

**CITY LIVING  
LOCAL LIFE  
EARL'S COURT**

**Earl's Court Ward Survey**

**Margaret Giwa**  
**Consultation and Insight Officer**  
**Royal Borough of Kensington and Chelsea**  
**020 7361 2402**  
[consultatrbkc.gov.uk](http://consultatrbkc.gov.uk)



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**



### Introduction

As part of the Earl's Court Ward City Living, Local Life initiative Ward Councillors commissioned a survey of residents in order to canvass views on local priorities and suggested community projects.

A survey was developed in collaboration with the Ward Members for Earl's Court Ward. A paper copy of the questionnaire was sent to all households in Earl's Court Ward, using the Council Tax Register. A total of 710 responses were received equating to a response rate of 11 per cent.

### Ward priorities

Residents of Earl's Court Ward were asked to identify things that needed to be improved in their local area, defined as within 15 to 20 minute walk from their home. The most common areas of concern for respondents were:

- **The level of traffic congestion** - almost half of all respondents identified this as an issue (43 per cent)
- **Cleanliness of streets** - over a third of respondents felt that this was a predicament (34 per cent).
- **The level of pollution** - 30 per cent of respondents stated this needed to be reduced.
- **Parking for residents and visitors** - 29 per cent of respondents felt that this could be improved.

Respondents were asked to identify '*something else that needs improving*', a great deal of the comments focused on '**Transport, highways and parking**' and '**Cleanliness**'.

Transport, highways and parking comments generally focused on buses; frequency and alternative routes, safety for pedestrians in the area, repairs on roads; the lack of notification and disruption it causes, and parking restrictions. Comments on cleanliness highlighted the lack of bins in the area, rubbish in the street and dog fouling, all contributing to the area becoming unattractive and unhygienic.

### Top three initiatives

At least one in four residents felt the Earl's Court initiative should focus on all of the suggested schemes. Open spaces and environmental improvements achieved the highest proportion of responses; it was selected by more than half of residents.

- **Open spaces and environmental improvements** - 56 per cent of respondents
- **Facilities and activities for older people to reduce isolation** - 43 per cent of respondents
- **Sports and leisure activities** - 36 per cent of respondents

### City Living, Local Life projects and initiatives

A high proportion of Earl's Court residents believe each of the suggested projects would improve local life to some extent. Support for initiatives which focus on '**Environmental improvements**' and '**Outreach work with older people**' are the projects where residents believe would most improve local life; both received the highest proportion of responses from respondents, respectively.

- **Environmental improvements** - 94 per cent of respondents felt it would improve local life to some extent. At least six out of ten residents (68 per cent) thought this would improve local life a great deal.
- **Outreach work with older people** - 90 per cent of respondents felt it would improve local life to some extent
- **Encouraging support to the K & C Foundation** - 85 per cent of respondents felt it would improve local life to some extent
- **Community events for the Queen's Diamond Jubilee** - 79 per cent of respondents felt it would improve local life to some extent.
- **Community events for the Olympics** - 69 per cent of respondents felt it would improve local life to some extent. Over a quarter (27 per cent) did not believe this project would improve local life.

### Willingness to get involved

Some 265 respondents wished to be kept informed about the initiative and provided contact details, which represents 37 per cent of respondents. Their contact details will be added to the City Living, Local Life contact list by the Community Engagement Team within the Policy and Partnerships Unit.

### For more information

For information on the results please contact **Margaret Giwa, Consultation and Insight Officer** on **020 7361 2402** or e-mail on [margaretgiwa@rbkc.gov.uk](mailto:margaretgiwa@rbkc.gov.uk)

### Introduction

City Living, Local Life (CLLL) is a new 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 Earl's Court Ward CLLL initiative Ward Councillors commissioned a survey of residents in order to canvass views on local priorities and suggested community projects. The survey was also used to collect the contact details of Earl's Court Ward residents who wished to be further involved in the initiative.

### Methodology

A survey was developed in collaboration with the Ward Members for Earl's Court Ward. A paper copy of the questionnaire was sent to all households in Earl's Court Ward, using the Council Tax Register. In total, the questionnaire was posted to 6,500 households. Residents were also given the option of completing their questionnaire online or using their smartphone; there were 35 responses electronically.

A total of 710 responses were received. Taking into account the number of undelivered questionnaires, this equates to a response rate of 11 per cent.

