

City Living, Local Life Survey of Courtfield Ward



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Introduction and methodology

Introduction

City Living, Local Life (CLLL) is an initiative where Ward Councillors and the community in their Ward work together to identify local issues that matter and find practical ways to make the area a better place to live. As part of the Courtfield Ward CLLL initiative Ward Councillors commissioned a survey of residents in order to canvass views on local priorities and community projects. The survey was also used to collect the contact details of Courtfield residents who wished to be further involved in the initiative. The survey was conducted in April and May 2015.

Methodology

A survey was developed in collaboration with the Ward Members for Courtfield Ward. A paper copy of the questionnaire was sent to all households in Courtfield Ward, using the Council Tax Register. In total, the questionnaire was posted to 7374 households.

A total of 751 responses were received which equates to a response rate of 10 per cent.

For more information

For information on the results please contact:

The Consultation and Partnerships Team on 020 7361 2262 or e-mail consult@rbkc.gov.uk



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Survey Results – At a glance

More than half of respondents felt that **the following issues need dramatic or some improvement:**

- Traffic around South Kensington underground station
- Noise from traffic such as coaches and tour buses
- Appearance of streets around Gloucester Road underground station
- Appearance of South Kensington underground station
- Appearance of Gloucester Road underground station

Other **local issues identified for improvement** included:

- Traffic
- Cleanliness of streets
- Waste collection

Most respondents felt part of the community in their local area to at least some extent. 27 per cent of respondents would personally like to be more involved in their community.

Most respondents were unaware of **plans to build a casino at 97-107 Cromwell Road.** 63 per cent of respondents **were opposed to the plans** to some extent.

Around a fifth of respondents would personally be willing to get involved in **projects to benefit vulnerable people** in the very local area.

233 respondents provided contact details so they could get involved in City Living, Local Life.

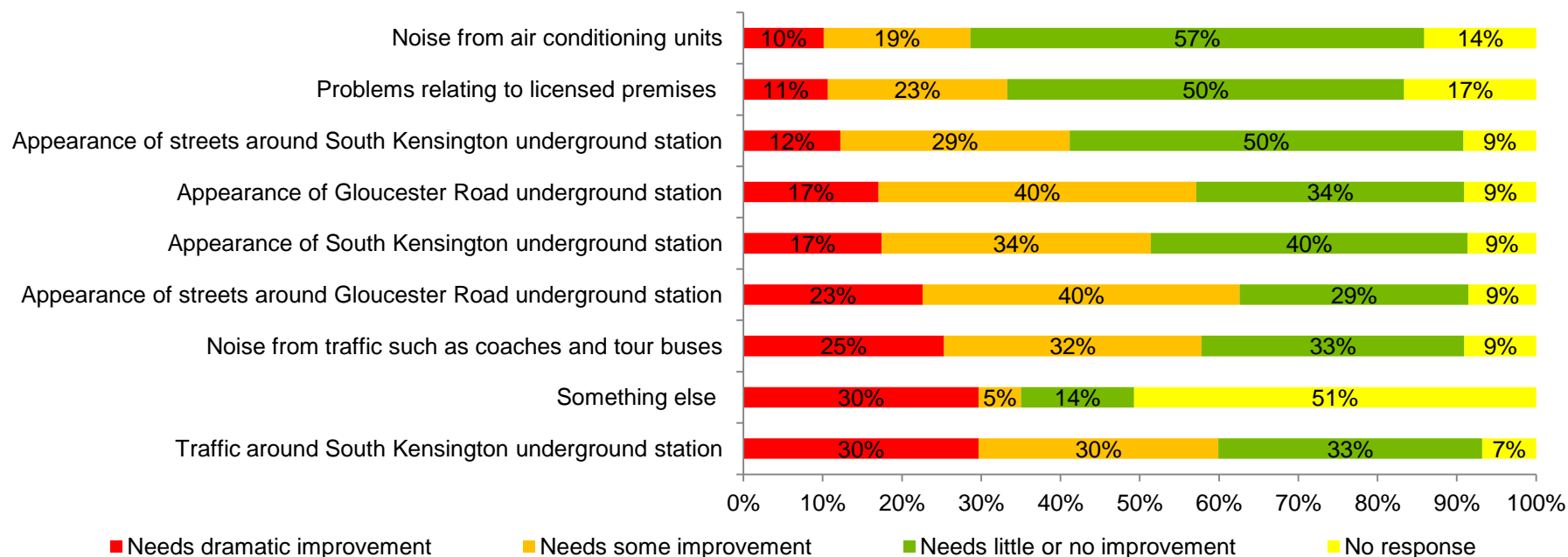


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Survey Results – Local issues for improvement

Respondents were asked about a range of local issues and the extent to which they felt improvement was needed. The issues where most respondents felt that there was a need for dramatic or some improvement were traffic around South Kensington underground station (60 per cent) and the appearance of streets around Gloucester Road Underground (63 per cent).

