

Summer 2020

# Our Borough



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Business supplement



## We are open

Businesses are opening up as  
lockdown restrictions are eased

### Find out more inside

How businesses  
are reopening  
this summer



Results from our  
Business Survey



Opportunities in  
our Supply  
Chain project





# The way forward for businesses

The last few months have been some of the most challenging we have seen, for residents, workers, and of course our businesses. Many businesses had to close due to lockdown restrictions or dramatically reduce operation. There is no one in the community who will have not been affected in some way.

However, we can now see a way forward. With non-essential retail being able to reopen from 15 June and hospitality, leisure and cultural venues open from Saturday 4 July, as well as reduced social distancing, we are beginning to get our economy back on its feet.

The Council's priority is to protect lives and protect livelihoods so getting our businesses back up and running effectively, and safely, has been and will continue to be our mission as we ease out of lockdown.

We all have a part to play in supporting our local businesses and our high streets. This is as important as ever, to make sure that they are still there in years to come.

**Cllr Catherine Faulks**

Lead Member for Economy, Employment and Innovation



## K&C Mayor visits reopened businesses

Mayor of Kensington and Chelsea, Cllr Gerard Hargreaves, along with Cllr Catherine Faulks, visited a range of businesses in the borough the weekend after they were allowed to reopen.

Welcoming the Mayor was Monica Eter and other stall holders at Portobello Market, Jack's Garage in Notting Hill, Apadana Restaurant and Sprint Physio in Kensington High Street, and Chelsea Cleaners, McKenna & Co and Tandi Fashion in Chelsea.



## Summer Trading Policy

Saturday 4 July was a key date for many as a range of businesses could reopen including pubs, restaurants, hotels, hairdressers, cinemas and theatres.

To support those in the borough to operate as best they can under lockdown restrictions, the Council has provided guidance on measures including:

- More room for al fresco dining with flexibility for pavement widening, using parking spaces and partnering shop frontages for extra tables and chairs
- Speeding up processes with outdoor dining licences granted within 14 days of an application
- Fast-tracked planning permission for outdoor seating so pubs and restaurants can serve outside as soon as their license is approved
- Enforcement officers and community wardens will act as Street Ambassadors, supporting businesses with safe social distancing.

Read our full Summer Trading Policy and other reopening guidance at [www.rbkc.gov.uk/reopening-business](http://www.rbkc.gov.uk/reopening-business)

# Keeping afloat with financial support

There have been several schemes introduced by Government to provide financial support to businesses impacted by Covid-19. Business Rates Holidays and Grants, the Coronavirus Job Retention Scheme, Self-Employed Income Support Scheme and Bounce Back Loans to name a few.

Unfortunately, there are businesses that have fallen through the cracks, ineligible for any of these schemes. That's why the Council provided grants to 147 businesses through the

£500,000 Business Interruption Fund last month, which you can read more about in this issue.

Additional support has also been organised by Government, including the Local Authority Discretionary Grants Fund. This limited Fund provided grants for small business without access to any business rates grants.

You can find out about the financial support still available at [www.rbkc.gov.uk/covid19-business](http://www.rbkc.gov.uk/covid19-business)

