

Our Borough

Spring 2020



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Resident's welcome

Our caring community

I left the second Grenfell Projects Fund Decision Day feeling particularly positive - and not just because the community voted for my CHUMS project to receive funding.

I created CHUMS (Care, Help, Unite, Meet, Support) to encourage neighbours to look out for one another, and it was inspiring to see so many other projects at the Decision Day setting out to help others.

It showed me that our borough is filled with talented, passionate people who care about where they live and those

they live beside. I hope my article (*page 11*) inspires others across Kensington and Chelsea to share their story.



Jill Brown, CHUMS founder

Do you have a story for Our Borough? Get in touch at commsteam@rbkc.gov.uk



Staying in touch

There are other ways to keep up to date with borough wide news as well as updates and announcements from Kensington and Chelsea Council.

 @RBKC

 www.facebook.com/royalborough

 www.nextdoor.co.uk – search Kensington and Chelsea Council

For updates on Grenfell

 @GrenfellUpdates

 www.rbkc.gov.uk/grenfell

Coronavirus (COVID-19): latest information and advice

The information provided is correct at the time of print. We will be updating the Coronavirus page of our website, so check back regularly for the latest information.

Visit www.rbkc.gov.uk/coronavirus

Together with the Government and NHS, we have plans in place to manage the situation as it evolves.

Latest Government advice

- if you have a new continuous cough or high temperature (37.8 degrees or higher) you should stay at home for seven days
- Do not go to a GP surgery, pharmacy or hospital
- You do not need to contact NHS 111 to tell them you're staying at home.

To help protect yourself and others:

- To protect yourself and others, wash your hands more often than usual with soap and hot water for 20 seconds, or use a hand sanitiser gel if hand washing facilities are not available.
- If you or anyone in your household experiences symptoms of Coronavirus you should stay at home for 14 days. People who are staying at home should only

go out to exercise, you should seek help from others on supplies. If this is not possible, you should limit social contact if you have to leave your home.

If neither you nor anyone in your household has symptoms, you are advised to:

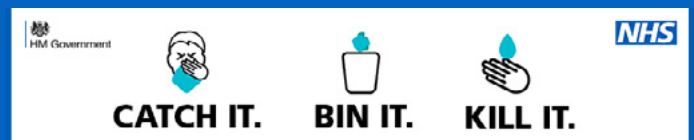
- Stop non-essential social contact and all unnecessary travel
- Work from home where you can
- Avoid pubs, clubs, theatres and other venues

This advice is particularly important for anyone aged over 70, pregnant and/or with underlying health conditions.

Information and advice around Coronavirus is subject to change on a daily basis. Please find the latest information on the Coronavirus page of the Council website, visit www.rbkc.gov.uk/coronavirus

You can also find the latest information from the government at www.gov.uk/coronavirus

We have set up a dedicated email address for resident and business enquiries, covid-19enquiry@rbkc.gov.uk



Have your say on new school's name

Construction work has begun on the borough's first dedicated school for children with autism and learning difficulties – and you can have your say on its name.

The new school is being built at the same time as redevelopment work is carried out at neighbouring Barlby Primary School in North Kensington, with both projects due to be completed in autumn 2021.

Pupils, parents and community members have come up with a shortlist of five potential names for the new special school and you can now vote for your favourite online. **Check out the shortlist on the right.**



The Beacon School

Reflecting the hopes of parents of pre-school children for their future

Lady Allen

Lady Marjory Allen was a landscape architect who introduced the first adventure playground and influenced the Children Act 1948. She died in 1976.

North Kensington School

This suggestion came from a pupil of a school for children with special educational needs in a neighbouring area.

Len Garrison School

A pupil from a special school suggested the new school should be named after a person from history. Lenford Garrison was an educationalist who came to the UK during Windrush and attended a school in Chelsea. He died in 2003.

Kensington Queensmill

Families have welcomed the involvement of Queensmill School as a sponsor of the new school and suggested including the name to emphasise the close links.

Get involved – attend our Resident Safety Panel

Want to be involved in the decision-making process for home safety issues across the borough? Sign up to attend our Resident Safety Panel.

