

# Our Borough

Winter 2019



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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# The value of volunteering

Discover how sharing your time and skills can make a big difference in your community [Pages 5-7](#)

## Give volunteering a go

Welcome to the winter issue of Our Borough, your Council magazine. This edition features some of the borough's volunteers and, as a Project Manager for the Community Champions scheme, I am proud to be asked to write this column.

One of the great things about Kensington and Chelsea is



residents' willingness to help each other. I see this all the time with our fantastic Community Champions who share their time and skills to benefit others. There is the common wisdom that those who give of themselves also receive and our volunteers get to meet new people and learn new skills.

Their passion and commitment are a constant source of

inspiration and I encourage anyone to give volunteering a go – it can be a life-changing experience.

**Ewa Kasjanowicz**

Community Champions  
Project Manager

Do you have a story for Our Borough?  
Get in touch by email at [commsteam@rbkc.gov.uk](mailto:commsteam@rbkc.gov.uk)

## Christmas collection dates for your calendar

### Rubbish and recycling

There will be no recycling and rubbish collection on Wednesday 25 or Thursday 26 December, or Wednesday 1 January. If you normally receive a collection on Thursday, your recycling and rubbish will be collected on Monday 23 December. All other recycling and rubbish collection days will remain the same.

For more information, please visit [www.rbkc.gov.uk/collections](http://www.rbkc.gov.uk/collections)

### Garden waste

There will be no garden waste collections on Wednesday 25 December, or Wednesday 1 January 2020.

If you would normally receive a garden waste collection on Wednesday 25 December, your garden waste will be collected on Saturday 28 December.

If you would normally receive a garden waste collection on Wednesday 1 January, your garden waste will be collected on Saturday 4 January 2020.

For more information, please visit [www.rbkc.gov.uk/gardenwaste](http://www.rbkc.gov.uk/gardenwaste)

### Too Big for the Bin

There will be no special bulky waste collections (Too Big for the Bin) on:

- Wednesday 25 December
- Thursday 26 December
- Wednesday 1 January 2020

### Food waste

If you receive a food waste collection, there will be no changes to this service.

### Recycle your real Christmas tree

Do your bit for the environment over the festive period by taking advantage of the Council's free real Christmas tree composting scheme.

Last year Kensington and Chelsea residents recycled 71.46 tonnes of real trees for composting and from Tuesday 2 to Sunday 19 January 2020 you can drop off your real Christmas tree at locations across the borough.

To check where you can drop off your real tree for composting, please visit [www.rbkc.gov.uk/christmascollections](http://www.rbkc.gov.uk/christmascollections)

For residents living on estates, in mansion blocks or in flats, please check arrangements with your caretaker or Housing Association.

For more information, please telephone Streetline on **020 7361 3001**.

### Recycling at Christmas

Don't forget to recycle the following items and any Christmas cards and wrapping paper – but not foil-based wrapping paper:

- Glass bottles and jars (please put metal lids loose in recycling bags/banks)
- Paper, card and cardboard (not shredded)
- Plastic bottles, pots, tubs and trays (please squash plastic bottles and put plastic lids back on)
- Clean and empty food and drink cartons, including Tetra Pak (please squash cartons and put plastic lids back on)
- Cans and tins (no lids or aerosol cans)
- If you have extra cardboard, please flatten it and place it beside your recycling bag, or inside your recycling bank when you put it out for collection.

To check what can and can't be recycled in Kensington and Chelsea, please visit

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





# Grenfell Inquiry interim report is published

Phase 1 of the Grenfell Inquiry report was published on 30 October 2019 and made 46 recommendations which will be of great importance here in Kensington and Chelsea, but also across the whole country.

Kensington and Chelsea Council has fully accepted the findings. We are looking closely at the recommendations to see how they can be implemented in our borough to make sure people are as safe as possible in their homes. National government has also accepted all the recommendations in principle.

In the last two years, Kensington and Chelsea officers and fire safety experts have reviewed and upgraded safety measures, assessing all our housing stock to identify and mitigate risks. Further measures being taken are listed below.

- We are piloting Building Safety Cases (BSCs), with a phased programme to deliver these for all of our high-rise buildings. This will include introducing evacuation systems for use by the fire and rescue service to afford a 'Plan B' for our blocks
- We have reviewed fire safety in all of our blocks and have, where deemed necessary by independent advisers,

installed fire alarm systems to change the evacuation strategy.

