing opportunities and have planted a community orchard. We will always look at any disused place that has been flagged up as a possible growing area or street enhancement where possible.

Comment/question from residents	Theme	Owner	Response/action
Residents would like to see increased opportunities for volunteering.	Volunteering	Parks and Community Kitchen Gardens	The Parks and Community Kitchen Gardens Team will meet to discuss the possibility of a joint volunteer programme.
Where can residents find information about parks	Parks	Parks	Information can be found on the Council's website at https://www.rbkc.gov.uk/parks-gardens-and-ecology/your-local-park
Residents would like more information on community kitchen gardens.	Community kitchen gardens	Community	Information can be found on the Council's website at https://www.rbkc.gov.uk/environment/environment-project/royal-borough-environment-project
More "parklets" are needed (particularly in North Kensington).	Parks	Royal Borough Environment Project	The parklets installed on the high street last year have proven to be very popular so we are now investigating options to expand the scheme elsewhere in the borough. Their placement and ongoing maintenance need to be carefully considered to make sure we get it right.
Request for a community kitchen garden in Camelford Walk.	Community kitchen gardens	Community Kitchen Gardens	This has been discussed previously with Housing prior to W11 taking over management of Lancaster West. We will review this again.
Concern about SPID theatre building on Kensal House Community Garden.	Community kitchen gardens	Planning And Housing	Planning permission and Listed building consent have been granted for the refurbishment and extension of the existing space that SPID currently occupies. However due to the concerns that local residents have about the proposals, particularly building over the garden space, the Landlord (the Council's Housing Service) have not given their consent for the proposals to progress. This was primarily because of the loss of green space and SPID are reconsidering their plans which would take this feedback into account.