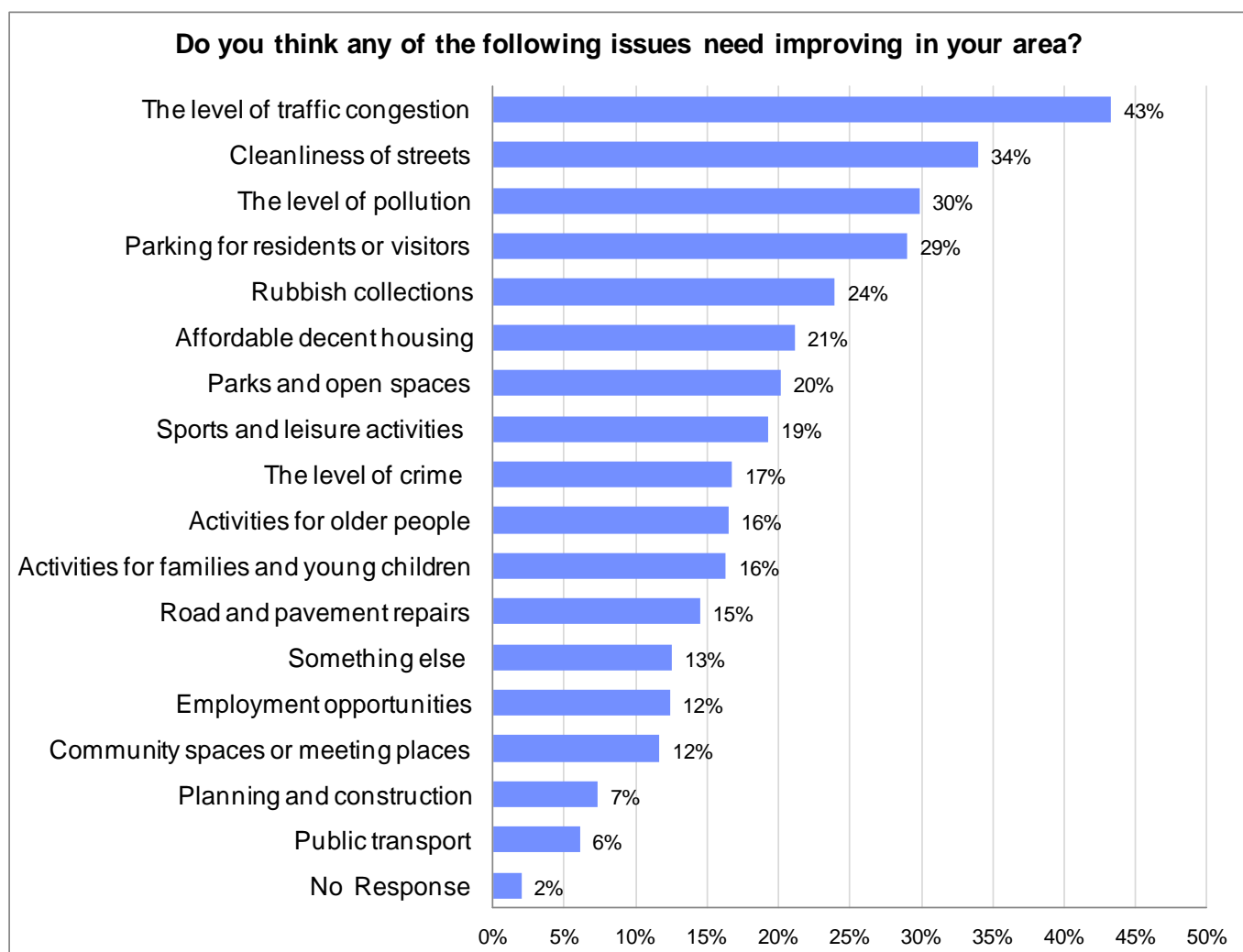
### For more information

For information on the results please contact **Margaret Giwa, Consultation and Insight Officer on 020 7361 2402**

## Areas of concern for Earl's Court Ward

Residents of Earl's Court Ward were asked to identify things that needed to be improved in their local area, defined as within 15 to 20 minute walk from their home. Almost half (43 per cent) of all respondents identified the '**level of traffic congestion**', as the area of most concern. Other areas of concern are as follows:

- **Cleanliness of streets** - over a third of respondents felt that this was a predicament (34 per cent).
- **The level of pollution** - 30 per cent of respondents stated this needed to be reduced.
- **Parking for residents and visitors** - 29 per cent of respondents felt that this could be improved.



*NB: Percentages based on the total number of respondents to the survey (710)*

## Results

Respondents were asked to identify *'something else that needs improving'*, 248 comments were made by 200 respondents and a great deal of the comments focused on **'Cleanliness'** and, **'Transport, highways and parking'**, both received 38 comments and 37 comments, respectively.

Comments on cleanliness highlighted the lack of bins in the area, rubbish in the street and dog fouling, all contributing to the area becoming unattractive and unhygienic. Whilst transport, highways and parking comments generally focused on buses; frequency and alternative routes, safety for pedestrians in the area, repairs on roads; the lack of notification and disruption it causes, and parking restrictions. Other comments focused on:

- **Refuse and recycling** - 24 comments drew attention to the incorrect use of resources and separation of recycling, as well as information on refuse collection days.
- **Anti-social behaviour** - 20 comments focused on inappropriate behaviour in the street and unsuitable material in phone boxes which can be viewed by all, especially children and young people.
- **Environment** - 17 comments specified actions needed to balance levels of pollution, i.e. the need for more foliage and green spaces.

Theme	Comments	Theme	Comments
	No.		No.
Cleanliness	38	Activities for older people	3
Transport, parking and roadworks	37	Education	3
Refuse and recycling	24	Positive statement	3
Anti-social behaviour	20	Retail diversity	3
Environment	17	Activities for family	2
Support for business	11	Activities for young people	2
Traffic	8	Vermin	2
Other	8	Council Tax and spending	2
Housing	7	Intergenerational activities	2
Community safety	7	Activities for parents	1
Exhibition Centre development	7	Support for homelessness	1
Leisure facilities	6	Library	1
Community activity	6	Licensing	1
Cycling and Boris bikes	5	Childcare Facilities	1
Planning	5	Support for arts	1
Support for mentally and physically ill	4	Public Toilets	1
Noise	4	Lighting	1
Healthy Eating	4	<b>Total</b>	<b>248</b>

A selection of comments from the five predominate themes is provided below and over page. See Appendix two for the full list of comments.