The panel meets at Kensington Town Hall every two months and looks at fire safety, but also considers gas, electrical and water (Legionella) safety.

Members are given access to free training enabling them to make informed challenges to the Council's policies and its approach to safety issues.

We want the panel to be a diverse mix of both tenants and leaseholders, including those living in high-rise buildings, street properties and sheltered blocks.

If you'd like to attend the Resident Safety Panel – and especially if you're a council tenant – we'd like to hear from you, email: peta.caine@rbkc.gov.uk



To have your say on the new school's name, visit www.rbkc.gov.uk/Barlby-new-school by Sunday 5 April



Young residents vote for their first Youth Mayor

Candidates for the Council's first Youth Mayor have made their video manifestos and worked hard on their campaigns to win votes from their classmates, friends and peers across the borough in elections taking place this month. Polling stations are being set up in schools around Kensington and Chelsea and postal ballots have gone out as the young people of the borough prepare to cast their votes.

YOUTH MAYOR 2020

Each eager candidate for the role of Youth Mayor has secured a place in the Youth Council and will work with the Youth Mayor on ensuring young people's voices are heard.

Once formed, the Youth Council will have a fund of £40,000 to allocate to projects that they want to support. They'll link up with the borough's young people through the Youth Forum Network and feed their views into Council decisions and conversations.

Just missed out this year? Follow the Youth Council's journey on the @RBKCYouth Instagram to keep up to date with their progress. The next batch of young leaders will take over in October 2021, with information on how to get involved to be shared next year.

For more information, please visit: www.rbkc.gov.uk and search Youth Council



Share your views on new Homelessness Strategy

Kensington and Chelsea Council is developing a new five-year Homelessness and Rough Sleeping Reduction Strategy – and we want to hear your views.

Our borough has the second highest level of homelessness in the country and although the number of residents living on our streets is relatively low, we have more than 3,300 people on our housing register and 700 residents presenting themselves to the Town Hall for housing advice every month.

We want to work in a different way to prevent homelessness at an earlier stage, and the draft strategy includes a ten-point plan outlining how we will achieve this.

Our proposed key priorities include:

- Preventing residents from becoming homeless and assisting them when they have become homeless
- Providing suitable accommodation for homeless households
- Reducing and working towards the elimination of rough sleeping
- Working with partners to prevent homelessness earlier

A six-week consultation into the draft strategy launched on Monday 17 February and will run until Friday 27 March.

Discover more and have your say by visiting www.rbkc.gov.uk/homeless-strategy



A home for life for Council tenants

Kensington and Chelsea tenants have been given the security of a home for life after the Council reintroduced lifetime tenancies.

Responding to calls from residents who told us they wanted peace of mind and certainty over their own homes, we have made sure that all existing Council tenants will convert from fixed term tenancies to lifetime tenancies unless they have breached the conditions of their tenancy.

This means they can stay in their homes for as long as they wish, enabling them to build a long-term future within their community.

Previously we offered tenants flexible tenancies for five years and two years in exceptional circumstances. However, our residents have since told us they wanted longer term reassurance.

All new tenants will be signed up for a one-year introductory tenancy before moving on to lifetime tenancies.

This new policy will also free up time and money which will be invested in housing, financial and employment services to benefit our residents and help them play a positive role in their communities. These new services will include more support around debt management, benefits advice and helping residents look for employment or training to help with career advancement.

We have written to all Council tenants to update them on the policy and are visiting tenants to identify how they would like us to support them further.



Visit www.rbkc.gov.uk/home-life-council-tenants for more information about lifetime tenancies



New Council homes on the horizon

Planning applications for the first phase of Kensington and Chelsea's ambitious New Homes Delivery Programme to build 600 new homes on Council owned land, including at least 300 at social rent, have been submitted.

The applications are for 94 new homes across four developments in the north of the borough, located on Kensal Road, Acklam Road, Hewer Street and St Helens Gardens. The homes are anticipated to be offered at various tenures, including 45 at social rent, 22 at intermediate rent and 27 at open market rent.

