

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**PUBLIC REALM SCRUTINY COMMITTEE
21 MARCH 2016****REPORT BY THE INTERIM DIRECTOR FOR PROJECTS, CUSTOMER,
BUSINESS DEVELOPMENT AND HEAD OF CULTURE****RESULTS OF RESIDENTS SURVEY ON NOTTING HILL CARNIVAL**

This report summarises the results of the recent residents survey seeking views on the Carnival and the Council's response to the issues raised.

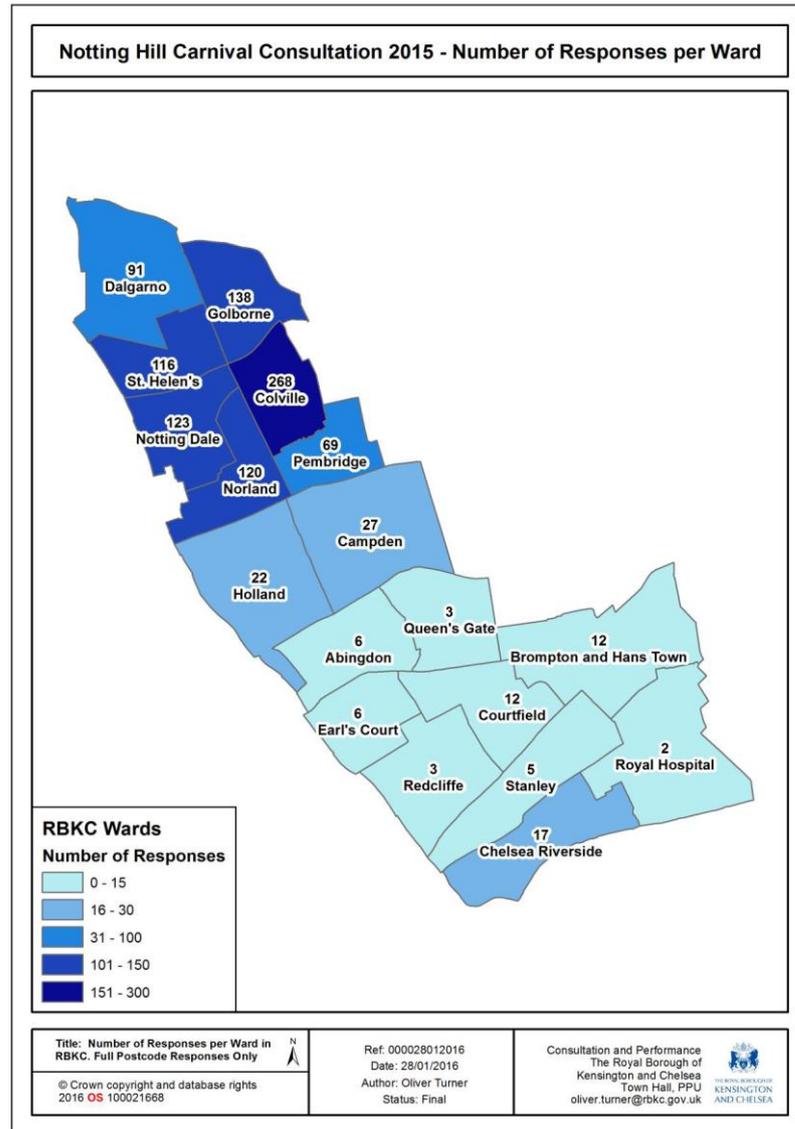
FOR INFORMATION

1. EXECUTIVE SUMMARY

- 1.1. Between 1st December and 15th January 2016 the Council ran a survey to gather residents' views on Notting Hill Carnival. 2,249 replies were received, of which 1,040 provided a postcode within the borough of Kensington & Chelsea.
- 1.2. 65% of residents who responded said they attended Carnival 2015. 82% of residents who responded said they thought the event was good or very good (scoring it 7-10 out of 10).
- 1.3. What residents liked most about Carnival was the atmosphere (64%), while what they liked least was the Children's Parade (15%).
- 1.4. In terms of what the Council provides, residents are most satisfied with:
 - Clear up following Carnival (73%)
 - Information leaflet (69%)
 - Location of food stalls (54%)
- 1.5. Residents were most dissatisfied with:
 - Provision of toilets (46%)
 - Location of sound systems (23%)
 - Taking action on noise issues (22%)
- 1.6. Five areas of focus have been identified to respond to the issues raised in the survey: on street urination; sound systems, noise; litter and road closures.

