

# Our Borough

Spring 2021



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Vaccine update

Why you should join the tens of millions who have had the jab



## Road to recovery

The key dates for the roadmap to the end of lockdown



## Health Champions

Sign up to keep your community up-to-date with Covid-19 facts



## Super citizens

Caring community members honoured by Mayor's Awards



## United front

How the Kensington and Chelsea community tackled Covid-19 together [Pages 4-5](#)

# Welcome to Our Borough

## Share your stories

Do you have news you'd like to share with fellow residents across Kensington and Chelsea? Whether you want to promote an event, celebrate a community champion or let others know what's going on in the borough, we would love to hear from you.

If you've got a story to share, email [commsteam@rbkc.gov.uk](mailto:commsteam@rbkc.gov.uk)

## Let us know what you think

Our Borough is your newsletter and we want it to reflect the issues that matter to you. If you've got any feedback, please let us know at [commsteam@rbkc.gov.uk](mailto:commsteam@rbkc.gov.uk)

### Covid-19

*Information on our Coronavirus response is correct at the time of going to press. For the latest updates, visit [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus)*

## We're available online

To view this or previous issues of Our Borough online, visit [www.rbkc.gov.uk/newsroom/all-council-statements/our-borough](http://www.rbkc.gov.uk/newsroom/all-council-statements/our-borough)

## 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](https://twitter.com/RBKC)

 [www.facebook.com/royalborough](https://www.facebook.com/royalborough)

 [www.instagram.com/kensingtonandchelseacouncil](https://www.instagram.com/kensingtonandchelseacouncil)

 [www.nextdoor.co.uk](http://www.nextdoor.co.uk) – search Kensington and Chelsea Council

## For updates on Grenfell

 [@GrenfellUpdates](https://twitter.com/GrenfellUpdates)

 [www.rbkc.gov.uk/grenfell](http://www.rbkc.gov.uk/grenfell)

## Vaccinating Kensington and Chelsea

**M**ore than 21 million people in the UK, including over 36,000 in Kensington and Chelsea, have received their first Coronavirus jab.

The vaccine has been offered to everyone in the top eight priority groups in the UK and the Government expects to offer the vaccine to everyone over the age of 50 and all adults in at-risk groups by the end of May. Everyone else will be offered the vaccine by the end of July.

We know that some people have unanswered questions and that there have been various myths circulating in the community about Coronavirus and the vaccinations that are available.

It is important to remember that tens of thousands of people were involved in trials before any vaccine was approved. They have shown to be safe and there are no animal products in any of the vaccines.

NHS doctors, nurses and other frontline staff have also come forward to provide reassurance that the vaccines are safe, effective and have been tested to the highest standards.

**NHS staff have recorded messages in many of the most commonly spoken languages about the importance of getting vaccinated.**

**Visit [www.england.nhs](http://www.england.nhs) and search for vaccine information in community languages.**

## Subscribe now to K&C Life

Are you missing notifications on service updates to parking, rubbish collection, Council Tax and more? Subscribe to K&C Life, the Council's weekly electronic newsletter, to make sure the latest events, service updates, Covid-19 news and more land in your inbox every Thursday.

**Scan the QR code to subscribe now.**



# The roadmap out of lockdown

At the end of February, the Government announced plans to phase the country out of lockdown using four tests which must be met before we move through the steps outlined in the Covid-19 roadmap.

The roadmap indicates the soonest possible date the Government aim to reopen various services and industries.

## The four tests to be met in order for the roadmap to progress are:

The vaccine deployment programme continues successfully

Evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated

Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS

Assessment of the risks is not fundamentally changed by new variants.

From Monday 8 March, schools and colleges opened for all students including practical higher education courses, and recreation and exercise with one other from a separate household was permitted. There were relaxations to regulations on nurseries and wedding ceremonies, which can go ahead with up to six people.

From Monday 29 March, it's proposed that six people or two households can meet outside, including in private gardens. Household mixing indoors will still be restricted. Organised and recreational outdoor sports will be reallocated.