If the plans are given the go-ahead by the Council's planning committee, construction work will begin later this year and the first residents will move into their new homes by mid-2022.

The homes form stage one of the Council's new homes programme, with public consultation on potential stage two sites due to begin by Easter 2020. Planning applications for the stage two sites are expected to be submitted by the end of the year.

The developments included in the Stage One planning application are:

Kensal Road	37 new homes (27 social rent, 10 intermediate rent)
Acklam Road	28 new homes (16 social rent, 12 open market rent)
Hewer Street	20 new homes (10 intermediate rent, 10 open market rent)
St Helens Gardens	9 new homes (2 social rent, 2 intermediate rent, 5 open market rent)

In addition to the new homes, the developments at Kensal Road and Acklam Road include community, employment and retail space.



Pictured (clockwise from top left): Kensal Road; Acklam Road; St Helen's Gardens; and Hewer Street

View the plans by visiting www.rbkc.gov.uk and searching planning



Grenfell recovery to remain top priority in 2020/21 budget

Kensington and Chelsea Council has voted to approve its budget, with Grenfell recovery remaining a top priority.

This follows last year's decision to spend £50 million on Grenfell recovery over five years from 2019/20. This is front-loaded, meaning £12 million spent last year will be matched again in 2020/21.

The Council is expected to invest £714 million in roads, infrastructure, environment and buildings in the next three years, including:

£259 million towards building new homes and building more temporary accommodation

£197 million towards renovation and refurbishment of current Council housing

£36.5 million for Barlby School – the borough's first school dedicated entirely to supporting children with special education needs.

£20 million to invest in our highways, streets and parks

£20 million to invest in Council buildings for the long term, including making them more energy efficient

£13 million for more secondary school places and investment in three of the borough's primary schools

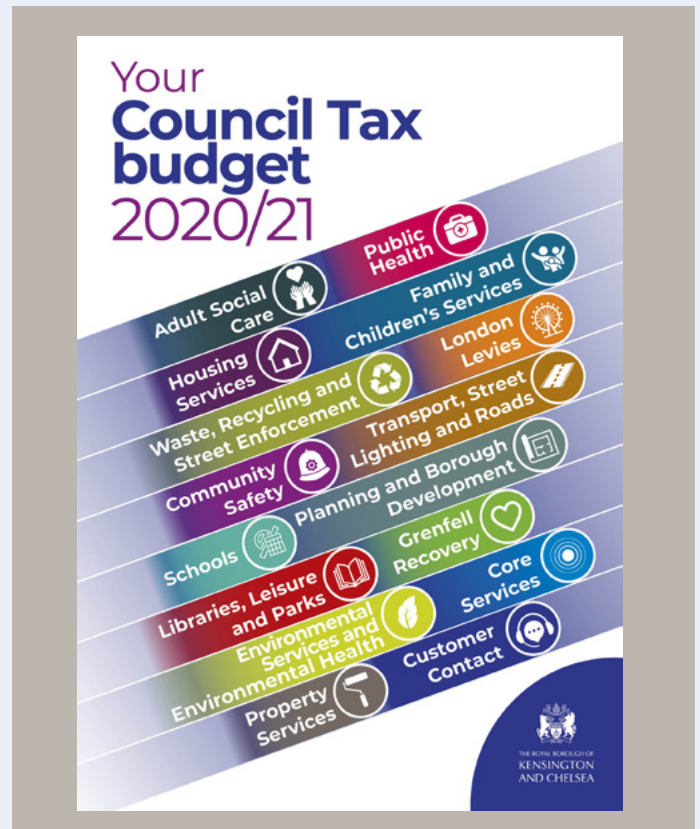
£6.2 million for day care services to help tackle loneliness and support people to remain independent for longer

£7.1 million to support and improve our six children's centres

The local government settlement for Kensington and Chelsea is expected to reduce by £40 million over three years.

The Council approved a Council Tax increase of 1.99 per cent for 2020/21 plus an additional 2 per cent increase in respect of the adult social care precept – a total increase in Council Tax of 3.90 per cent including garden squares and 3.99 per cent excluding garden squares.