# Our survey says... businesses need you

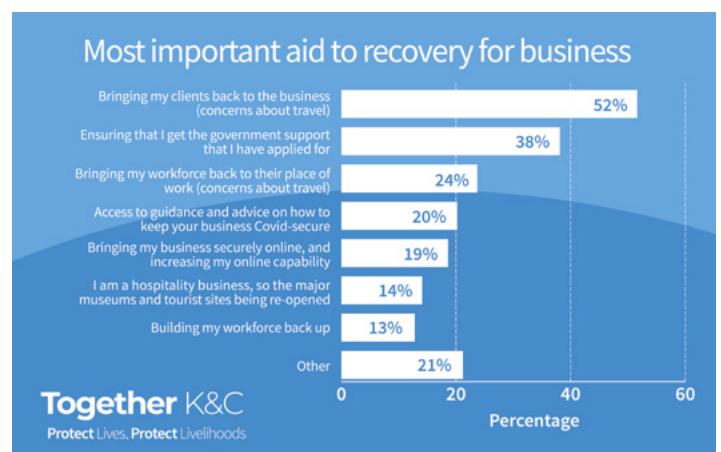
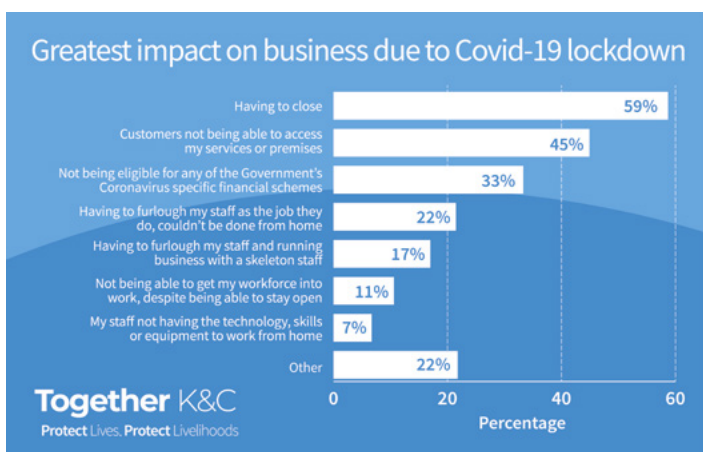
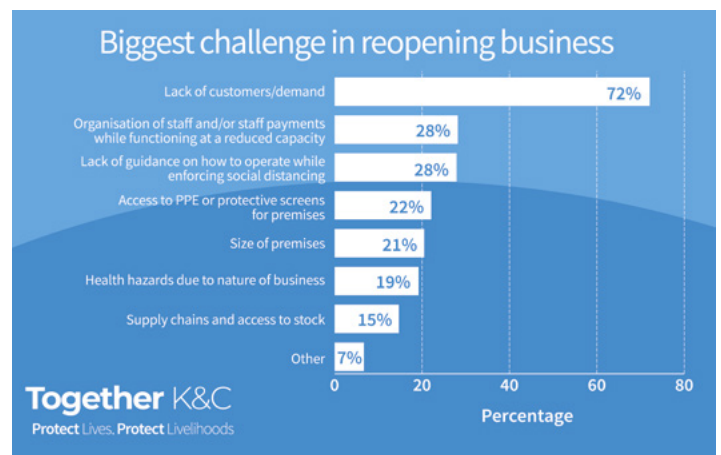
Over 300 respondents took part in a Business Survey launched by the Council at the beginning of June, to find out how they have been impacted by Covid-19 and what support they need going forward.

While there is a range of considerations for businesses right now, it's clear that one of the top priorities are their customers and clients, ensuring they are coming back and feel comfortable to do so. Accessing financial support and clear guidance also emerged as important factors.

When it comes to the greatest impact on business during the pandemic, over half (59 per cent) said it was having to close, while just under half (45 per cent) said lack of customer access and 33 per cent said not being eligible for Government financial support.

An overwhelming majority of businesses (72 per cent) said a lack of customer demand is their greatest challenge to reopening under relaxed lockdown measures. Fifty-two per cent also said getting customers and clients back would be the most significant aid to their recovery and almost a quarter (24 per cent) said it would be getting their workforce back.

While there is and will continue to be Government and Council support for our businesses, it is still vital that they have the community's support too. As shown by those in the survey, having loyal customers return to local business and high streets will be one of the most important factors for their survival.





# RBKC Supply Chain Project

The RBKC Supply Chain Project has launched for a full two-year programme helping local suppliers tender for contracts with developers and property owners.

Not only will those taking part get more opportunities for contracts, but they also get plenty of support in preparing to pitch for business.

The project has continued to run through the Coronavirus pandemic and lockdown, providing virtual services and meetings.

Open to businesses across the borough in property and construction related trades, from plumbers and carpenters to architects and interior designers, the project is run by the Council in partnership with London procurement experts MTW Consultants.

Find out more at [www.rbkcsupplychain.co.uk](http://www.rbkcsupplychain.co.uk) or contact project organiser David McAlpine at MTW Consultants on **07891 165 207** or at [david@mtwconsultants.co.uk](mailto:david@mtwconsultants.co.uk)



## Business Matters

The Council has launched its first dedicated business e-newsletter, Business Matters. It'll cover everything from important updates and announcements for easing out of lockdown, to good news stories, regular guidance and support, and getting our economy moving again.