To what extent could the following be improved in your local area?



Survey Results – Local issues for improvement

For each of the following issues, a higher proportion of respondents felt that there was a need for dramatic or some improvement than felt little improvement was needed.

	Needs dramatic or some improvement	Needs little improvement
Traffic around South Kensington underground station	60%	33%
Noise from traffic such as coaches and tour buses	58%	33%
Appearance of streets around Gloucester Road underground station	63%	29%
Appearance of South Kensington underground station	51%	40%
Appearance of Gloucester Road underground station	57%	34%



Survey Results – Local issues for improvement

Respondents were asked to identify any other local issues for improvement. Comments have been grouped together by theme and the most common themes can be found below, a full list of comments has been provided to the Ward Councillors.

Theme of comment	Number of comments
Traffic	81
Cleanliness of streets	80
Waste collection	68
Homelessness and beggars	39
Issues around prostitution	34
Parking	28
Buses and coaches	23
Dog fouling	20

The most common issue identified was traffic (81 comments). Respondents were also very concerned about the cleanliness of streets including littering and an absence of litter bins (80 comments). A total of 68 comments related to waste collection, a number of these comments related to residents leaving rubbish out on non-collection days or to problems caused by the disposal of commercial waste from shops and restaurants. Some examples of the comments made can be found on the following page.



Survey Results – Local issues for improvement

Traffic

“After years of obstruction in redesigning traffic in South Kensington, it is worse than before. The new layout has not been an improvement at all.”

“Traffic lights near South Kensington tube station in front of car dealer are badly synchronised for motorists. You need feedback from motorists who live in area to improve this not some stranger/outsider.”

“Noise level and speed of sports cars on the streets. We live on Queens Gate and there have been times when it seemed more like a race track rather than a city street.”

Waste collection

“Rubbish that sits on Old Brompton Road during the evening and night (put out by shops/restaurants).”

“Rubbish-collection times are not good and there are not enough bins. Collection regulations for people with flats are inadequate and unfair. Bins are too small.”

Cleanliness of streets

“Litter around South Kensington - especially on the north west side of Onslow Gardens is appalling - not helped by the absence of bins.”

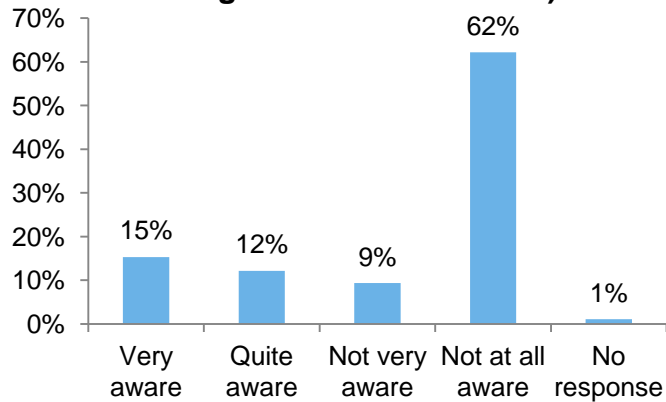
“CHEWING GUM!!! More rubbish bins and maybe some old fashioned ‘Keep Britain Tidy’ signs.”