- We have provided Premises Information Boxes (PIBs) for buildings over 30 metres and we will extend this to all buildings over 18 metres. Our PIBs contain fire strategy floor plans, with details of where vulnerable residents are and information to help London Fire Brigade manage and prioritise assistance where needed
- We are completing the installation of signage to indicate floor numbers as well as evacuation arrangements, and we are also engaging with residents, working on improved ways to communicate both emergency procedures as well as being able to receive and respond to any fire safety concerns or complaints
- We are working with the fire and rescue service to ensure that we have co-ordinated arrangements and that they are aware of our testing and maintenance regimes, and that we give them all information necessary

## Grenfell Tower Inquiry

### GRENFELL TOWER INQUIRY: PHASE 1 REPORT

REPORT of the PUBLIC INQUIRY into the FIRE at GRENFELL TOWER on 14 JUNE 2017

Chairman: The Rt Hon Sir Martin Moore-Bick  
October 2019

Volume 1

HC 49-I

to assist with effective emergency response. This work is ongoing.

We will also be asking for:

- Better use of technology to share information with fire services and between landlords and building owners
- New powers for local government to enter properties to conduct checks.

To read the report visit [www.grenfelltowerinquiry.org.uk](http://www.grenfelltowerinquiry.org.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](http://www.facebook.com/royalborough)

For updates on Grenfell

 @GrenfellUpdates

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

 Nextdoor

## Join us on Nextdoor

Nextdoor is a hyper-local social network for you and your neighbours to discuss local issues, talk about nearby events and activities and buy and sell things you no longer need.

We're on Nextdoor sharing information relevant to your local area.

Compared to a channel like Twitter, you'll only see information suited to you and your neighbours, and the comments on the posts will only be from other locals too, ensuring the conversation remains relevant.

To join Nextdoor visit [www.nextdoor.com](http://www.nextdoor.com)



## Online tool to help boost mental health

**H**aving good mental health helps us relax, achieve and enjoy our lives more. It's important we all look after our mental health, so why not use Every Mind Matters' simple online tool to develop a personalised Mind Plan?

Available via One You Kensington and Chelsea at [www.oneyou.rbkc.gov.uk/stress-less](http://www.oneyou.rbkc.gov.uk/stress-less), Your Mind Plan is an interactive, NHS-approved quiz which asks you five questions about your mood, sleep, anxiety, stress and worries.

Your answers will generate a customisable Mind Plan outlining the simple steps you can take to improve your mental health, including practical self-care advice and links to organisations that can provide support.

Every Mind Matters is a major Public Health England campaign offering a range of resources encouraging adults to be more aware of their mental health.

To find out more, visit [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)



## Fight the flu with free vaccination

**P**rotect yourself and those around you against flu this winter by making sure you take up your free vaccination.

Flu occurs every year and while most people usually recover within a week, for some it can be dangerous. Even if you were vaccinated against it in 2018, you will need another flu jab this winter as the virus can change from year-to-year.

The vaccination is free for everyone who is at increased risk, including:

- Children aged two to three
- Children in school years Reception, 1, 2, 3, 4, 5 and 6
- Pregnant women
- Everyone aged 65 and over
- People in long-stay residential care homes
- Everyone who has a long-term health condition like a heart problem, bronchitis, emphysema, severe asthma, kidney disease, liver disease or diabetes
- Carers and frontline health and social care staff with their ID badge at their local pharmacy.

To get the vaccination, speak to your GP, practice nurse or pharmacist. For more information, visit [www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine](http://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine)



## Keep warm this winter

**D**id you know about the range of support and advice available to help you keep your home safe and warm this winter?

Kensington and Chelsea Council is part of the Warm Homes Advice Service, which refers residents to the Green Doctors – an impartial team of energy experts.

The Green Doctors carry out free home visits during which they offer advice on energy efficiency and switching tariffs, information about benefits and even free installation of energy-efficient lightbulbs, draught proofing, radiator panels and energy monitors.

The Council's Healthier Homes service is open to all residents and offers advice and referrals for services

including central heating installations, upgrades and repairs; emergency heating in cold weather; fuel debt advice and income maximisation; and much more.

And for vulnerable older residents, the Winter Warmth Fund – administered by the Kensington & Chelsea Foundation in partnership with Age UK Kensington & Chelsea, Nucleus Legal Advice, Citizens Advice and Healthier Homes – can help with the cost of large fuel bills.