The increase takes into account the Council's ambition to minimise the call on taxpayers and ensures the authority continues to have a Council Tax rate within the lowest quartile.



The Council has moved away from a traditional salami slicing approach and instead, in line with the value of putting communities first, has adopted an approach that aligns spending plans to the priorities in the Council Plan and ensures making the most of the income received and spending in the right places.

Council tax bands for 2020/21				
Band	RBKC Council Tax (£)	Adult Social Care Precept (£)	GLA Tax (£)	Total Council Tax (£)
A	564.88	38.29	221.38	824.55
B	659.03	44.67	258.28	961.98
C	753.17	51.06	295.17	1,099.40
D	847.32	57.44	332.07	1,236.83
E	1,035.61	70.21	405.86	1,511.68
F	1,223.92	82.96	479.66	1,786.54
G	1,412.20	95.73	553.45	2,061.38
H	1,694.64	114.88	664.14	2,473.66

What does the budget mean to our borough's residents?

Education

“There are a thousand different things I could say about why I love my school. We have such great supportive teachers who really help us in our learning. Mr Birdi is a great headteacher who helps us all know what is happening here in the school and what is happening around the world.”

Zayn Merchant Dar (10)



“I appreciate the way that we are educated. It's not so much that you're fed the information and you need to absorb it and keep it – we are given lots of different interactive ways of receiving and remembering things.”

Safia Penfold (11)



Parks

“I come to Holland Park three or four times a week and I think it's imperative to have green spaces like this, especially for dog owners. This is a built-up and populated area, so it's hugely important for the Council to invest in places like this.”

Rachel Napier, Notting Hill resident

Adult Services

“Being a resident in a supported living place is a good thing, because you get to know new people and learn a lot of different skills to ready you to live in the community on your own”.

Michael Hagan, supported living resident



Cleaner commute for primary pupils

Two Kensington schools could join a healthy school travel scheme to help clean up the air around their playgrounds.

Youngsters at Colville Primary School are enjoying a safe and healthy journey to school thanks to Kensington and Chelsea's School Streets initiative.

The North Kensington primary school near Portobello Road is the first in the borough to take part in the scheme, which eases pollution by closing roads to traffic during school drop-off and pick-up.

And Kensington and Chelsea Council has now consulted over the potential expansion of the scheme to benefit pupils and parents at two more schools – Knightsbridge School and Wetherby Kensington School – with the consultation closing as this issue of *Our Borough* went to press.

School Streets aims to reduce the pollution in the area from car exhausts and give parents peace of mind about road safety around the gates.

Parents at Colville Primary say the atmosphere outside school has completely transformed, with people stopping for a while to talk, play and say goodbye properly.

Volunteer Tania Kieffer said: “I'm very pleased that School Streets has started and that's why I volunteered – it's my contribution. Before the gate was up, I was asking a lot of people to turn their engines off, but now the children can use the street to cycle or scooter. It's much safer and there's much cleaner air.”

Year six pupil Safia Penfold (11) added: “Because we're cleansing the air, we are reducing the amount of toxins we're breathing in and that reduces the chances of us getting ill and missing school.”



For more information about the School Streets initiative, search School Streets at www.rbkc.gov.uk





© London Fire Brigade 2020

Sign up for free Home Fire Safety Visit

Help prevent accidents and keep yourself and your family safe by taking advantage of a free home fire safety visit from the London Fire Brigade.

Officers visited 80,559 homes in 2018 to help Londoners understand and reduce the risks of fire at home by taking some simple precautions.

During a visit, Fire Brigade officers will visit you at home and provide fire safety advice suited to your individual needs and home.

Residents can even take advantage of free smoke alarms as well as specialist alarms for people with visual or hearing impairments.

To book your visit, call free on **0800 028 4428**, email **smokealarms@london-fire.gov.uk** or **text/SMS 07860 021 319**

Find out more visit:

www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits



It's never too late to learn

For the first time in Kensington and Chelsea, the Council has launched a full brochure of its Adult Learning Services, which are provided by organisations across the borough.