2. GENERAL OVERVIEW

- 2.1. Notting Hill Carnival is a major event in London and the biggest street Carnival in Europe. London Notting Hill Carnival Enterprises Trust (LNHCET) is in its fifth year as Carnival organisers. It started a programme of celebration last year that will culminate in its fifty year celebrations in 2016. It attracts a large number of visitors and associated media attention. Carnival is still seen as one of the most consistent and visible cultural contributions made by London's Caribbean community and it is a multicultural event.
- 2.2. Gathering feedback on the Carnival occurs in several ways including correspondence with the Council and meetings with residents and Carnivalists. The Safer Neighbourhood Board residents' meeting was held on 19th October 2015 and concerns were raised about the responsibility and control of Carnival, provision of toilets, security and safety, and the scale of the event.
- 2.3. Each year since 2013, the GLA have carried out an audience survey at Carnival. The key results from 2015 were:
 - On average, people gave the event a rating of 8.4 out of 10;
 - 88% would recommend the event to a friend, and
 - 77% say they would attend the Carnival again in the future.
- 2.4. What wasn't identifiable from the results was how many of the respondents to the GLA's survey were residents. Therefore, the Council decided to conduct its own survey of residents on their thoughts about Carnival to inform its response to the event.
- 2.5. Between 1st December and 15th January 2016 the Council gave residents the opportunity to feedback their views on Notting Hill Carnival. The results will help the Council improve the way it responds to Carnival. Details of the residents' survey were distributed on postcards to 58,000 households within the Carnival footprint, and extending to the surrounding wards. Results were received from across the borough, with the majority of responses coming from Colville ward and are detailed in the map, below.



3. SURVEY RESULTS

- 3.1. 2,249 replies were received, of which 1,040 provided a postcode within the borough of Kensington & Chelsea. The results have been analysed both in terms of all respondents and respondents who are residents. This report focuses on the responses from residents.
- 3.2. A full breakdown of the resident results is available in the attached report. The highlights are:
 - 65% of residents who responded, said they attended Carnival
 - 82% of residents who responded, said they thought the event was good or very good (scoring it 7-10 out of 10), which reflects the scores from the GLA survey.
 - Of the 35% of residents who did not attend Carnival 2015, the main reasons given for not attending were "I do not enjoy Carnival" (29%) and "I am concerned about safety issues" (19%).

- The majority of residents who avoided Carnival did so by staying elsewhere or going out (54%), but 37% avoided Carnival by staying at home and not going out.
- 3.3. Some of the comments received on why people didn't attend include:
"Horrific noise, vibration, crowds too dense to move or escape or get to a loo."
- "Concerned about safety, people are drunk and disorderly, too loud."*
- "Live in the area and feel trapped. Hate the noise, crowds and litter."*
- 73% of residents who responded said they were satisfied with the clean up;
 - 61% of residents who responded agreed with the statement "Carnival is brilliant/great fun" , and
 - Of those residents who attended, 64% said what they liked most about Carnival was the atmosphere followed by it is a free event (33%).
- 3.4. Some of the comments received on what they enjoyed most about Carnival include:
"A chance to celebrate the history of Carnival! A time where people from all racial social groups, genders and sexualities can come together and enjoy food, the music and celebrate history."
- "I love the culture, music and everyone who attends Carnival has a great attitude and the whole of London has a real sense of unity. It is the happiest city for two days where all cultures, religions and race come together to experience an event that London and the whole world should be proud of."*
- 3.5. Conversely, of those residents who attended, what they liked least about Carnival was the Children's Parade (15%) followed by the Sound Systems (11%).
- 3.6. Some of the comments received on what residents enjoyed least about Carnival include:
"Street urination, even myself who went [to] Carnival as a resident, I was about to wet myself because I forgot where the toilets were, it should be on the App for next year's Monday and Sunday Carnival."
- "The aggression of too many people. In any other context, where shops have to board up and TMO and housing trusts have to protect their properties, this event would be considered a riot."*
- 3.7. Residents were most dissatisfied with:
- Provision of toilets (46%)