Subscribe at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and click 'Sign up to newsletters'.



**Business Matters**  
**Protect Lives, Protect Livelihoods**



# Our Borough



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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# Backing our businesses

Customers welcomed back as borough's traders emerge from lockdown **Pages 6-7**

# 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
-  [www.facebook.com/royalborough](http://www.facebook.com/royalborough)
-  [www.instagram.com/kensingtonandchelseacouncil](http://www.instagram.com/kensingtonandchelseacouncil)
-  [www.nextdoor.co.uk](http://www.nextdoor.co.uk) – search Kensington and Chelsea Council

## For updates on Grenfell

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

## Black Lives Matter

The appalling killing of George Floyd by a police officer in Minnesota was a sickening act of brutal violence, and has triggered enormous protests across the US and beyond.

As thousands of Londoners have made clear over the past few weeks, we in the UK need to make sure that every one of us, regardless of our ethnicity can live without fear of violence, and have an equal chance to flourish in our society. That means that we need to root out racial injustice, and racism itself.

Please know that the Council will always challenge racism wherever we see it. We support each and every resident regardless of the colour of their skin.

Additionally, the Mayor of London has announced a city-wide review of statues, street names and other public places. We are happy to be part of that review so long as any future decisions will take into account the views of local people, and we are absolutely committed to representing the views of residents in our diverse communities in Kensington and Chelsea.

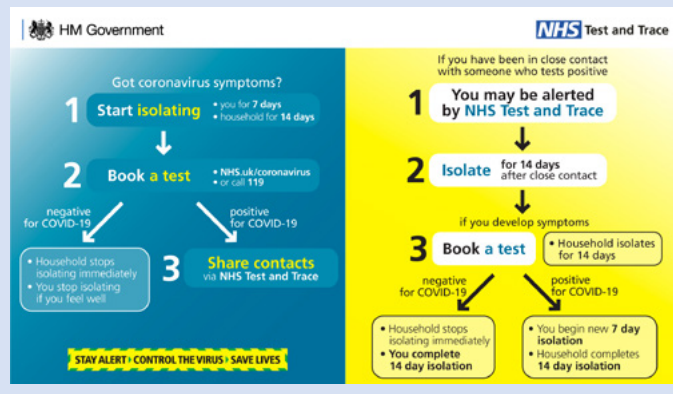
**Elizabeth Campbell,**  
Leader of Kensington  
and Chelsea Council.



## Test and Trace

The aim of NHS Test and Trace is to control the rate of reproduction (R) and reduce the spread of infection. The service will include 25,000 dedicated contact tracing staff working with Public Health England.

1. If you have one or more symptoms of Coronavirus you must immediately self-isolate.
2. You then must book a test using [nhs.uk/coronavirus](http://nhs.uk/coronavirus) or call **119**
3. If you test positive, you will be contacted by NHS Test and Trace who will help you identify who you have been in contact with and will gather their contact details.





# Remembering Grenfell three years on

Sunday 14 June 2020 marked three years since the Grenfell Tower tragedy. A service was held at the base of the Tower for the survivors, bereaved and family members, with many more joining online remembrance sessions.

Across London, several churches and cathedrals tolled their bells 72 times in tribute to the 72 people who lost their lives in the tragedy.

Cllr Elizabeth Campbell, Leader of the Council, said: "Once again, events and ceremonies were so dignified and incredibly moving. I am aware that politicians often say a lot at times like this – but really there is nothing I, or many of us, can say that will take the pain away."

If you need support, or just want to talk through any feelings, call the Grenfell Health and Wellbeing Service 020 8637 6279 or visit [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)



# How has Coronavirus affected you?

We've launched a survey for residents to have their say on the effect of Coronavirus on their lives.

We want to better understand how your life has been affected, how you are feeling now, what support services you are accessing and how Council services can help support your recovery over the coming months.

Your answers will remain anonymous unless you would like to provide us with your contact details so you can be involved in future conversations about service delivery.

Survey results will be shared with residents and used to inform further conversations and engagement sessions from September/October 2020.