### Cleanliness

*"Street cleaning on pavement and steps to properties. There should be fines for individuals who spit and litter the streets."*

*"Pavement is covered with dog excrement. People don't pick up after their dogs or if they do, they throw the bag between the cars which are parked. Any car leaving goes over the bag."*

*"As they [bins] have been removed from our street - Gardens - the rubbish everywhere is awful."*

### Transport, highways and parking

*"I think there should be a direct bus from Earl's Court to Hammersmith, which is sometimes very hard to get there by walking."*

*"Please improve Warwick Road. It is dangerous, unhealthy and ruins the community by moving too many speeding cars. I try to avoid it but it is difficult and I fear for my daughter because cars travel at 40mph down the road often across all three lanes."*

*"Road repairs should be notified in advance to Council, so that utilities can sometimes do work at the same time/place. Otherwise chaos ensues. Also utilities should be given time allowed to dig up roads and fined if they go over schedule."*

### Refuse and recycling

*"Better recycling in RBKC - there are still too many types of packaging that aren't covered."*

*"Fine residents who do not recycle and also fine them who use orange sacks for everything but recycling."*

*"Stop changing the rubbish collection days - been at least two changes in the past couple of years."*

### Anti-social behaviour

*"Although a subdivision of crime, I would like to see a stronger stance taken towards anti-social behaviour such as rowdiness outside of pubs, urinating on streets for example."*

*"Nocturnal noise (after midnight on street and pedestrian ways)"*

*"The BT call boxes are being desecrated by card/stickers for sex services and look disgraceful. They should be serviced or removed. People now have mobile phones. The present state of call boxes is embarrassing for parents and gives wrong idea to children too young for phones."*

### Environment

*"I feel we desperately need tree/planting to produce oxygen and less pollution"*

*"I would like to see more green spaces, trees in particular in order to reduce the pollution. The traffic congestion (and pollution) is really bad in the area."*

*"Plant some small trees along streets, particularly Hogarth Road. Take examples from the tree-line street in Chelsea and Kensington."*