The brochure outlines every learning course and training session offered by the Council through its partners, including English and maths, technology, business administration, arts, family learning and many more.

As part of the Council's Economy Strategy, launched last year, the adult learning courses are designed to support residents in finding secure employment and developing the skills to progress, plus encouraging lifelong learning, which is increasingly important in a constantly-changing world.

Enabling residents to find out what's on offer, where to find these services, how to apply and how it can help them with their personal and professional development, the guide is a handy go-to for everyone looking to learn.

Hard copies of the guide are available from the learning hubs across the borough and at rbkc.gov.uk/adultlearning



Library celebrates 60th anniversary

Kensington Central Library, located opposite the Town Hall (W8 7NX), is set to turn 60 years old in July this year and we'll be celebrating with a series of fun and family-friendly events for all ages.

Since its opening by Queen Elizabeth The Queen Mother on 13 July 1960, the library has been a hub of the community and increased its offering to meet a changing world over the last six decades.



Keep an eye out for updates and events at rbkc.gov.uk/libraries



Follow Kensington and Chelsea Council on Instagram

Ready for a host of dazzling photos of our borough?

We're already on Twitter, Facebook and Nextdoor, and now we're ready to take Instagram by storm! We've officially launched our Instagram account to highlight our beautiful borough and the cultural offerings that await.

Make sure you follow us by searching the handle @ **kensingtonandchelseacouncil** on Instagram. And if you find yourself in a photo worthy spot, share content with us by using the hashtag #OurRBKC and tagging us in your photos.

Visit: www.instagram.com/kensingtonandchelseacouncil



Have your say: community funding and planning

Did you know that the Council's planning function does much more than consider applications for extensions?

Our planning department represents your views in planning decisions and makes sure that new developers in Kensington and Chelsea invest in our communities through new facilities, street improvements or affordable housing.

You can have your say in how we invest developers' money in the community and how we create planning policy.

Community funding

The Council has collected £2.6 million from developers to support our neighbourhoods. We want to know how you would like this fund – known as the Neighbourhood Community Infrastructure Levy – to be spent in your community.

You can tell us what matters most to you, whether its transport like bicycle parking on your street, environmental issues like recycling and engine idling or community safety interests like CCTV coverage near your business.

Defining affordable housing

That is not the only way to have your say on planning matters. We know the word "affordable" does not always mean affordable for everyone when it comes to housing. As one of the smallest boroughs in London, we have higher land values than lots of other places which makes rent high too.

We are currently consulting residents on how we define affordable housing and setting out how much affordable housing we expect developers to provide when they build here, so that local people can live in our borough securely.

You can take part in a quick poll to send us your top five community funding priorities at www.givemyview.com/rbkcncilpriorities. You can also contribute to the conversation about affordable housing at the same link.



For information via our planning line, contact 0207 361 3012



Adult Social Care survey

The Council is carrying out its annual survey of people who receive care services. A random sample of service users has been sent the survey – if you have received it, please complete it and return to us by 30 April.

We want to get your views on the services you receive as the results will help our Adult Social Care team understand how well services are working and what we need to do to improve them.

All information will be kept strictly confidential. If you have any questions about the survey, please email : hssCustomerCare@rbkc.gov.uk or call 020 7361 2552



Behind the blue plaque

Name: Dame Alice Ellen Terry

Location: Barkston Gardens, Earls Court

Known professionally as Ellen Terry, Dame Alice was a renowned English actress from Coventry. Born into a family of actors, Terry began performing as a child, acting in Shakespeare plays in London, and toured throughout the British provinces in her teens. She performed in the late 19th and early 20th centuries.

Check out a video of Dame Alice's blue plaque at: youtube.com/watch?v=9iZZCI6lwxo and follow @rbkc on social media for more from our #behindtheblueplaque series.



Smarter Safer Secure Homes

The Community Safety Team have launched a new pilot programme called the Smarter Safer Secure Homes which will provide specific and bespoke crime prevention advice for private sector landlords and managing agents on their properties.