Visit [www.rbkc.gov.uk/Covid19-survey](http://www.rbkc.gov.uk/Covid19-survey) to complete the survey, which closes on Friday 14 August 2020.



# Our continued response to Coronavirus

Normality is starting to return following Coronavirus lockdown, as schools, workplaces and shops slowly and safely welcome people back.

It's still so important that we practice social distancing where possible and take all the precautionary measures we can to keep the virus from spreading.

There are still members of the community who will be at risk should they contract the virus, so please keep washing your hands and wear a facial covering when travelling and in busier places.

The Council is continuing to support residents who need help with accessing food and other supplies during this time, and you can find all the information on our response at [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus)

To contact the Council's Coronavirus Hub for support accessing food, email [C19Hub@rbkc.gov.uk](mailto:C19Hub@rbkc.gov.uk) or call 020 7361 4326.



Lines are open seven days a week from Monday to Sunday from 9am to 5pm.

## Coronavirus: From Monday 6 July



If you have been shielding:

- You no longer need to maintain social distancing from members of your household



If you are shielding and living alone or are a lone parent:

- You can form a 'support bubble' with one other specific household, meaning you do not have to socially distance
- You can meet with up to five people from different households outdoors, while maintaining social distancing



[www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus) #protectlivesprotectlivihoods

## Coronavirus: Saturday 1 August

The Government is pausing shielding but if you have been shielding you are advised to maintain strict social distancing.



Those who are now shielding:

- Can go to shops and places of worship
- Can go into work if the business is Covid-secure and you cannot work from home
- Can return to education, but should practice frequent handwashing and social distancing



Government food deliveries will stop, but you will continue to receive priority delivery from supermarkets.

[www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus) #protectlivesprotectlivihoods

# Learn new skills with online Community Leadership Programme

**W**ould you like to learn valuable new skills, and meet new people and help your community, all from the comfort of your own home? If so, the online Community Leadership Programme is for you.

Following its successful debut last year, the Programme has returned for 2020 with an exciting line-up of free online courses for the entire borough.

Kensington and Chelsea residents aged 18 and over can sign up for virtually-delivered tuition in everything from football leadership and business skills to food safety and even barbering.

Caroline Thomas, who completed a life coaching course in last year's Programme and went on to set up the Lalo and Nippy messy play business, is encouraging people from across the borough to take advantage of the sessions.

She said: "My message to everyone that is contemplating starting this programme is that you should have started it yesterday!

"I couldn't list all the benefits as I would never finish, but I can say that everyone should enrol in this Programme as it can only help you in starting a new way of living a better life."

Artist Ilaria Di Fiore took part in both one-to-one and community coaching courses from Styleutions in last

year's Programme and used the increased confidence she developed to hold an exhibition in which she sold 14 pieces of her art.

She explained: "The Community Leadership Programme is great. You feel like your problems are not only yours, but they are very common and there are precise techniques you can learn to solve them."

And Paulo Tavares used his experience completing business, coaching and leadership courses on last year's Programme to set up his own Community Interest Company which will run afterschool art and finance workshops.

He said: "The Community Leadership Programme has something for everyone. The courses help you to grow and give you priceless information about whatever stage of life or career you are at."

The latest Community Leadership Programme is now underway. To view the full range of interactive online courses, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search Community Leadership Programme.





# Leading the way

**Normal life may have been put on hold during lockdown, but that didn't stop Community Leadership Programme graduate Dr Beverley Duguid from starting a new wellbeing business dedicated to assisting the visually impaired.**



Dr Beverley Duguid

Beverley signed up for last year's Programme after approaching Portobello Business Centre (PBC) for guidance in setting up her own organisation.

And after completing a three-day business start-up course, attending sessions on digital communications and meeting with one of PBC's business advisers, Beverley launched InsightMind – complete with a new website – just as Coronavirus was forcing everyone indoors.

Beverley, who has a visual impairment herself and is also currently writing a book, said: **“PBC were really helpful and suggested that the Community Leadership Programme would be a chance for me to develop personally and in business.**

**“The courses I did made me realise what I could do, got me to look at my strengths and what I was lacking and brought out the skills I had that were good for business.**

**“It taught me that you don't need to rush things, that you can build it up slowly.”**

Along with her personal experience of visual impairment, Beverley has several years of professional expertise gained from working for charities the Thomas Pocklington Trust and London Vision and wanted to combine that with her passion for mindfulness and wellbeing to benefit those with sight loss.