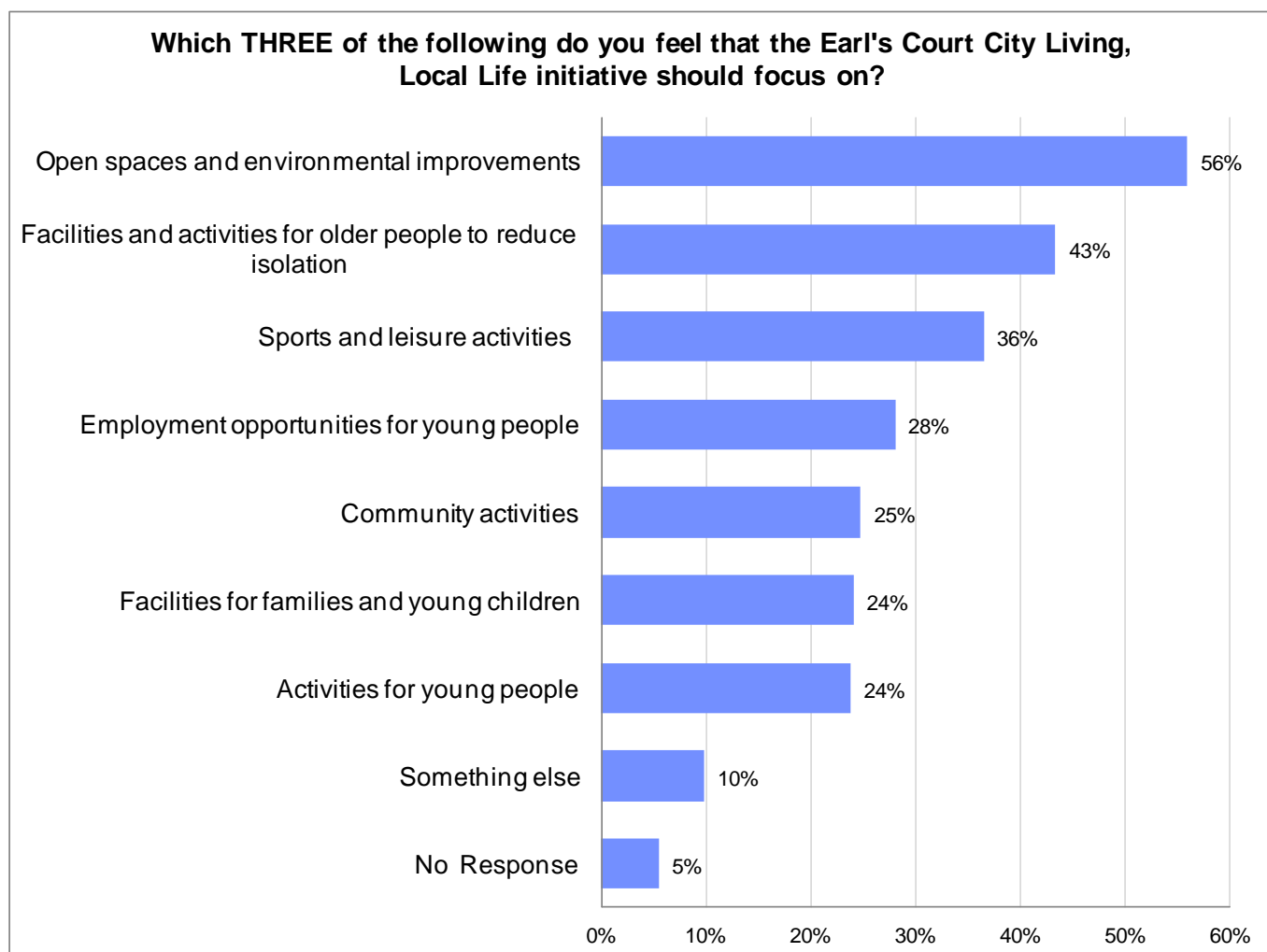


## Results

Which **THREE** of the following do you feel that the Earl's Court City Living, Local Life initiative should focus on?

At least one in four residents felt the initiative should focus on all of the suggested schemes. **'Open spaces and environmental improvements'** achieved the highest proportion of responses; it was selected by more than half of residents.

- **Open spaces and environmental improvements** - 56 per cent of respondents
- **Facilities and activities for older people to reduce isolation** - 43 per cent of respondents
- **Sports and leisure activities** - 36 per cent of respondents



*NB: Percentages based on the total number of respondents to the survey (710)*

## Results

When asked what else the initiatives should focus on, 144 remarks were made by 109 respondents. The majority of the comments fell in line with improvements to the local environment: **'Cleanliness'** on the street; tackling dumping and fly-tipping (18 comments) and the **'Environment'**; reduction of pollution and creation of green spaces (12 comments).

- **Traffic** - 11 comments about congestion and safety.
- **Transport, highways and parking** - ten comments predominately on changing the road system and quality of roads, as well as the frequency of buses.
- **Support for business and Community activity** - nine comments, respectively, on the need for diversity and supporting local business, and also for greater interaction between residents,

Theme	Comments	Theme	Comments
	No.		No.
Cleanliness	18	Activities for children/ young people	2
Environment	12	Activities for older people	2
Traffic	11	Employment initiative	2
Transport, parking and road works	10	Identity	2
Support for business	9	Activities for adults	1
Community activity	9	Activities for children	1
Anti-social behaviour	8	Activities for young people	1
Leisure facilities	7	Conservation	1
Housing	5	Healthy Eating	1
Support for mentally and physically ill	5	Intergenerational activities	1
Refuse and recycling	5	Olympics	1
Cycling	4	Planning	1
Noise	4	Post box	1
Exhibition Centre development	4	Regeneration	1
Other	4	Support for arts	1
Council Tax and spending	3	Support for homelessness	1
Volunteering	3	Identity	1
Community safety	2	<b>Total</b>	<b>144</b>

A selection of comments from the overarching themes is provided below and over page. See Appendix two for the full list of comments.

### Cleanliness

*"Have clean streets and provide garbage solutions for every building."*

*"Cleaning up rubbish dumps off streets"*

*"Maintaining clean streets - There always seems to be some used piece of furniture on the sidewalk!"*

### Environment

*“Continue improvement to the environment with flower/tree planting on streets.”*

*“Environment is very important but it appears to be ignored at the convenience to others from elsewhere”*

*“Reduce pollution/congestion and noise on Earl’s Court Road”*

### Traffic

*“The level of traffic congestion”*

*“Traffic safety”*

*“Reducing traffic congestion - Examples: Warwick Road/Earl’s Court Road/Pembroke Road.”*

### Transport, highways and parking

*“Unwind one- way system. This would greatly improve quality of life in Earl’s Court.”*

*“Unwinding the one- way road system on Warwick Road and Earl’s Court Road. They should be two- way roads to enhance the village/community feel of Earl’s Court.”*

*“Public transport, more buses commuting to West End”*

### Support for business

*“It would be lovely to have a bookshop locally.”*

*“Help businesses, have a campaign on 'buying local.'”*

*“Better mix of shops (e.g. too many betting shops) but I'm not sure how much leverage you have.”*

### Community activity

*“Community activities so that residents can get to know each other, also sports leisure facilities as well for that reason. As a lot of holidays and workers in this area.”*