To find out more about the Council's affordable warmth and energy services, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search **affordable warmth and energy** or call the Healthy Homes hotline on **0808 202 6204**



# The heart of the community

**All over Kensington and Chelsea, residents are joining forces with the Council and using their unique local knowledge to support their communities. We caught up some of the borough's volunteers to find out about their roles – and how you can join them...**

Sixteen years ago, life was exceptionally busy for Kensington resident Jean Davis. Between being a wife, a mum of two young daughters, a part-time worker and an Open University student on a Social Science degree course, free time was at a premium.

Then, overnight, everything changed.

Without warning, Jean developed Vogt-Koyanagi-Harada Disease – a rare auto-immune condition which left her blind.

Recalling the “terrible shock” of suddenly losing her sight, Jean said: “I thought my life was over. I didn’t know what was happening and I became very depressed and stayed in my home for a long time.”

Undergoing such a profound trauma would shake even the strongest character, but it is to Jean’s credit that she has used the experience to make life better for those in a similar situation.

Inspired by her daughters to attend Action Disability Kensington and Chelsea (ADKC) and get out and about again, Jean began to appreciate the positive impact she could have on her community.

Jean put herself forward for voluntary roles across the borough, serving on the police panel for Colville ward and the tenancy group for Notting Hill Housing Trust.

She also used her experience of sight loss to support and encourage others by joining Kensington and Chelsea Council’s mobility forum as well as assisting Age UK Kensington and Chelsea, Blind Aid and Kensington Macular Support Group.

She continued: “I have known trauma in my life, but I just couldn’t understand



***“Once you are out there volunteering you wonder why you weren’t doing it before.”***

the sight loss and why it had happened to me. All I knew was that I had to get on with things for my girls and that by volunteering I might be able to encourage others.”

Jean began writing articles for charities including Action Disability and Age UK before going a step further by joining forces with a friend to start their own publication, the Looking Good newsletter.

Alongside her Monday-to-Thursday volunteering duties, Jean – who was full of praise for the support she has received from Kensington and Chelsea Council’s Sensory Impairment Team – has embraced a host of other experiences, including museum visits and cooking lessons.

She said: “I like to get involved and

encourage others to do the same. You need to be positive and I want to give something back because I have had so much good support.

“I like talking and especially listening to people and volunteering has also opened up new opportunities for me. There’s so much get involved with in this borough.

“It’s a wonderful feeling to be a part of the community and it’s good for my physical health and mental wellbeing. Once you are out there volunteering you wonder why you weren’t doing it before.”

Inspired to follow Jean’s example and take up volunteering? To check out some of the opportunities available visit [www.rbkc.gov.uk/community-and-local-life/communityengagement/get-involved](http://www.rbkc.gov.uk/community-and-local-life/communityengagement/get-involved)

For more information about ADKC, visit [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk) and search ADKC





# Building caring communities

Across Kensington and Chelsea, passionate volunteers are giving up their own time to improve their neighbourhoods and the lives of their fellow residents.

Under the Community Champions programme, which is supported and developed by the Council's Public Health Service, residents shape and improve health and wellbeing with their families, friends and neighbours.

The Community Champions projects include everything from yoga sessions to family fun days and are delivered by voluntary sector organisations and social housing providers.

Working alongside the Community Champions are Maternity Champions who give up their spare time to assist pregnant women and new parents.

Lauren Sinclair (*pictured left*) runs a baby massage class at the Lancaster West Estate Community Centre and told Our Borough that the scheme has allowed her to give something back to a community she has been a part of since 2006.

She said, "It's an honour to have an input into my own community as it has real meaning. It's not about doing something for financial gain, and you are getting an experience back that money can't buy."



A desire to serve her 'brothers and sisters' inspired North Kensington resident Marianne Alapini (*pictured far right*) to become a Community Champion. She has thrown herself into health promotion campaigns since being introduced to the programme a year ago.

"I come from Kenya, just like Eliud Kipchoge who recently broke the two-hour barrier for the marathon," said Marianne, who is currently learning Arabic so she can communicate with even more residents.

"He used pacemakers to achieve his goal and I see Community Champions as supportive pacemakers for North Kensington, helping our beloved community to get through the challenges it faces."

There are currently five Community Champions programmes across Kensington and Chelsea in addition to the borough-wide Maternity Champions.

Ewa Kasjanowicz, Notting Dale Community Champions Project Manager based at the Volunteer Centre Kensington and Chelsea, said: "We always have feedback that the strength of the project is that our Champions are local residents who are dedicated to supporting their own communities.