Her experience with PBC helped Beverley to focus on how her desire to improve wellbeing could be used to build a sustainable business, including working with local authorities to provide visual awareness training.

**“To anyone thinking of taking part in the Community Leadership Programme, I say take the plunge. There is a whole community out there who could be helped by what you have to offer.”**

Beverley launched her website just before lockdown with a blog about wellbeing and coping with blindness and an online meditation which currently has 100 subscribers.

It also includes a mindfulness resource centre which Beverley hopes will be of particular benefit to the visually impaired community who can suffer disproportionately from anxiety and depression.

She has also embraced technology to offer Zoom-based mindfulness coaching and has also been commissioned by the London Accessible Psychotherapy Independent Service (LAPIS) to run a weekly online 'Talking group' for people with sight loss.

With her business taking off, Beverley has encouraged other residents of Kensington and Chelsea to follow in her footsteps and sign up for this year's Community Leadership Programme.

She said: **“I could not have got to this stage without PBC. It built the foundations and showed me the next steps I needed to take.**

**“To anyone thinking of taking part in the Community Leadership Programme, I say take the plunge. There is a whole community out there who could be helped by what you have to offer.”**

Check out Beverley's website at [www.beverleyjduguid.com](http://www.beverleyjduguid.com)

**For more information about the Community Leadership Programme, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search 'Community Leadership Programme'.**



# Businesses are getting back on their feet

After many businesses had to shut their doors at the beginning of lockdown, the impact of Covid-19 hit the large number of business owners and self-employed people in the borough. With the Government announcement that all non-essential retailers could open from 15 June and paving the way for further easing of lockdown rules, it's time to get businesses back on their feet.

The Council has committed to supporting those affected, making protecting lives and protecting livelihoods a top priority. Some of these measures include:

- Business rates grants of over £40 million have been given to more than 2,200 business to date,
- Billing was paused for Council-owned commercial property tenants and commercial waste services
- Permanent market traders were given a rent holiday
- The Council's £500,000 Business Interruption Fund provided grants to 147 small businesses who couldn't access other financial support

Haines of Sloane Square, the oldest news kiosk in London, stopped operating immediately when the lockdown was announced, the first time in the family-run business' 128-year history that it had closed for longer than 48 hours.

They received a grant through the Business Interruption Fund and managers, Sam and Alex said:

**"The Fund has been essential to our survival, as we did not qualify for any other Government funding. Our business could not go online or use alternative channels to trade. We have been able to fund PPE for our staff and ensure an 'in - out' system can be created for serving our customers, increasing safety for all."**

Sam and Alex also share some advice for other businesses reopening:

**"Ensure your staff and customers are as safe as possible; look closely at your business, can you operate in a different way and still achieve what the customers require and stay solvent? Use any time before you open to prepare for the 'new normal'?"**

New ways of trading and serving customers have been introduced as all businesses have worked to adapt, and they are welcoming back residents and visitors with open arms.

See below for how some of our businesses have adapted to the challenges of Covid-19.

**For any guidance, support or materials you might need for reopening your business, you can find it at**

**[www.rbkc.gov.uk/covid19-business](http://www.rbkc.gov.uk/covid19-business)**



**We are open!**  
All non-essential retail businesses can open from 15 June

**Simone De Gale**  
CEO, Simone De Gale Architects

"The thought of getting back to the office, into our properties, meeting new clients and working in the same physical space with colleagues is so exciting. We have introduced a coronavirus policy and coronavirus health and safety procedures, whilst enjoying normality as much as we can within the lighter restrictions."



**We are open!**  
All non-essential retail businesses can open from 15 June

**Joseph Salama**  
Owner, Jack's Garage

"There has been a substantial reduction in business, so I re-strategised our operational parameters and prioritised all key worker vehicles, irrespective of make and model, as previously we would only work on VWs."



**We are open!**  
All non-essential retail businesses can open from 15 June

**Monica Eter, Owner,**  
Monica Eter home fragrances

"Direct e-commerce business has continued and fortunately we have a loyal customer base who adore our products and they have continued purchasing and recommending Monica Eter to their friends. We also offer a same day free delivery option to local customers."