It will offer:

- A full inspection of the property
- A Crime Prevention Specification based on findings
- A Smarter Safer Secure Homes Project completion certificate (landlords will receive once the security enhancements are put in place and the good practice document and guidance for existing and new tenants explained)

Learn more about the pilot project and find out how you can get involved, visit www.rbkc.gov.uk and search Smarter Safer Secure Homes



Community Safety Wardens are coming to an area near you.

The new team will support the network of community safety services in the borough, specifically looking to enforce issues relating to safety, anti-social behaviour and more.

Based both on the street and on estates, the wardens will work in partnership with other Council enforcement services, Housing and the Detached and Outreach Service, the police, residents and communities to tackle and solve community safety problems.

Join our NEW Warden Service!

Are you passionate about community safety?

Kensington and Chelsea are setting up a brand-new warden service working with our communities to keep the borough healthy, clean and safe.

As part of the new Warden Service, you will help deter crime and anti-social behaviour, promote community safety and reduce residents' fear of crime.

We are looking to recruit:

- 2 Supervisors
- 12 Wardens

Closing date for applications is **Monday 23 February.**

For more information about the roles please go to www.rbkc.gov.uk/jobs/jobs click 'search jobs' and search 'wardens'.



Learn more at

www.rbkc.gov.uk/join-our-new-community-safety-warden-team



A listening ear

Share the issues that matter to you directly with members of the Council's Leadership Team by coming along to one of our revamped listening forums.

Initiatives you can expect to experience this year include:

- Three big meetings held in different locations throughout the borough
- A digital forum for residents to submit questions and receive a live response online
- Drop-in events at various locations in the borough

Stop by one of our sessions and let us know what's on your mind.



Find out more by searching Listening Forum at www.rbkc.gov.uk



Best of our borough

JILL BROWN received £10,000 from the Grenfell Projects Fund to set up CHUMS (Care, Help, Unite, Meet, Support) – a new collective encouraging neighbours to look out for one another and to tackle the increasing number who have become isolated from their own community. We caught up with the North Kensington resident to find out more...

What inspired you to set up CHUMS?

I lived 400 miles from my own mother and there wasn't really a network of support in place for her. She died on her own on a weekday and I only knew something was wrong because she wasn't answering her phone.

We have an ageing population and there are a lot of people in situations like my mother, who although she needed such friendship support did not necessarily want to go down the official channels.

Also, my daughter works with elderly single women who find themselves in hard times with no real connections. She would tell me about the difference that little things make to her tenants; like how popping in to say hello or having a cup of tea brings back a smile, encourages conversations and improves their day-to-day health and wellbeing. I knew that this was exactly what we needed here.

Neighbours have become distant from each other and this distancing is growing. I want to stop this by highlighting the vulnerable people in our communities.

How will CHUMS help older people in Kensington and Chelsea?

I want to create a buddy system so that people are looking out for their neighbours and then bring everyone together once a month for social gatherings, mini events and activities to forge new friendships and bring back their sense of belonging.

If I can get this off the ground, I hope it eventually creates a legacy that will benefit people everywhere. It doesn't need a lot of a person's time, or require a huge budget – offering the small, simple but essential things can make the biggest difference.

"We have an amazing mix of cultures and I want to reach everyone."

How important is this sort of support for older members of the community?

It's vital. The lonelier and more isolated you are, the worse your health becomes. We can change this at a grassroots level just by having people knocking on their neighbours' doors, making a phone call once a week or doing something as simple as picking up a newspaper and being aware of how they are.

We have an amazing mix of cultures and I want to reach everyone. It's also about getting the youth involved because they can learn so much from somebody who is more mature.

How did you feel about the Grenfell Projects Fund?

It was an opportunity that I could not let pass me by because you never know when something like this will come around again. It's important to get these projects established so that the foundations are in place and there is something to build on in the future.

This process has shown that there are so many talented people with so many good ideas who are just as passionate about where they live and who they live beside as I am.

Would you encourage others to apply for funding?

To anyone thinking of doing something like this, I would encourage them to go for it – you have nothing to lose by trying. It gets your ideas out there, so even if you don't get funding straight away it lets people know what you are trying to do. Who knows what doors it will open?