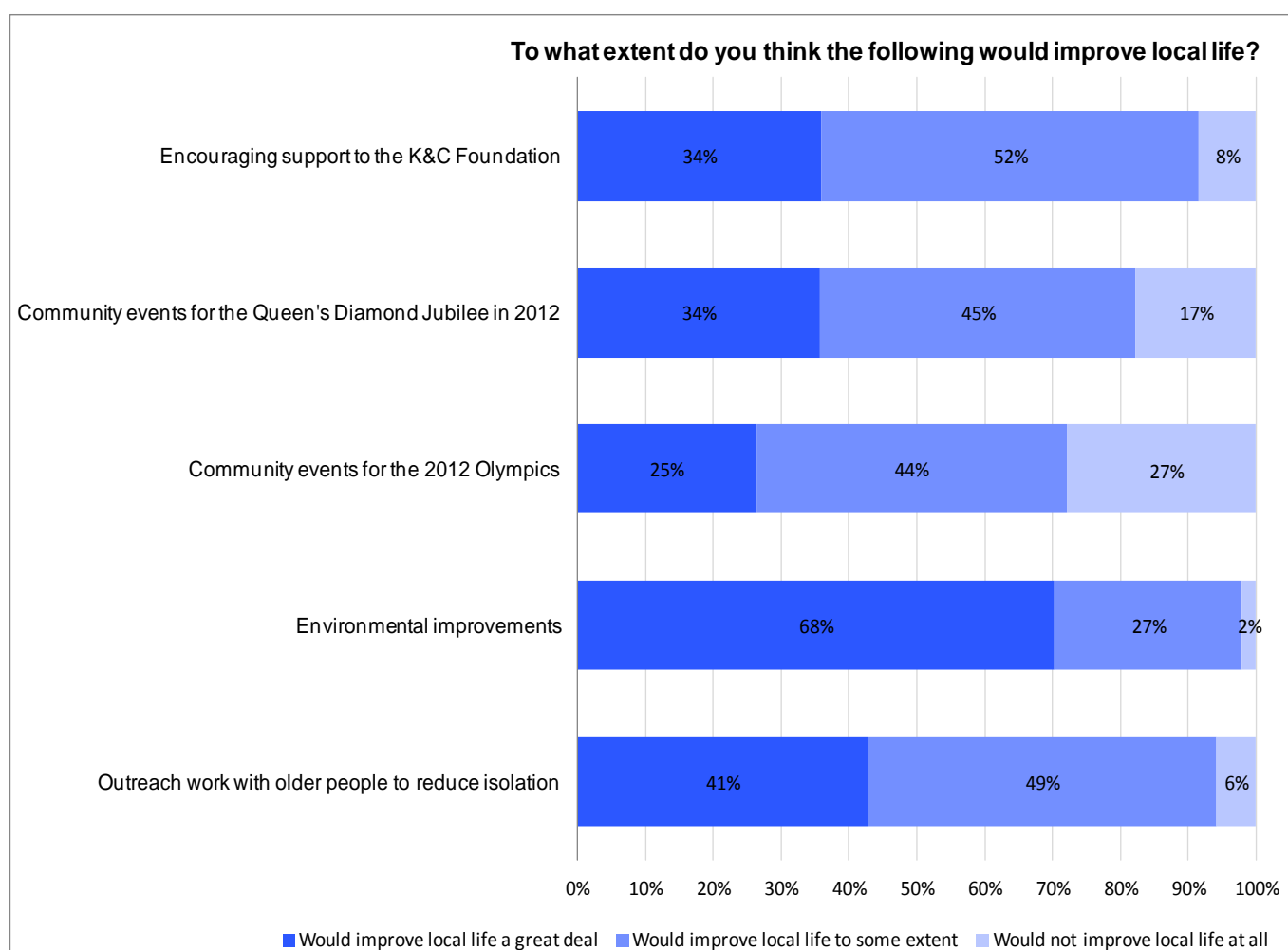
*“Activities and facilities that people can get together socialising.”*

*“We need to involve Christian activities, showing your faith/parties and dramas in the street, share your food to people.”*

## City Living, Local Life projects and initiatives

A high proportion of Earl's Court residents believe each of the suggested projects would improve local life to some extent. Support for initiatives which focus on '**Environmental improvements**' and '**Outreach work with older people**' are the projects where residents believe would most improve local life; both received the highest proportion of responses from respondents, respectively.

- **Environmental improvements** - 94 per cent of respondents felt it would improve local life to some extent. Over two thirds (68 per cent) thought this would improve local life a great deal.
- **Outreach work with older people** - 90 per cent of respondents felt it would improve local life to some extent
- **Encouraging support to the K & C Foundation** - 85 per cent of respondents felt it would improve local life to some extent
- **Community events for the Queen's Diamond Jubilee** - 79 per cent of respondents felt it would improve local life to some extent.
- **Community events for the Olympics** - 69 per cent of respondents felt it would improve local life to some extent. Over a quarter (27 per cent) did not believe this project would improve local life.



**NB: Percentages based on the total number of respondents to the survey (710)**

## Results

Residents were asked for their own ideas of projects, or for comments and suggestions. Overall, the majority (20) were about initiatives, which promote inclusiveness and aid the community as a whole. Other projects, comments and suggestions made by residents fell within the themes listed below:

- **Transport, highways and parking** - 19 comments related to safety and parking issues, the need to change road systems and improving transport.
- **Environment** - 12 comments about the need for greenery and open spaces to make the area more appealing and to combat pollution.
- **Community safety** - 11 comments on how security improves quality of life in the ward.
- **Cleanliness** - 11 comments about the cleanliness of streets and buildings.