"They are trusted, they know what the issues are, and people are willing to open up to them."





**GO GOLBORNE**  
eat happy · move · play

## A picture of health

The Community Champions played a leading role in Go Golborne – a healthy lifestyle programme run in North Kensington between 2015 and 2018.

Champions were joined by other volunteers from across the Golborne ward to arrange fun days, active travel schemes and healthy eating initiatives for children and their families.

And the scheme certainly hit the spot as a recent study from the University of Kent found that it helped to halt a rise in childhood obesity in the area.

There was something for everyone during the three years of Go Golborne, including:

- **Five-a-day your way** to promote fruit and vegetable consumption
- **Unplug and play** to reduce screen time and increase physical play
- **Sugar smart** to reduce sugar consumption
- **Pedal & stride** to promote active travel
- **Be food smart** to promote healthy snacking
- **Fit 4 Kids** to support voluntary organisations to develop healthy lifestyle approaches.

## Go Golborne in numbers

**110** community organisations joined in

**3,360** children took part in Go Golborne activities

## Get involved

Regardless of your skills or amount of spare time, the Community Champions are always happy to hear from new volunteers.

When asked whether she would recommend getting involved to others, Marianne said: “Absolutely – do not hesitate! I firmly believe that we have to be the change we want to see in the world, and there is no better place to do that than in the community that we love.”

Lauren agreed, adding: “Because of Community Champions I feel more part of where I live, and I have got to meet people who have become friends outside of the group.”

**3,894**  
hours volunteered  
in 2018-19

**534**  
separate sessions of  
activities, campaigns  
and events

**5,563**  
people attended

## Want to get involved?

Contact your local Community Champions project to find out more:



<b>Chelsea</b>	SMART	Marsha Sorrell-Smith	07407 194694
<b>Dalgarno</b>	Peabody Community Foundation	Robert Quaye	07827 834772
<b>Golborne</b>	Venture Community Association	Ellen McRae	020 8960 3234
<b>Notting Dale</b>	Volunteer Centre Kensington and Chelsea	Ewa Kasjanowicz	020 8960 3722
<b>World's End and Cremorne</b>	Chelsea Theatre	Matt Uberoi	020 7352 1967



# Top tips to cut your carbon footprint

Climate change will affect us all, which is why we have signed up to make all the Council's operations carbon neutral by 2030. From a new fleet of greener vehicles, to making all of our buildings and Council homes more energy efficient, we'll be considering the environmental impact in all of our decision-making.

We will lead the way, but the Council's emissions are just 1.8 per cent of the borough's total carbon emissions, which is why we are setting the goal to go carbon neutral by 2040.

## So, how can you help?

### 1. Get on your bike

With 9km of cycle routes in the borough and 14km more in the pipeline, there's no better time to get on your bike! Try a stroll, scoot or cycle on the school run and help clean up the air we breathe while getting some exercise.



### 2. Go Electric

If the bike isn't an option for you, consider an electric vehicle next time you are changing your car. It's easier than ever to go electric with more than 100 charging points across Kensington and Chelsea. Next time you're renting a car, think about using a car club or hire company operating in the borough. ZipCar and Enterprise offer electric options.

### 3. Put an end to idling

Engine idling is one of the borough's biggest polluters. Our parking enforcement officers have spoken to 70 drivers since April who were idling their engines. All of those drivers switched their engines off or moved on, but if you keep idling, you could be fined.

### 4. Ditch the dryer

Did you know that one spin in the dryer uses five times more electricity than a washing cycle? Hang up your clothes and feel good about saving the environment – and cash on your energy bills.

### 5. Switch to renewables

Switching your energy supplier regularly is a good way to make sure you are getting the best deal, but lots of companies are now offering climate conscious customers options using solar power and offshore wind energy at great rates.

### 6. Grow your own!

Cutting down on meat and dairy can have a huge positive impact on the environment and planting more greenery is a great way to use nature's resources to soak up carbon dioxide. If you don't have your own garden you can join 1,000 other RBKC residents planting their own fruit, veg and flowers in one of our community kitchen garden plots across the borough.



To find out more about what we are doing and for the environment and how you can help, visit [www.rbkc.gov.uk/environment](http://www.rbkc.gov.uk/environment)



# Children's Services rated Outstanding

Children's services in Kensington and Chelsea have been given a clean sweep of outstanding ratings in every practice by Ofsted, the independent inspectorate.