**We are open!**  
All non-essential retail businesses can open from 15 June

**Haines of Sloane Square**  
Sam and Alex

"We have looked at ways we can change and diversify the way we operate and have been able to fund PPE for our staff and ensure an 'in - out' system can be created for serving our customers, increasing safety for all."



# Coronavirus statistics



**20,500 digital books, magazines and audiobooks** downloaded from the Council's Virtual Library



**156 people** have used computers made available in a safe, socially-distant way at North Kensington Library



**247 residents** have had books delivered to their doors by the Home Library Service



**£20k provided** through a food support fund to deliver essential supplies around the borough



**£500k Business Support Fund** helped the borough's small businesses during the pandemic



**£39million** in business rates grants paid out to **2,099 local businesses**



**970 tennis fans** booked a session at our courts during the first week of reopening



**5,000 key workers** received temporary free car parking during the pandemic



**100 per cent of identified rough sleepers** in the borough were offered accommodation during lockdown



**77 rough sleepers** or those at risk of rough sleepers were accommodated



**35 new birth packs and 70 vitamin packs** were sent to new mothers and under-fives



**69 ideas for activities for all ages** were shared through our **#TogetherKandC** campaign



**5,200 subscribers** received frequent news via our K&C Life, Community Updates and Important Updates e-newsletters



**1,913 eligible households** received Council Tax reductions of up to **£150**



**700 activity packs** were distributed to families across the borough, with an additional 70 SEND packs for children with additional needs



**5,650 vulnerable residents** received welfare calls, with more than **800 requesting follow-up calls**



**19 fun nature-based activities** were launched for the *Nature from Home* campaign run by the Council's Ecology Centre



**1,500 people** stepped up to offer their services to the Volunteer Centre Kensington and Chelsea

Figures correct as of 26 June 2020.

# Open Age moves online

Older residents across the borough can continue to keep fit, learn new skills and meet new people during the pandemic thanks to Open Age's virtual activity programme.

With social distancing measures preventing Open Age from running its normal schedule at any of its venues, the charity has moved online to offer a packed line-up of events via Zoom and telephone.

Open Age members can sign up to everything from ballet and Latin dance sessions to personal finance, IT and art workshops, all delivered via video conferencing.

The charity has also expanded its popular phone groups to allow members to socialise with one another and discuss topics ranging from creative writing to current affairs.

Jenny Marshall, Head of Member Experience, said: **“Open Age provides opportunities for our members to take part in meaningful activities, strengthen their sense of community, rediscover old hobbies, find new ones, make new friends, and most of all, have fun!**

**“Our virtual programme has allowed us to continue combatting loneliness and isolation and improving the health and wellbeing of older Londoners during the Coronavirus pandemic.”**



## Get involved

Open Age publishes a weekly schedule of events on its website at [www.openage.org.uk/virtual-programme](http://www.openage.org.uk/virtual-programme).

Events are open to members and you can apply for a free membership by downloading an application form from [www.openage.org.uk/get-involved](http://www.openage.org.uk/get-involved)



## Take advantage of the Virtual Library from home

Chelsea, Central and North Kensington Libraries may have reopened, but our virtual services continue to provide interactivity and resources for all users. This Virtual Library offering includes classes, workshops, virtual book clubs and access to a range of eResources such as books, magazines and audio.

Between April and June, Libraries also hosted 40 live online events for adults with more than 1,200 people registered. The most popular events by attendees were a Q&A with famous author and musician Gary Lachman and a series of four creative writing sessions with author Joy Rhoades, with over 100 people attending each session.

With more eResources, events, and learning courses being added regularly, there is plenty to keep you.

Visit [www.rbkc.gov.uk/libraries](http://www.rbkc.gov.uk/libraries) for more information or call the new customer helpline on 020 7361 3993, Monday to Friday between 9am and 5pm.



