



Director of Strategy and Service Improvement
Mr A.J. Redpath

MS NYS RAWE
3 JEFFERSON HOUSE
11 BASIL STREET
LONDON
SW3 1AX

See on my website, planning applications # 4

Dear Resident,

Your Reference Code BHAK1072

An invitation to join the Residents' Panel

2014

I am writing to encourage you to join the Royal Borough of Kensington and Chelsea's Residents' Panel. This is an excellent opportunity to have your say about life in the borough by taking part in various consultations about your Council, its services and local issues.

The Residents' Panel is made up of over one thousand residents of the borough who have agreed to take part in regular consultation activities. It is an exciting time to join the panel with the launch of its new website, which features interactive ways to have your say. This allows us to get feedback from you more quickly about the issues that matter to you most. In the past members have helped us to identify ways in which we could improve by giving us their views on a number of topics including local markets, community safety, the parks and Council Tax. Included with this letter is a leaflet, which provides further information about the Residents' Panel.

If you wish to join, and we hope you do, you can fill in the recruitment questionnaire online at www.rbkc.gov.uk/residentspanelregistration. You will need the reference number on this letter to register, **so you need not return the slip at the bottom of this letter**. Once registered you will receive a confirmation email, after this you will be able to login to the Residents' Panel pages at any time. You can access the internet for free in the Council's libraries.

You can have your say if you do not have access to a computer but participation in activities online is kinder to the environment and helps keep costs low. If you cannot take part online, please, complete the slip below and post it to the **Consultation and Partnership Team, Royal Borough of Kensington and Chelsea, FREEPOST LON 16042, London W8 7BR**. You do not need a stamp.

If you have any questions about anything to do with the Residents' Panel please contact the Consultation and Partnerships Team on 020 7361 2402 or email consult@rbkc.gov.uk

Yours sincerely,

A. J. Redpath
Director of Strategy and Service Improvement

Yes, I would like to become a member of the Residents' Panel (Reference -BHAK1072)

Signed Date

Name (Printed)

Direct Line: 020 7361 2402
Fax: 020 7361 2764
Email: consultation@rbkc.gov.uk
Web: www.rbkc.gov.uk

**If you would like to speak to someone over the telephone
in your own language about this document please contact:**

Arabic

إذا كنت ترغب بالتحدث مع شخص ما عبر الهاتف بلغتك الخاصة يرجى الاتصال بـ:

Farsi

اگر مایل هستید راجع به این سند با کسی به صورت تلفنی و به زبان خودتان صحبت کنید، لطفاً تماس بگیرید:

French

Si vous désirez parler à quelqu'un au téléphone dans votre propre langue à propos de ce document, veuillez contacter:

Portuguese

Se pretender falar com alguém ao telefone acerca deste documento no seu idioma, contacte:

Somali

Haddii aad jeceshay wixii xaashaddan ku saabsan in aad qof af-kaaga hooyo garanaaya kagala hadasho tilifoonka, fadlan nala soo xidhiidh:

Spanish

Si desea hablar a alguien por teléfono en su propia idioma sobre este documento por favor póngase en contacto:

Margaret Giwa - 020 7361 2402

This document can also be made available in large print, Braille or on audio tape. To request a copy in any of these formats please contact:

The Consultation and Partnership Team

**The Town Hall
Hornton Street
London. W8 7NX
consult@rbkc.gov.uk
Tel: 020 7361 2402**

RESIDENTS' PANEL

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA RESIDENTS' PANEL

Yeah, right! After my being in the borough for more than 40 years...by amazing coincidence, I am "selected at random" 2 months after I report an apparent breach of planning control by a longtime protege of the council...in relation to which it took more than 5 months to 'reply' - and deny...once the works had been completed!

YOUR SAY, YOUR PANEL, YOUR COUNCIL

What is the Residents' Panel?

The panel is a sample of residents who agree to take part in regular consultations and give their opinion on the Council's services and local issues.

Why do we need a panel?

The Council is committed to understanding and listening to the needs of the borough's residents. The Residents' Panel is one cost effective way that the Council can ask a variety of residents about a range of services, or for their views on life in the borough.

Why should you join the panel?

Being a member of the panel is an excellent opportunity to have your say about life in the borough by taking part in various consultations about your Council and local services. Our current members have already helped by giving their views on a wide range of topics including community safety priorities, recycling, Council initiatives such as City Living, Local Life and the Council's spending priorities.

What are panel members involved with?

Panel members can take part in quick, snapshot polls, answer online questionnaires or get involved in more in-depth discussions. They can also register an interest in taking part in an online focus group. This all means that panel members will be able to decide how involved they want to be. Many of the activities will be online; if you can't access the internet at home, you can use it for free in the Council's libraries.

What happens to the feedback?

The information provided by the panel is gathered together, analysed and used to inform improvements in the way in which services are delivered and also as a way of checking the Council is meeting the needs of residents. Panel members receive a twice yearly newsletter which tells them what's happened as a result of the research they have been involved with.

Why have I been chosen?

Your name has been chosen at random from the Council Tax Register. Any information you give us is confidential and your name and address will not be shared with any other department of the Council or organisation without your permission.

How do I join?

ONLINE - You can fill in the recruitment questionnaire online at www.rbkc.gov.uk/consultation/recruitment and once registered you will receive a confirmation email. You will need the reference number in the letter to register. If you register online you need not return the slip. After this you can login into the Residents' Panel pages at any time at <https://www.consultation.rbkc.gov.uk/residentspanel> to view the current consultations and participate.

It is possible to have your say if you do not have access to a computer although participation in activities online is kinder to the environment and helps keep costs low.

If you are not able to participate online, please complete the slip at the bottom of the letter and post it to the Council using the following freepost address.

**The Consultation and Partnership Team,
Royal Borough of Kensington and Chelsea,
FREEPOST LON 16042, London W8 7BR.**

You do not need a stamp. When we receive your slip, we will send you a registration questionnaire.

If you have any questions about the Residents' Panel please feel free to call the Consultation and Partnerships Team on **020 7361 2402**.



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KENSINGTON
AND CHELSEA