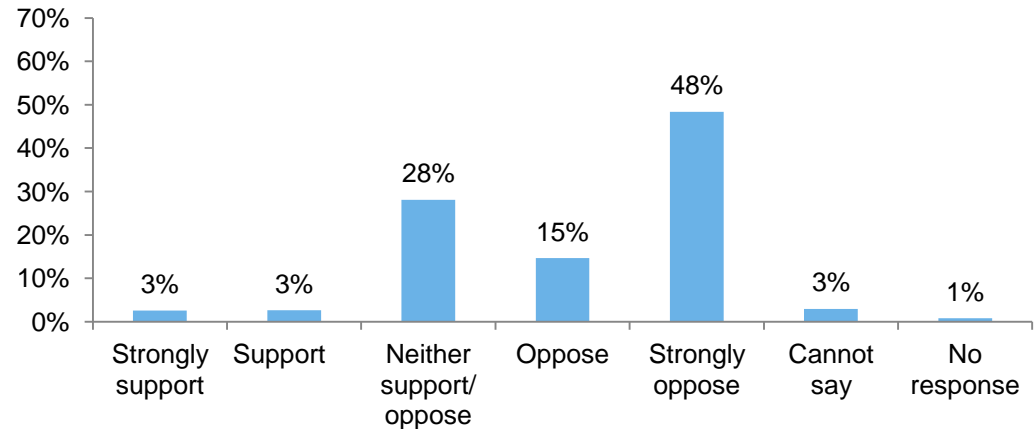
Survey Results – Casino plans

The majority of respondents stated that they had been not at all aware that plans had been submitted to build a casino at 97-107 Cromwell Road (62 per cent). Almost half of all respondents were strongly opposed to plans to build a casino on this site (48 per cent), and in total 63 per cent of respondents were opposed to the plans to some extent. Only a small proportion of respondents expressed support for the plans (six per cent in total).

Before receiving this questionnaire, how aware were you of plans that have been submitted to the Council to build a casino at 97-107 Cromwell Road (Holiday Inn, Kensington Forum Hotel site)?

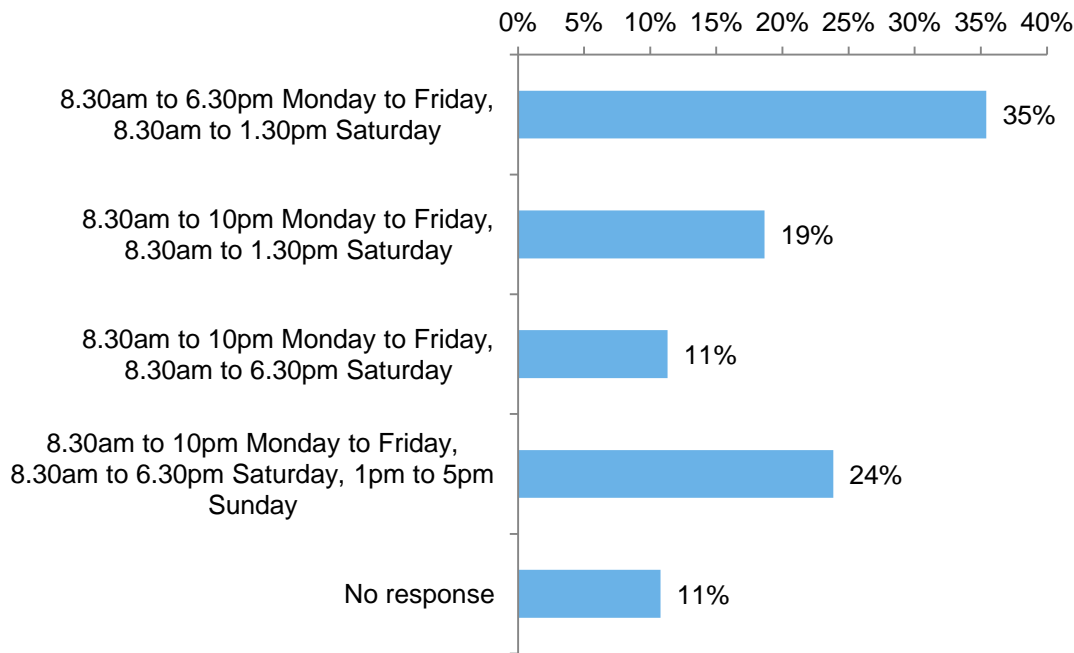


How strongly would you support or oppose plans to build a casino on this site?



Survey Results – Parking

If you had a choice, which of the following bands would you most prefer for residents' parking in your local area?



The most popular preferences for residents' parking were:

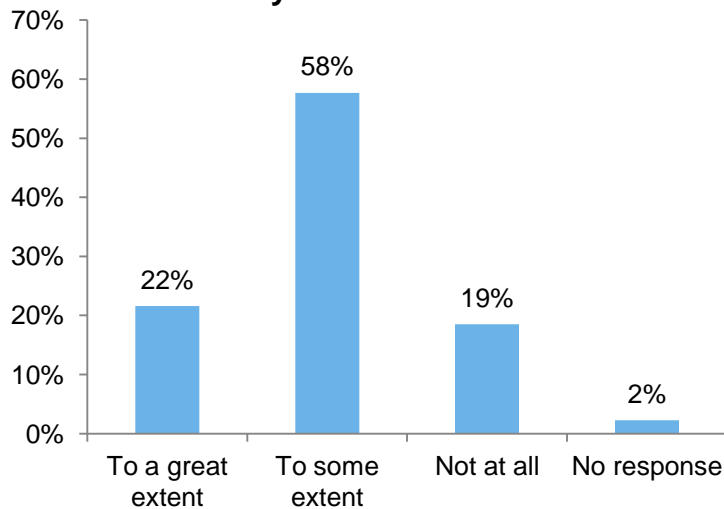
- 8.30am to 6.30pm Monday to Friday, 8.30am to 1.30pm (35 per cent)
- 8.30am to 10pm Monday to Friday, 8.30am to 6.30pm Saturday, 1pm to 5pm Sunday (24 per cent)



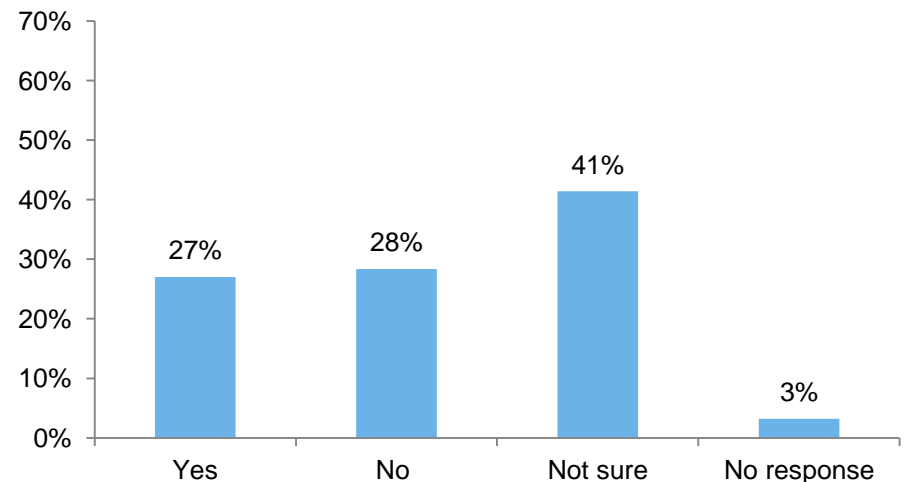
Survey Results – Community engagement

Around a fifth of respondents said that they did not feel at all part of the community in their local area (19 per cent). However, eight of ten respondents said that they felt involved to at least some extent, (80 per cent). Just over a quarter of respondents stated that they would personally like to be more involved in their community (27 per cent). A similar proportion said they would not like to be more involved (28 per cent). A similar proportion said they would not like to be more involved (28 per cent).

To what extent would you say you personally feel part of the community in your local area?

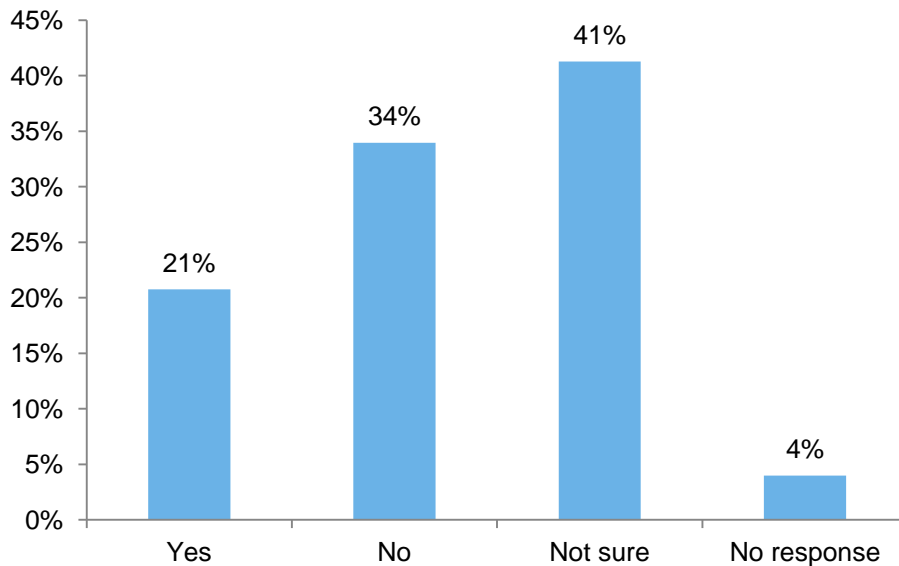


Would you personally like to be more involved in your community?