No earlier than Monday 12 April, and still dependent on the four tests, a number of previously restricted activities, industries and locations will be reopened.

## These include:

Indoor leisure centres including gyms for individuals or household groups

Outdoor attractions such as zoos and theme parks

Libraries and community centres

Personal care premises, such as salons and barbers

All retail and outdoor pubs and dining

All children's activities with indoor parent and child groups (up to 15 parents)

Holiday lets where indoor facilities are not shared with others

Beyond April, the roadmap outlines plans to reopen the remaining restricted activities and locations. From Monday 17 May, indoor hospitality such as cinemas and hotels are planned to return with nightclubs, larger events and unrestricted attendees to life events such as weddings and funerals set to return by Monday 21 June.

Each milestone will depend on the success of previous rule-relaxations and may be revised should cases increase significantly.

The rules remain that you should stay at home, keep travel to a minimum and continue to socially distance, wear a mask where required and wash your hands often and thoroughly.

**You can find out more by searching 'Covid-19 roadmap'.**

## Access targeted rapid community testing across the borough

If you can't work from home, for example key workers, essential retail workers and tradespeople who enter people's homes as well as parents, guardians and those in a childcare bubble, and have no Coronavirus symptoms, you can get tested at one of our rapid community testing sites in the borough:

### Kensington Leisure Centre,

Silchester Road, W10 6EX

8am to 4.30pm, Monday and

Wednesday, 10am to 4pm Tuesday,

Thursday, Friday, Saturday and Sunday

### Kensington Town Hall,

Hornton Street, W8 7NX

8am to 5.30pm Monday and

Wednesday, 8.30am to 5.30pm

Tuesday, Thursday and Friday, and

10am to 4pm at weekends.

### Chelsea Old Town Hall

King's Road, SW3 5EE

8am to 4.30pm, Monday and

Wednesday, 10am to 4pm Tuesday,

Thursday, Friday, Saturday and Sunday

Please visit [gov.uk](https://www.gov.uk) for further information on critical workers.



## Rapid Coronavirus Community Testing



**Together K&C**  
Protect Lives, Protect Livelihoods

# Covid-19 – one year on

This issue of *Our Borough* is landing on your doorstep almost exactly one year since the UK was placed into its first Covid-19 lockdown in March 2020.

Covid-19 has changed so much about the way we live our lives but, Kensington and Chelsea's response to the

pandemic and how it has adapted to the 'new normal' reflects the community spirit and selflessness that makes our borough great.

Here are some of the key milestones from throughout the pandemic...

## March 2020

Covid-19 Hub is set up to support those self-isolating with food and medical supplies

## April 2020

Rents for businesses in Council-owned commercial property are suspended and a rent holiday introduced for market traders

## May 2020

Volunteer Centre Kensington and Chelsea refers volunteers to local groups running Covid-19 support services, while residents pool skills and resources through Mutual Aid Kensington and Chelsea and Next Door



## June 2020

Kensington and Chelsea Council's £500,000 Business Interruption Fund is launched, awarding grants to 147 businesses impacted by the pandemic

## July 2020

As the first lockdown is eased, temporary Pavement Licences and new Seasonal Highways Licences are introduced alongside a fast-track application process to allow businesses more outside Covid-safe dining space

For the latest Covid-19 updates, visit [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus)



## August 2020

The first-ever online Notting Hill Carnival attracts six million people with a fun-packed schedule of digital events



## September 2020

As new Covid-19 rules are introduced to stop the spread, organisations keep residents engaged through Community Leadership programme courses in everything from barbering and football leadership to keeping young people healthy

## October 2020

As a Covid-19 testing hub opens in Malton Road and contact tracing is rolled out across the borough, it's announced that almost 3,300 school children will receive vouchers to cover the cost of their meals during the half-term break

## November 2020

Traders from Portobello and Golborne Market ensure shoppers can find some Christmas bargains while under national restrictions by listing their goods online and hosting virtual gift fairs