The bi-borough service, its teams and leadership were highly praised, with assessors describing services as excellent. Kensington and Chelsea was judged to deliver 'exemplary practice' for children who cannot live with their families.

The last time the service was reviewed by Ofsted it attained an 'Outstanding'

rating across the board. The service has improved beyond even that, with Ofsted commenting:

"Staff in Kensington and Chelsea are highly skilled, qualified and experienced. They embody the values of care, respect and integrity and visibly care about the children they are responsible for and their families."

For more information on Ofsted Outstanding, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search Ofsted





# Head to new look Youth Hubs

Local young people checked out the Council's new look Youth Hubs and shared their feedback on the events and activities planned for the spaces.

The two centres, Chelsea Youth Centre on the World's End Estate and Lancaster Youth Centre near Ladbroke Grove, are part of the borough's new Youth Offer.

The spaces have had a revamp following consultation with more than 1,000 young residents and will be up and running in the new year.

They'll hold Youth Clubs on weekday evenings but will also be open for organisations, groups and residents working with young people to use during the day and at weekends.

More information will be made available in the coming months. Until then, young residents can keep up-to-date with the latest Youth Hub news as well as information about youth events and activities taking place locally by following [@RBKCYouth](#) on Instagram.



**Changing room:** The Lancaster Youth Centre has been transformed into a modern venue for the borough's young people.

For more information on Youth Hubs, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search Youth Hubs



**Lancaster  
Youth Centre**

**Chelsea  
Youth Centre**



## Keep up-to-date with K&C Life

We're launching a brand new newsletter to bring you the latest information that's relevant to your life in Kensington and Chelsea, K&C Life.

There's loads to learn, see and do in the borough so make sure you stay up-to-date with the latest goings on by signing up to K&C Life, our monthly newsletter.

Discover what's on for families during school breaks, learn about our latest community safety initiatives, receive updates about our services, what we're doing to help the environment, the many cultural places right near your doorstep and so much more.

To find out more about our newsletter or to join the mailing list, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search K&C Life



## Festive lights to brighten the borough

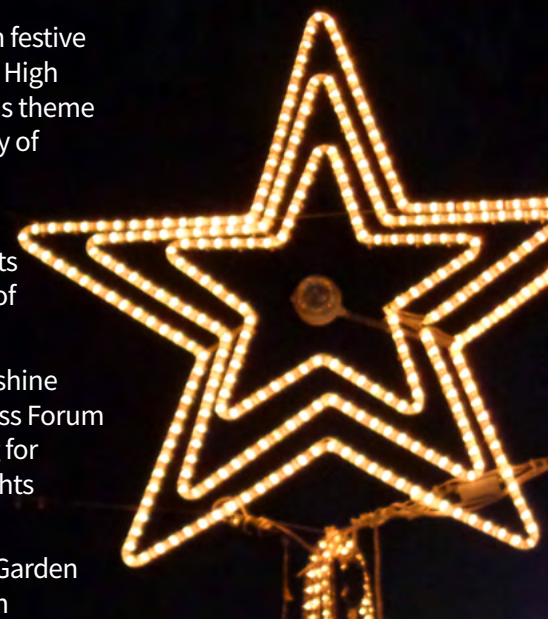
The borough is set to sparkle with festive cheer as the lights on Kensington High Street follow a Victorian Christmas theme to celebrate the 200th anniversary of Queen Victoria's birth.

Kensington and Chelsea Council has provided funding for star lights on the trees on the main section of the street.

Ensuring that the high street will shine even brighter, Kensington Business Forum has generated additional funding for lamppost lights and more tree lights for the western end of the street.

The lights will be up by the Royal Garden Hotel extending to 296 Kensington High Street, just past Melbury Road.

We hope the lighting gets you into the festive spirit!



Discover more about the Christmas lights and other activities on Kensington High Street by searching **revitalising Kensington** at [www.rbkc.gov.uk](http://www.rbkc.gov.uk)



# What our new Economy Strategy means for you

This year, Kensington and Chelsea Council launched *Live, Work, Learn: Our plan for a successful local economy* which sets out our plans to work with businesses and other organisations to improve residents' access to employment, enterprise support, apprenticeships and training, and work.