**Can't make it to one of the borough's libraries? Take advantage of our virtual services**

### Library use during the pandemic

**20,500** downloads of eResources

**90 per cent** increase in eBooks and eMagazines

**80 per cent** increase in eAudio

**75 per cent** increase in eNews

**33 per cent** increase in users of children's learning resources



# Log in and celebrate NHC 2020!

**W**orried that you'll be missing the fun and festivity of Notting Hill Carnival this year?

Well fret no more, as despite all of the Covid-19 restrictions, you will still be able to experience all the excitement of Carnival over this year's August bank holiday weekend. For the first time ever, you can take part in a celebration of Notting Hill Carnival online.

The Carnival team are busy creating an exciting programme of activities to bring

the Carnival spirit to your home over the weekend. Imagine – all of the fun and Carnival vibes of Europe's biggest street event without the tired feet and journey home afterwards!

**Full details will be revealed by the Carnival team on Thursday 16 July. Find out more and keep up to date with the latest Carnival announcements at [www.nhcarnival.org](http://www.nhcarnival.org) or follow @nhcarnivaldn on social media**



## Shopping delivery service launches

**A** brand-new shopping service to help those who are vulnerable or self-isolating with no support networks has been launched by Kensington and Chelsea Council, Kensington and Chelsea Social Council, Age UK Kensington and Chelsea and voluntary sector organisations.

This service will help residents of any age who are able to buy their own food but are unable to leave the house because they may be self-isolating for 14 days, may be vulnerable or have an underlying medical condition and no support network. It has been particularly set up to support those who do not have access to the internet and therefore cannot buy or pay for shopping this way.

All residents need to do is call Kensington and Chelsea Council on 020 7361 4025 and if you meet the criteria, a local organisation will contact you to arrange a shopping list as well as method of repayment. A DBS checked volunteer will do your shopping and drop it off to your doorstep. Residents will only be asked to pay for the shopping. There will be no additional costs.

This shopping service is only for food and basic supplies and applies to residents who are not on the NHS Shielded list but would be defined as vulnerable and meet the criteria, including older residents without support networks or those with underlying health conditions.

**Visit our Coronavirus portal at [www.rbkc.gov.uk/coronavirus-covid-19/covid-19-hub-and-support-residents/support-food-and-other-essentials](http://www.rbkc.gov.uk/coronavirus-covid-19/covid-19-hub-and-support-residents/support-food-and-other-essentials) for more information on food support offered by the Council throughout the Coronavirus pandemic.**



## Changes to Portobello Road Market

Portobello Road, home to the world-famous Portobello Market, is closing to cars during trading hours as part of Council efforts to keep streets safe for everyone post-lockdown.

The road has previously been closed to traffic on Saturdays only. As traders return and lockdown eases a daily closure will be in place so that people can enjoy the market while practicing social distancing to help limit the spread of Coronavirus.

**The Portobello Road closure is in place from 10am to 4pm, Monday to Saturday.**

## It's good to talk

The 'online to phonenumber' social media campaign is urging people to call their loved ones who don't have access to the internet and share vital information about staying safe and support offered from the Council during the Coronavirus pandemic.

This includes details on how to get financial support, service disruptions, how to get food, Council contact numbers and more.

We can't reach everyone alone, so why not contact a neighbour, an aunt, uncle or grandparent? Whoever you can help, please pick up the phone.

For more information on the Council's response to Coronavirus, visit [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus)

## Virtual meetings

The Coronavirus lockdown may have brought a temporary end to in-person meetings, but residents have been able to stay involved in local democracy thanks to the power of the internet.

New powers introduced by the Government allowed councils to hold public meetings 'virtually' and Kensington and Chelsea was one of the first to do so with an online planning application committee meeting in April.

We have since held a series of meetings remotely which anyone has been able to watch in the Council's website. The technology even allows residents to ask questions in real time where the agenda allows it.

To find the date of the next virtual Council meeting, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search 'council meetings'. View past meetings at [www.youtube.com/user/kensingtonandchelsea](https://www.youtube.com/user/kensingtonandchelsea)

## Supporting those isolated with abusers

During these unusual times, it's important that those who may be isolated with an abuser know they are not alone. In partnership with other authorities and the Angelou Support Service we're working to direct residents to support should they need it.

If you, or someone you know is afraid or worried about sexual or domestic abuse, support is available.