Theme	Comments	Theme	Comments
	No.		No.
Community activity	20	Council Tax and spending	3
Transport, parking and road works	19	Healthy Eating	3
Environment	12	Leisure facilities	3
Community safety	11	Intergenerational activities	3
Cleanliness	11	Cycling	3
Support for business	9	Activities for young people	2
Activities for older people	6	Publicity	2
Traffic	6	Refuse and recycling	2
Volunteering	6	Support for mentally and physically ill	2
Other	6	Olympics	1
Positive statement	6	Employment initiative	1
Anti-social behaviour	5	Lighting	1
Planning	5	Post box	1
Support for arts	5	Support for immigrants	1
Noise	4	Conservation	1
Support for Voluntary Organisations	4	Regeneration	1
Exhibition Centre development	4	Library	1
Housing	4	<b>Total</b>	<b>174</b>

A selection of comments from the top five themes is provided below and over page. See Appendix two for the full list of comments.

### Community activity

*“Would be nice to have regular community activities to combat isolation and promote a sense of ownership in the community.”*

*“I am very keen on seeing a Time Bank created in this area on the lines of for example: Camden Shares and Bushey Green. Time Bank. It is an excellent way of promoting community development.”*

*“It would be nice to have a project called helping my local community where local people are helping local community from telephone advice to visiting old people [a] few hours per week, to having yearly street party organised and managed by local community.”*

### Transport, highways and parking

*"I think the area around Earl's Court tube station needs to be improved. It is a very busy intersection with a lot of heavy traffic coming down the Earl's Court Road and a lot of pedestrians crossing to get to the tube station. The road is also very dangerous for cyclists."*

*"Pelican crossing especially in Earl's Court Road. Bus stop opposite kebab shop as it is dangerous now to cross to the opposite side going to Nevern Place. Thank you for your attention."*

*"Because of the Earl's Court Exhibition Centre, many of the resident car spaces are taken at the weekend; it is a very big problem for residents in the direct vicinity (Nevern Square)."*

### Environment

*"Earl's Court area needs more greenery."*

*"In Kenway Road we have a magnificent display of flower baskets hanging on lampposts. Let's make this an example of cheering up the streets!"*

*"More parks and open spaces where people can sit down and talk, not just private gardens..."*

### Cleanliness

*"Re-painting of buildings will give Earl's Court a totally different image, closer to Chelsea...Some streets look dirty with rubbish in building plot yards."*

*"Clean up Warwick Road; hotels and other buildings have rubbish dumped in front gardens. Other hotels for example on Nevern Square have people smoking outside, dropping cigarette butts all over the pavement. There needs to be measures taken against hotels which affect then amnesty of the local area for residents."*

*"Cameras/or any possible way to catch and fine those people who do not clear up after their dogs. Very annoying they are on the pavement - on your doorstep everywhere! Kids run into them."*

### Community safety

*"More police on beat"*

*"Crime is on the rise, all belongings were stolen from a car three times in the last 18 months and we feel less safe than when we first moved here 10 years ago. More policing/CCTV camera would improve security in this nice borough."*

*"Crime and pollution is the key factor for improving the neighbourhood. Safety and clean environment in this borough has been neglected in the past few years enormously, therefore. Once these very important factors are sorted then perhaps creating events may help improve local life."*

### Willingness to get involved

Respondents were asked to provide their contact details if they wished to remain involved in the project. Some **265 residents provided contact details**, which represents 37 per cent of respondents. Their contact details will be added to the City Living, Local Life contact list by the Community Engagement Team within the Policy and Partnerships Unit.

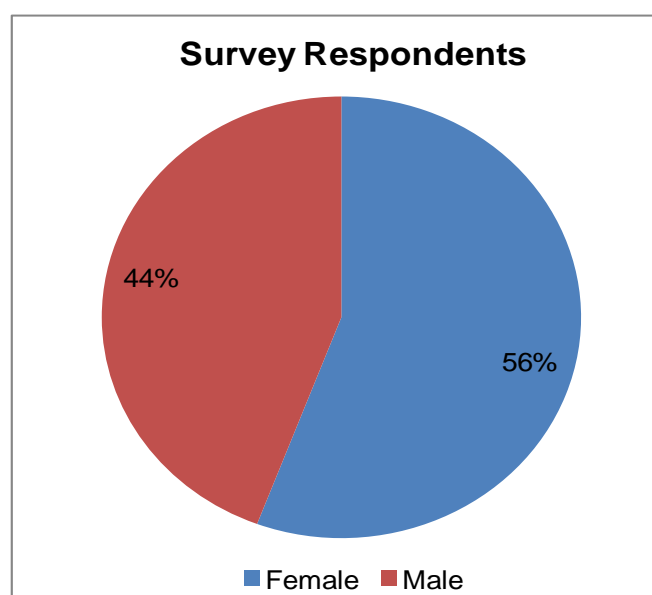
### About the respondents

The demographic information of the ward's population in comparisons to the residents who responded to the survey highlights a difference between sexes; female respondents are over represented compared to the Earl's Court population as a whole.