## December 2020

Rapid community testing for people without Covid-19 symptoms who are unable to work from home is introduced in Kensington and Chelsea. The number of tests reaches an average of 371 per day by Christmas

## January 2020

Al Manaar Muslim Cultural Heritage Centre helps to tackle misinformation about the Covid-19 vaccine by hosting an online information session attended by more than 140 people

## February 2020

Members of Kensington and Chelsea Faith Communities Partnership issue a joint statement encouraging the community to have the vaccine as it brings hope and "a light at the end of the tunnel"



## March 2020

More than 32,000 people in the borough receive their Covid-19 vaccination, helped by the opening of a new mass vaccination centre at the Science Museum

# Pandemic support for borough's businesses

Since the start of the Covid-19 pandemic a year ago, businesses in Kensington and Chelsea have received grants of more than £65.5 million to help them through the impacts of closures and restrictions.

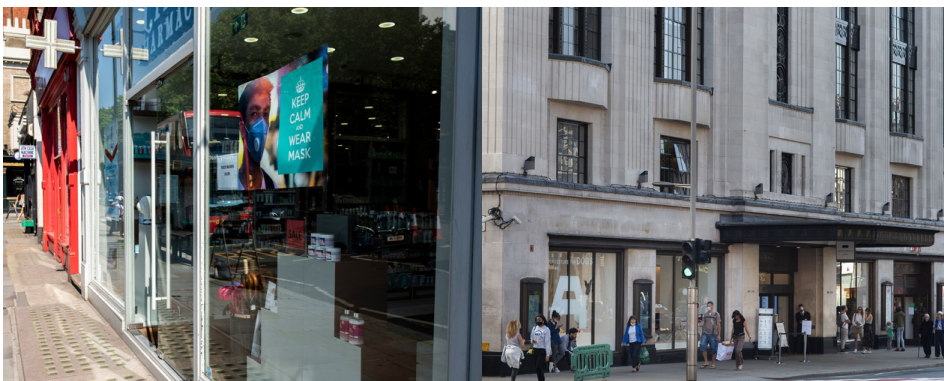
These include the business rates grants in spring 2020, which amounted to £45,270,000 for 2,478 businesses, and the Local Restrictions Support Scheme, which was introduced with the tier system in late autumn 2020, providing £19,679,762 through 5,369 payments made to local businesses so far.

Other grants include the Council's own Business Interruption Fund which saw £500,000 awarded to 147 businesses,

and the Government's Additional Restrictions Grant (ARG) for those who have been severely impacted by the pandemic but may not have been able to access other support, such as taxi drivers and market traders.

So far, 149 applicants have been awarded a £2,500 grant through the ARG, with many more currently being processed. A third round of applications may open up if there is funding still available so keep an eye out if you could be eligible.

Find out more about available grants and other support at [www.rbkc.gov.uk/covid19-business](http://www.rbkc.gov.uk/covid19-business)



# Food for thought

With Covid-19 lockdowns creating an increased demand for food support, the Kensington and Chelsea community has pulled together to provide invaluable assistance throughout the pandemic.

The Government's Winter Grant has allowed us to help the voluntary sector continue its incredible work, with 19 organisations delivering food to 1,291 families and 4,257 individuals in January alone.

The Council also contributed through a City Living, Giving Local grant towards the K+C Christmas Collective. As a result of this initiative 8,365 people received a Christmas in A Box, consisting of food and goodies to enhance their Christmas.

More than 70 clinically extremely vulnerable or self-isolating residents have been helped to access food from foodbanks that deliver - particularly the Venture Centre and Dad's House. Restaurant chain Dishoom also generously funded and delivered hot meals to 115 people at Bay20.

Volunteers across the borough have selflessly given up their time to help out at foodbanks and the community's efforts have been recognised in this year's Mayor's Awards (see page 6).

For more information, search Covid-19 Hub at [www.rbkc.gov.uk](http://www.rbkc.gov.uk)



## Become a Health Champion

Would you like to play your part in helping to reduce the spread of Coronavirus by sharing accurate and up-to-date health advice and guidance with friends, family and neighbours? If so, sign up to become a Covid-19 Health Champion.