Discover more recipients of the Grenfell Projects Fund by visiting www.rbkc.gov.uk and searching Grenfell Projects Fund



Useful Council numbers and contact information

We know that when you have a question or a concern, you need to speak to the right person or find the right information quickly. Here's a list of our key contacts and information points:

Benefits

- 📞 020 7361 3006
- @ benefits@rbkc.gov.uk

Council tax

Note - all transaction related requests including claiming Housing Benefits or paying council tax can now be done quickly and easily through the relaunched MyRBKC.

- 📞 020 7361 3005
- 🌐 www.rbkc.gov.uk/myrbkc

Environmental Health

This team is able to assist with animal and pest control services, public health, general health and safety and food safety matters.

- 📞 020 7361 3002
 - @ environmentalhealth@rbkc.gov.uk
- Any emergency calls outside of working hours are transferred to an out-of-hours service.

Housing

Information and advice to help you find suitable accommodation, advice on keeping your home, and homelessness.

- 📞 020 7361 3008
- @ housing@rbkc.gov.uk

Emergency calls to the Homelessness Placement Unit outside of 9am-5pm Monday to Friday are transferred to an out-of-hours services.

Housing Management

On 1 March 2018, the Council took over the management of its homes from Kensington & Chelsea Tenant Management Organisation (KCTMO). This includes day-to-day services such as repairs, cleaning and looking after your estate.

- 📞 0800 137 111
- or the mobile friendly number 020 3617 7080
- @ HM-CustomerServices@rbkc.gov.uk

There is a faster, easier and mobile-friendly **MyRBKC** now at your disposal. Check it out for yourself on www.rbkc.gov.uk/myrbkc and once registered, you can:

- better manage transactions like paying Council Tax or claiming Housing Benefit.
- sign-up for email notifications about those Council decisions you are most interested in. From planning to governance, choose what you want to hear about and how frequently.

- report issues online and get them resolved quicker.
- The 15 new online Report-It forms can be used anytime, anywhere to tell us about everything from noise issues, fly-tipping or broken streetlights to health and safety concerns at a restaurant or business. www.rbkc.gov.uk/global/report-it/report-problem

Arts and leisure

Information on cultural activities in the borough.

- 📞 020 7361 3003
- @ artsandleisure@rbkc.gov.uk
- 🐦 @RBKCCulture
- 📘 @RBKCCulture

The team can assist with information on our schools, access to education, support services for special educational needs and disabilities, Adult Learning and Employment opportunities and safeguarding, looked after children and leaving care.

- 📞 020 7361 3009
- @ educationline@rbkc.gov.uk

Family Information Service

A free, impartial information service for parents and carers of children and young people aged up to 19 (up to 25 for those with additional needs), including Tax-Free Childcare.

- 📞 020 7361 3302
- @ fis@rbkc.gov.uk

Libraries

Call or email to find or join a library or learn about borrowing and charges, home library services, special events for adults and children, job seekers and careers advice and much more.

- 📞 020 7361 3010
- @ information@rbkc.gov.uk
- 🐦 @RBKCLibraries
- 📘 @rbkclibraries

Parking

General parking enquiries

- 📞 020 7361 3004
- @ enquiries@rbkcparking.com

Rough sleeping

If you see someone sleeping rough in the borough, you can call the Street Population Outreach Team on:

- 📞 020 7341 5210 or 020 7361 3008
- 9am to 5pm Monday to Friday.

You can also report a rough sleeper via the national website Streetlink or by calling:

- 📞 0300 500 0914
 - 🐦 @Tell_Streetlink
- (for national website and helpline)

Streetline

Streetline cover everything relating to street-and city-spaces within the borough.

- @ streetline@rbkc.gov.uk

Social Services

- 📞 020 7361 3013
 - @ socialservices@rbkc.gov.uk
- Any emergency calls outside of working hours are transferred to an out-of-hours service.

Help for those affected by the Grenfell tragedy:

- 📞 0800 0234 650
- (NHS helpline for those seeking mental health or emotional support)

Grenfell Health and Wellbeing Service:

- 🌐 www.grenfellwellbeing.com