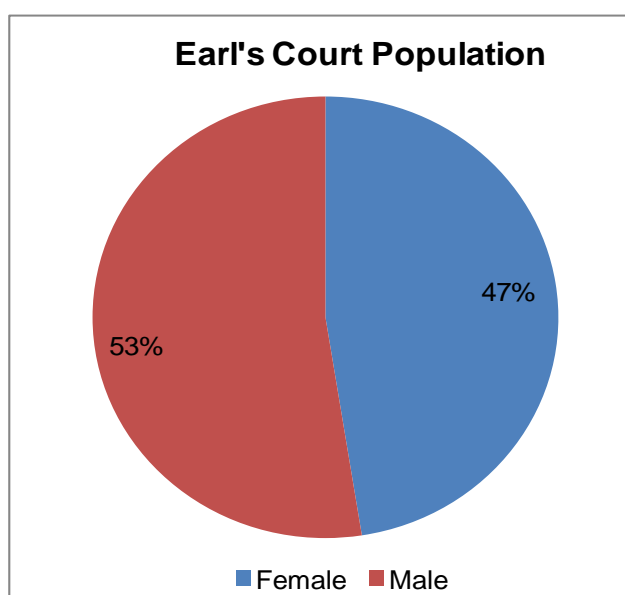
Those aged 25 and under are underrepresented; accounting for only three percent in the survey and a 23 per cent difference when compared to the same age group in the ward. However, it should be noted the sample was taken from the Council Tax register and the majority of this age group are not eligible to register due to age and exemptions, i.e. full- time students.

Ethnicity of respondents comparatively falls in line with that of the ward's population.

### Sex

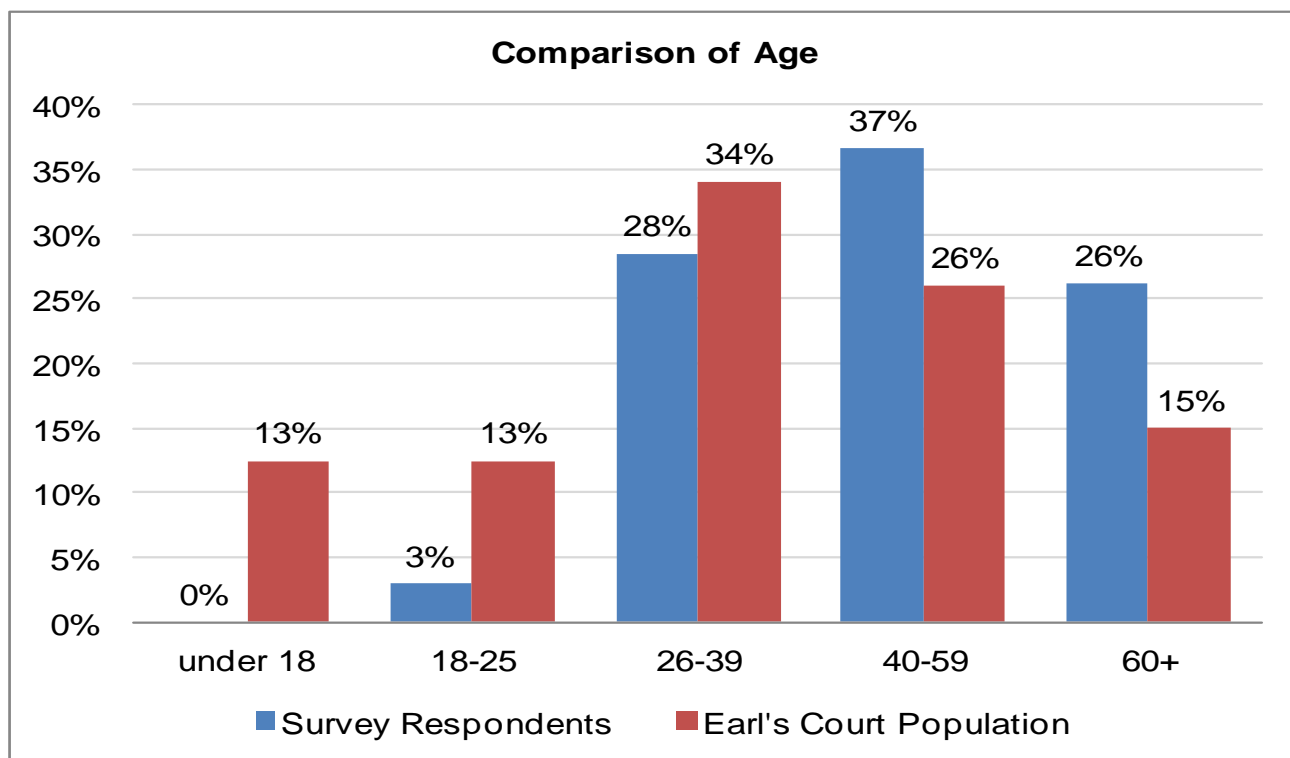


*NB: Based on all respondents to the question, 48 respondents provided no information.*