Health Champions will be among the first people to receive the latest information on public health measures and immunisations, allowing them to keep their communities well informed as various myths circulate about Coronavirus and the vaccinations that are available.

There are friendly, supportive online briefing sessions twice a week. You can attend either on Wednesday at 7pm or Friday at 10am to find out the latest information and share experiences with other residents.

Representatives from the Council's Public Health department will be involved as well as different health organisations, depending on the topics, including hospitals, clinical commissioning groups and local GPs.

Go to [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search Health Champions to sign up.



## Do you know about the Charter for Public Participation?

The Charter for Public Participation was adopted in January 2020 following a 12-week public consultation and forms part of our Constitution.

It makes a series of important public commitments that apply to all Council services and staff, stating how you can get involved in Council meetings and influence decisions and play a role in developing plans, policies and more in the borough.

Search Charter for Public Participation at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) to find out more



## Full steam ahead at Kensington Queensmill

The borough's first dedicated school for children with autism and additional needs is taking shape ahead of welcoming its first pupils in the next academic year.

Construction work at Kensington Queensmill, which will accommodate 80 pupils, has continued throughout the pandemic. The project will also deliver a new building for neighbouring Barlby Primary School.

For more information, search Kensington Queensmill at [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

## Mayor's Awards honour caring citizens

The efforts of the Kensington and Chelsea community in helping the borough through an extraordinary year have been recognised at the latest Mayor's Awards.

A total of 19 winners were selected for an award by a judging panel after being nominated by members of the public for their dedication to improving the lives of the borough's residents.

Among the worthy winners are people

working with voluntary initiatives including sports clubs, charities, cultural groups and neighbourhood organisations. This year's awards included a special category for people who played an important part in the pandemic response.

Check out the full list of winners below and find out more by searching Mayor's Award at [www.rbkc.gov.uk](http://www.rbkc.gov.uk)



### Mayor's Award Winners

#### Individual Contribution:

- Angela Spence
- Azkar Ali Shah
- Gloria Gardner
- Mandy Ala
- Martyn Baker
- Master John Webster
- Minna Korjonen
- Tarik Kaidi

#### Local Community Organisation:

- All Saints Foodbank
- Chelsea Community Hospital School
- LCAT
- Midaye Somali Development Network
- Minds United FC
- The Kensington + Chelsea Foundation
- The Pepper Pot Centre

#### Coronavirus Response:

- Fatima Mourad BSc
- Major James Williams
- Mutual Aid Kensington and Chelsea
- Pam Bardouille
- Tim Sai Louie

## Grenfell recovery remains a priority in 2021/22 budget

Kensington and Chelsea Council has approved a full budget of £630m for 2021/22, with Grenfell recovery remaining a top priority.

The Council has protected the £50m Grenfell Recovery Fund and plans to spend £10.5m next year. Spending also includes £277m of capital investment as part of a larger three-year investment in the borough's roads, infrastructure, homes and buildings.

The budget has also earmarked an additional £8m to help mitigate the longer-term economic, social and health damage caused by Covid-19.

This year Council Tax will rise by 4.99

per cent, an increase of £45.18 a year for the average band D household.

The first element is a Council Tax increase of 1.99 per cent. The second element is a 3 per cent increase towards meeting the demands for adult social care services. The Council currently continues to offer the maximum local Council Tax relief for the 13,000 residents on the lowest incomes and Council Tax bills will remain some of the lowest in the country.

Further details on the budget and Council Tax are available at [www.rbkc.gov.uk/counciltax](http://www.rbkc.gov.uk/counciltax)



# Have you applied for the EU Settlement Scheme?

If you are an EU national living in the UK, you need to have applied for pre-settled or settled status by Wednesday 30 June 2021 to be able to continue to live and work in the UK.