- Call the Angelou Support Service on 020 8741 7008 Monday, Tuesday, Thursday and Friday from 10am to 4pm and Wednesday 10am to 4pm and 6pm to 9pm.
- The 24-hour National Domestic Abuse Helpline can be contacted on 0808 2000 247.
- If you'd rather not speak to the Police you can call Crimestoppers anonymously on 0800 555 111.
- In an emergency call 999.

If you are **worried about domestic or sexual abuse at home**, we are here for you.

The Angelou Support Service is available to provide help for anyone aged 13 or above.

For help call: **020 8741 7008**  
Mondays to Fridays, 10am – 6pm

Visit our dedicated domestic abuse support page [www.rbkc.gov.uk/coronavirus-covid-19/council-services-and-disruption-updates/covid-19-domestic-abuse-support](http://www.rbkc.gov.uk/coronavirus-covid-19/council-services-and-disruption-updates/covid-19-domestic-abuse-support)



## Balcony barbecue warning

The London Fire Brigade has issued a warning after attending several balcony fires started by barbecues.

With more people staying indoors due to Coronavirus and warmer weather now with us, many residents will be making more use of their balconies. However, you should never use a barbecue, including disposable barbecues, on your balcony.

Balconies are an especially dangerous place to put barbecues because smouldering debris can spit off them and float down to other levels, risking starting a fire on different floors.

Although some small barbecues are advertised for use on balconies, fire and rescue services strongly warn against using them and has written to manufacturers about its concerns. Any type of barbecue can stay hot for hours and some fires have started long after the barbecue was over and residents thought it was out.

For more information, search 'home fire safety' at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or visit [www.london-fire.gov.uk/safety](http://www.london-fire.gov.uk/safety)



Please don't use a barbecue on your balcony

Barbecues on balconies cause fires

If you light a barbecue you will face enforcement action

You should report anyone who lights a barbecue on a balcony to:

HM-NeighbourhoodBusinessSupport @rbkc.gov.uk

or call 0800 137 111







## Are you following the Council on Instagram?

The eye-catching photos above featured on our feed where we showcase your beautiful photos of the borough.



Send us your favourite spots to take a walk, must-visit attractions, colourful sites and more.

We want to see the borough through your eyes and showcase the wonderful corners and hidden gems within the borough.

Email your Insta-worthy photos to [socialmedia@rbkc.gov.uk](mailto:socialmedia@rbkc.gov.uk) and use the hashtag **#OurRBKC**



## Community projects benefit from multi-million pound fund

You can now apply for a share of £2.9m to run projects and initiatives in your neighbourhood in Kensington and Chelsea.

The funding pot – known as the Neighbourhood Community Infrastructure Levy – has been created from payments by developers, who are required to put some money aside for local communities in the areas they build. The Council collects and manages this fund.

Earlier this year, we asked residents how funding through the levy should be spent. Around 600 people gave their views and the top boroughwide priorities included air quality, policing and emergency services, parks and open spaces, streetscape and community safety.

You can apply to the fund for projects ranging from community planting and gardens to campaigns to tackle crime. Given the local response to Covid-19, people may also want to apply to the fund for new and existing projects that support local residents and the economy in the wake of the pandemic.

Residents and residents' associations, local community groups, registered charities, infrastructure providers and community interest companies can all apply for a share of the multi-million pound pot by submitting an application form to the Council.

Applications will be assessed by officers and local councillors will make the final decisions on projects in their ward.

Applications are open now and will close on Wednesday 19 August. To find out more or download an application form visit [www.rbkc.gov.uk/ncil](http://www.rbkc.gov.uk/ncil)



## Immunisations and COVID-19

Vaccinations protect against serious illnesses. It's still vital that children and families keep up to date with their vaccinations and protect against preventable diseases during this time.

Please keep up to date with your vaccinations and continue attending any vaccination appointment, unless you or a member of your household has Coronavirus symptoms.

GP practices can help answer any questions you may have about attending appointments during the pandemic.

Find out more: [nhs.uk/conditions/vaccinations](https://nhs.uk/conditions/vaccinations)



## K&C Life Sign up to enjoy the K&C Life

Subscribe to K&C Life, the Council newsletter that brings you the latest information about services disruptions, events and other borough news in Kensington and Chelsea.

Discover what's on and receive regular updates.

To join the mailing list, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search K&C Life

# 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](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)