Survey Results – Community engagement

Despite being one of the wealthiest areas in London, there are vulnerable people in Courtfield ward who need support. Would you personally be willing to get involved in projects to benefit vulnerable people in the very local area?



Around a fifth of respondents said that they would be willing to get involved in projects to benefit vulnerable people in the very local area (21 per cent). The largest proportion of respondents were not sure if they would be willing to get involved in such projects (41 per cent).



Survey Results – Community Engagement

Respondents were asked for their ideas of projects they would personally be interested in taking forward. A number of respondents took the opportunity to reiterate concerns about local issues. A full list of comments has been provided to Ward Councillors.

Theme of comment	Number of comments
None	12
Activities and support for older people	9
Cleanliness of streets	7
Environmental initiatives	6
Parks and open spaces	3
Planning and conservation	3
Projects for families with young children	3
Community safety	3
Too busy	3
Traffic	3

Twelve respondents commented that they had no ideas. The most common suggestion was for activities and support for older people (nine comments), followed by concern about cleanliness of the streets (seven comments). Six respondents suggested environmental initiatives.

“More support for the senior citizens (on a personal level-visits for tea, children-senior citizen projects, maybe a day at the library).”

“Would encourage more facilities for older people to meet and mingle.”

“Yes I would like to personally help Roland Gardens and other streets to plant gardens, window boxes and thus. Also would like to help others be more proactive about washing front steps and sidewalk in front of building daily!!!”

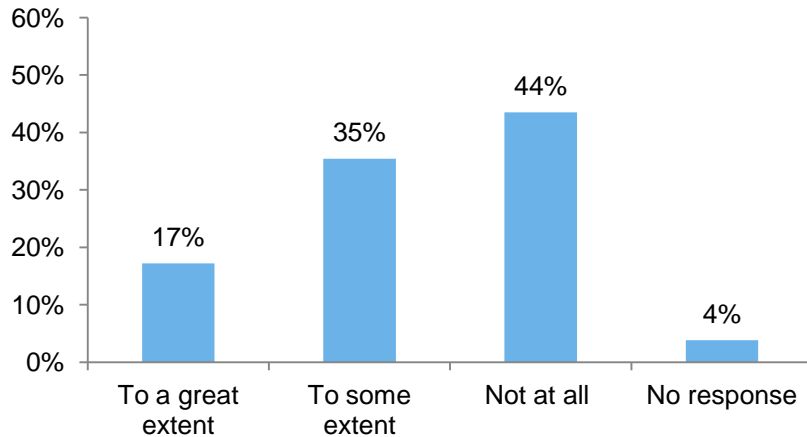


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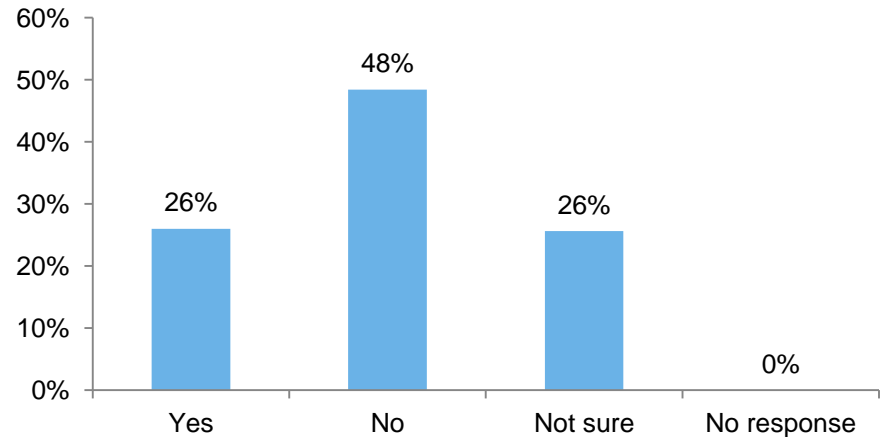
Survey Results – Community engagement

More than a third of respondents reported having a nationality other than British or Irish (38 per cent). Of these respondents, 17 per cent felt part of a community related to their nationality to a great extent, and 35 per cent to some extent. A quarter of respondents stated that they would be interested in events or activities targeted at the community related to their nationality to help this community feel part of local life (26 per cent).

If you are not British or Irish, to what extent do you feel part of a community related to your nationality in your local area i.e. local French community?



Would you be interested in events or activities targeted at the community related to your nationality to help this community feel part of local life?