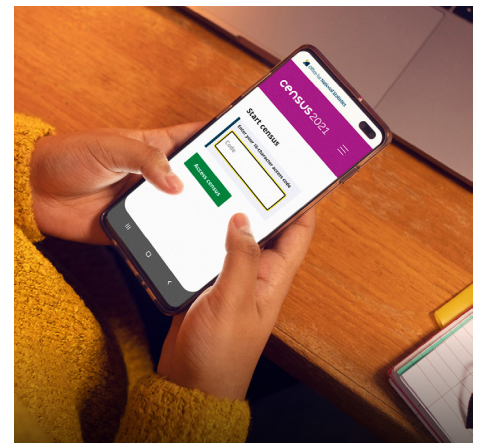
It's free to apply and you can complete the first application stage, to verify your identity documents, via your smartphone with the Home Office's 'EU Exit: ID Document Check' app.

If you don't have access to a smartphone, our EuSS (European Settled Status) service team can assist you with starting your application. Find out more about our service and other support you can access to help



you with the rest of your application at [www.rbkc.gov.uk/euss](http://www.rbkc.gov.uk/euss). This service is free for Kensington and Chelsea residents.

Find out more about the scheme at [www.gov.uk/settled-status-eu-citizens-families](http://www.gov.uk/settled-status-eu-citizens-families)



## Cement your place in history by completing the Census 2021

Households across Kensington and Chelsea have taken part in Census Day 2021 on Sunday 21 March – and you have until May to complete your submission.

You will have received a letter with a unique online code allowing you to submit your details until Monday 3 May. You can easily complete the questionnaire on a computer, phone or tablet and paper copies are also available.

As the census only comes around every 10 years, now is your chance to mark your place in history within a long-lasting record that future generations can find. The census gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

The Office for National Statistics carries out the census and only ever publishes anonymous information from it. The information you share cannot be used to influence benefit claims, immigration status or your taxes. In fact, personal records will be locked away for 100 years, kept safe for future generations.

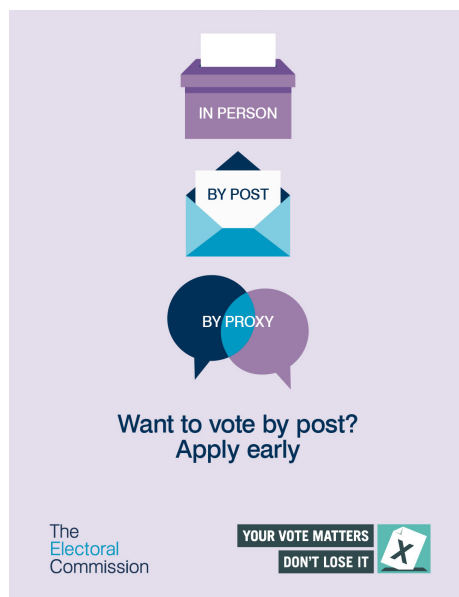
For more detailed census information, visit [www.rbkc.gov.uk/census-2021](http://www.rbkc.gov.uk/census-2021)

## Ways to vote

With the Mayor of London and London Assembly elections coming up in May, will you vote in person, by post or asking someone else to vote for you (by proxy)?

If you are voting by post, apply early and give us plenty of time to process your application.

Find out how to apply at [electoralcommission.org.uk/voter](http://electoralcommission.org.uk/voter)



## Log on to make your voice heard at local Council meetings

Council meetings are one of many opportunities for the public to have their voice heard on particular issues and decisions that affect the lives of our residents.

With Council meetings not being held in person for the time being, why not attend virtual Planning, Leadership Team, Overview and Scrutiny meetings and more from the comfort of home?

Participate by sending in questions in advance (where applicable) and learn about upcoming changes and decisions in the borough. It's the perfect way for you to take a more active role in your community.

Discover the dates of upcoming meetings at [www.rbkc.gov.uk/committees/Meetings.aspx](http://www.rbkc.gov.uk/committees/Meetings.aspx)



# 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

Housing management 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](http://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](http://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](http://www.grenfellwellbeing.com)