- Location of sound systems (23%)
 - Taking action on noise issues (22%)
- 3.8. In terms of what the Council provides residents are most satisfied with:
- Clear up following Carnival (73%)
 - Information leaflet (69%)
 - Location of food stalls (54%)
- 3.9. The issues that have greatest impact on residents are;
- On Street Urination (43% saying "Big Impact")
 - Litter or street cleanliness (35% saying "Big Impact")
 - Road closures/crowds (34% saying "Big Impact")
- 3.10. Views on Carnival:
- 73% of residents agreed that the streets are cleaned to a good standard following Carnival.
 - 71% of residents believe it is a celebration of Carnival Arts.
 - 66% of residents agreed that Carnival brings the community together.
 - 49% of residents disagreed with the statement that there are an appropriate number of toilets.
 - 32% of residents are dissatisfied with noise levels.
- 3.11. Some of the comments received on the overall view of Carnival include:
"Carnival is the thing that makes me proud to be from Ladbroke Grove. There is nothing else like it in Europe and it is a blessing, a celebration and a wonderful, wonderful event."
- "I have lived in the area for 40 years and really love Carnival and think it is a unique way to celebrate the different cultures in our community and a chance to celebrate together, young, old, rich and poor."*
- "I do not enjoy the Carnival. The levels of disruption, crime and street urination have become completely unacceptable."*
- "Every single year I have people urinating, defecating and vomiting next to my house, behaving disgracefully in other ways, and being extremely aggressive if they're challenged."*
- 3.12. A specific question was included on the Carnival App, which is in its second year and was downloaded by approximately 6,780 people in 2015. The app provides the most up-to-date information to both residents and visitors on transport, road closures, first aid locations and all Carnival activities. For both residents and non-residents information on tube station closures; bus road closure information; toilet locations; history and cultural information and maps were rated highly in terms of what they would like the app to include in the future.

4. STRATEGY FOR RBKC OPERATIONS 2016

4.1. In light of these results, the Council have identified a number of actions which are summarised in the table below.

ISSUE RAISED THROUGH SURVEY	COUNCIL ACTION
<p>1. On Street urination and provision of toilets</p> <p>46% were dissatisfied with toilet provision</p> <p>43% saying On Street Urination has a Big Impact</p>	<p>1.1. To carry out a full review of toilets, within the current allocated budget (£98k).</p> <p>1.2. To tender for the consultation of location,, improvement and delivery of toilets across the Carnival Footprint in time for 2016 Carnival.</p> <p>1.3. To work with the Tenant Management Organisation to explore how additional toilets could be made available on TMO land.</p> <p>1.4. To review the locations of toilets to see where additional units could be located.</p> <p>1.5. Explore the possibility of certain sites being sold as street trading sites to provide chargeable toilets.</p> <p>1.6. To create heras fencing walls with troughs that feed straight into the main drains to reduce the amount of urine on the streets.</p>
<p>2. Sound Systems</p> <p>23% were dissatisfied with Location of sound systems</p>	<p>2.1. To work with LNH CET and British Association of Static Sound Systems to improve the event plans for static sounds systems and to review some locations of static sound systems to contribute towards delivering a safe Carnival.</p>
<p>3. Noise</p> <p>22% were dissatisfied with taking action on noise issues</p>	<p>3.1. To work with LNH CET to introduce tighter terms and conditions for floats to help give floats a clear idea of the Council's expectations on what is and isn't acceptable.</p>

	<p>3.2. After the event, in partnership with LNH CET, to review compliance with the terms and conditions on a case by case basis with the view to enforce any specific conditions broken.</p>
<p>4. Litter and Clear up 35% saying Litter or street cleanliness has a Big Impact</p>	<p>4.1. Continue to work with our contractor to refine the clear up process.</p> <p>4.2. Work with the Trust to explore new ways of minimising the volume of litter created at Carnival.</p>
<p>5. Road closures 34% saying Road closures/crowds have a Big Impact</p>	<p>5.1. To set up a working group with the police and Suez to formulate a plan that will be communicated to officers on the ground to allow better access for residents on the Monday evening.</p>

4.2. In addition to these actions the Council is also:

- Moving our current trading application process online, offering a better service to traders.
- Proposing to the Trust they organise, publicise and chair a pre and post carnival public meeting aimed at residents, that the Council hosts and agrees the membership of the panel.
- Evaluating the merits of creating either a single premises licence, with associated conditions of use, covering the whole footprint or a series of premises licences to cover each police sector. To implement and review the conditions on these licences annually.

5. SUMMARY

5.1. The survey has proved to be a very useful exercise in providing focus for improvements to the Council's operations. There are risks associated with implementing these actions, such as stakeholder support, and it remains to be seen whether they will deliver the improvements that residents wish to see. Through the multi-agency debrief process following the 2015 Carnival, other areas of improvement identified (beyond the scope of the Council's operations) include:

- Confirmation of the Trust's governance & strategic objectives;
- Developing and implementing the Trust's stewarding strategy;

- Monitoring the impact of ongoing building developments on Sound System sites;
- Management of float noise levels in specifically in sector 1;
- Trust's event plans to be submitted in more detail and earlier to enable an informed multi-agency response;
- Media relations and content need to be shared and a good working relationship established between the trust and agencies, and
- Trust's event management of Sound System and Floats with regards to site and noise management.

5.2. It is envisaged that this multi agency approach working in partnership with the Carnival organisers, LNH CET, will contribute to making the Carnival a more sustainable and enjoyable event for both residents and visitors alike.

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Background Papers: None