Survey Results – Community Engagement

Respondents were asked for their suggestions of events and activities which could be targeted at communities related to nationality. A full list of suggestions has been provided to Ward Councillors.

Theme of comment	Number of comments
Celebratory events	4
Sports and fitness	4
Music, literature, arts	3
Markets	3
Open gardens	3
Cleanliness	3
Street fairs or festivals	3
Schools and education	2
Residents' meetings or associations	2

The most common suggestions were celebratory events such as street or garden parties (four suggestions) and sports or fitness activities (four suggestions).

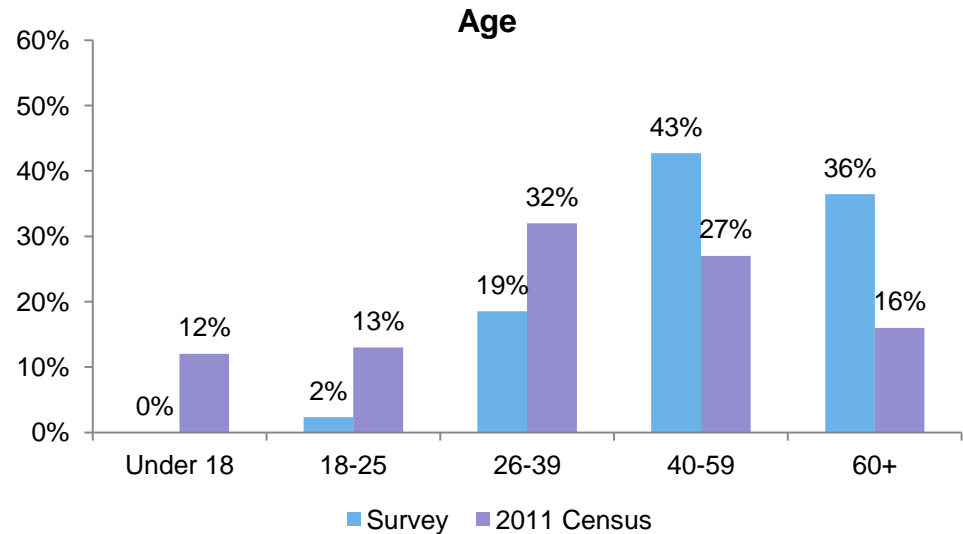
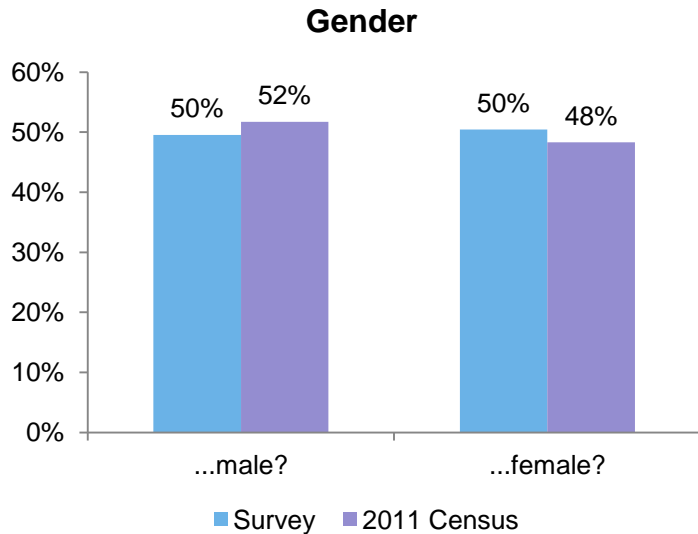
“Something like a block party would be good - for all nationalities. I don't know most of the people that live in my building, let alone on my block.”

“I would love to have outdoor exercise classes (fitness/yoga) free, for two times a week, bringing together local residents.”



Survey Results – About the respondents

Comparison with census information reveals that the profile of respondents is roughly in line with the population of the ward in terms of gender. Young people are not well represented in the response with two per cent of responses being received from residents aged 25 and under. This age group accounted for 25 per cent of people in Courtfield Ward according to the 2011 Census. The expectation is that this group would be less well represented due to the use of the Council Tax register as a sampling frame, however it is recommended that further thought is given to how the views of young people could be fed into the initiative.



Survey Results – About the respondents

The survey results with regard to nationality are not directly comparable to 2011 Census results, however they do suggest that British or Irish residents were over represented in the survey respondents. Six out of ten respondents stated that they had a British or Irish nationality (61 per cent).