Some current examples include:

- **Community Works** This community-led programme offered those affected by the Grenfell tragedy extra help to get into work and to develop their skills and jobs prospects, with workshops held throughout Autumn 2019 to design the services and ensure they meet local needs.
- **Industry-focused opportunities and jobs fairs** This included Health Works, which was hosted in partnership with the Department of Work and Pensions in October to gather together employers and organisations in health and care to give advice for those seeking a career in the sector.
- **RBKC Supply Chain ([www.rbkcsupplychain.co.uk](http://www.rbkcsupplychain.co.uk))** Our local supplier support programme helps businesses in the borough to bid for work on local developments and with the Council.
- **Adult Learning Services ([www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search adult learning)** We've developed a new brochure of courses and training sessions from our providers, including English and maths, technology, business administration and many more.
- One-to-one employment support advice available to parents through the Family and Community Employment Services (FACES) ([www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search FACES)
- We are encouraging organisations across the borough to pledge their support and we look forward to seeing those pledges brought to life in the coming months.



**Into Enterprise:** Our two-week programme of activities for people of all ages to learn about business and how they can improve their enterprise skills ran from 11 to 24 November. If you missed it, take a look at the advice and business services that the Council facilitates all year round. Visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search **business advice**

## Take a perch on new parklets

Two new parklets on Kensington High Street are providing a comfortable spot to take a break for those visiting, shopping or working in the area.

Positioned on the wide pavements outside of 146-158 and 168-170 Kensington High Street, the 12- and eight-seater parklets offer wheelchair access and a plant selection focused on attracting pollinating insects and bees.

They are also fitted with two-metre high protective screens, which act as an acoustic and pollution barrier.

Take a seat next time you pop down and see what our high street has to offer!



Find out more about our Revitalising Kensington High Street project by visiting [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and searching **Revitalising Kensington**





# Festive fun at Kensington museums

Get into the festive spirit, and pick up a bargain or two, by heading to special themed events at two much-loved Kensington museums.

For anyone seeking exotic gifts, Leighton House's Festive Fair, on Saturday 7 and Sunday 8 December between 10am and 5pm, will provide a treasure trove of jewellery, ceramics, homewares, toys and more, all inspired by the Middle East where Lord Leighton travelled often.

Guests will also be able to decorate a Christmas tree in Lord Leighton's studio. Entry costs £5 for adults, with under 18s getting in free.

The fun continues with a series of evening costumed tours at 18 Stafford Terrace on Wednesday and Thursday evenings throughout December.

The actor-led sessions will provide a dramatic account of life at the festively-decorated home of legendary Victorian cartoonist Linley Sambourne.

Tours take place from 7pm to 8:30pm on Wednesday 4, 11 and 18 and Thursday 5, 12 and 19 December.



## Win tickets to 18 Stafford Terrace

Fancy joining one of the festive tours of 18 Stafford Terrace? The museum is giving away two pairs of tickets. For your chance to win a pair, email [museums@rbkc.gov.uk](mailto:museums@rbkc.gov.uk) with your name and postcode and use Our Borough Ticket Giveaway as the email subject. Be quick – entries close on Friday 29 November.

## Say 'I do' in the heart of the borough

If wedding bells are on the horizon, why not say "Marry me in Kensington and Chelsea" in one of our special venues?

Chelsea Old Town is in the heart of the King's Road and has long been associated with grace and style. The late Victorian beauty provides a stylish and photogenic backdrop for weddings and receptions and its central location is hard to beat.

The venue houses the Brydon Room, the Rossetti Room and the Harrington Room, accommodating up to 38, 12, and eight guests respectively.

Our newly-available venue, The Mayor's Parlour, is now open at Kensington Town Hall. The exclusive Parlour is a

MARRY  
& ME  
in Chelsea

wonderfully decorated ceremony room with wood-paneled walls and floor-to-ceiling windows, seating up to 70 people.

It is not just marriages and civil partnerships that take place in Chelsea Old Town Hall. In a register office, where births, deaths, marriages, civil partnerships and citizenships are recorded, it is always someone's special day, or hour of need.

### In 2018 we...

Registered **6,454** births

Registered **1,637** marriages and civil partnerships

Conducted **100** same sex ceremonies

For more information visit [www.rbkc.gov.uk/registerars](http://www.rbkc.gov.uk/registerars) or email [registerars@rbkc.gov.uk](mailto:registerars@rbkc.gov.uk)

Check out our magical venues for yourself:

@marrymeinchelsea

@marryme\_chelsea

@marrymeinchelsea



# 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)