*NB: Data from GLA Ward- Level Population Projections 2011.*

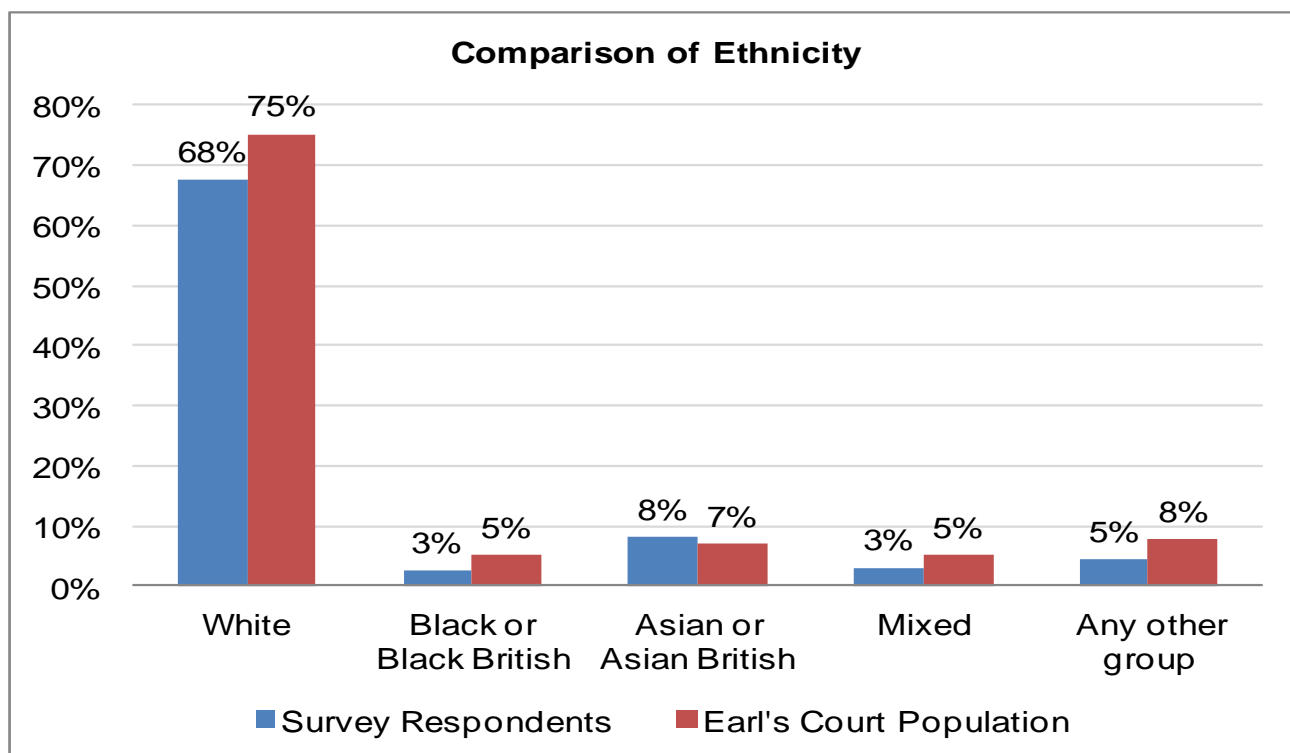
## Age



NB: Based on all respondents to the question, 41 respondents provided no information.

NB: Data from GLA Ward- Level Population Projections 2011.

## Ethnicity



NB: Based on all respondents to the question, 37 respondents provided no information.

NB: Data from Census 2001 Office for National Statistics (ONS).



## Appendix one: Data tables

Do you think any of the following issues need improving in your local area? By local area we mean within a 15 to 20 minute walk from your home. Please mark up to THREE of the following:

	No.	%
The level of traffic congestion	307	43%
Cleanliness of streets	241	34%
The level of pollution	212	30%
Parking for residents or visitors	206	29%
Rubbish collections	170	24%
Affordable decent housing	150	21%
Parks and open spaces	143	20%
Sports and leisure activities	137	19%
The level of crime	119	17%
Activities for older people	117	16%
Activities for families and young	116	16%
Road and pavement repairs	103	15%
Something else	89	13%
Employment opportunities	88	12%
Community spaces or meeting places	83	12%
Planning and construction	52	7%
Public transport	43	6%
No Response	14	2%
<b>Total</b>	<b>710</b>	<b>100%</b>

Which THREE of the following do you feel that the Earl's Court City Living, Local Life initiative should focus on?

	No.	%
Open spaces and environmental improvements	397	56%
Facilities and activities for older people to reduce isolation	308	43%
Sports and leisure activities	259	36%
Employment opportunities for young people	199	28%
Community activities	176	25%
Facilities for families and young children	171	24%
Activities for young people	169	24%
Something else	70	10%
No Response	39	5%
<b>Total</b>	<b>710</b>	<b>100%</b>

## Appendix one: Data tables

We already have some ideas for projects in your local area which are based on what residents have already told us about their concerns. To what extent do you think the following would improve local life?

	Would improve local life a great deal		Would improve local life to some extent		Would not improve local life at all		No Response		Total	
	No	%	No	%	No	%	No	%	No	%
Outreach work with older people to reduce isolation	290	41%	346	49%	40	6%	35	5%	710	100%
Environmental improvements	481	68%	189	27%	14	2%	26	4%	710	100%
Community events for the 2012 Olympics	179	25%	311	44%	190	27%	32	4%	710	100%
Community events for the Queen's Diamond Jubilee in	244	34%	317	45%	121	17%	29	4%	710	100%
Encouraging support to the K&C Foundation	238	34%	367	52%	56	8%	46	7%	710	100%

Are you...

	No.	%
Male	294	41%
Female	370	52%
No Response	48	7%
<b>Total</b>	<b>710</b>	<b>100%</b>

Which age group do you belong to?

	No.	%
Under 18	0	0%
18-25	21	3%
26-39	202	28%
40-59	260	37%
60+	186	26%
No Response	41	6%
<b>Total</b>	<b>710</b>	<b>100%</b>

How do you identify yourself?

	No.	%
White	480	68%
Black or Black British	19	3%
Asian or Asian British	58	8%
Mixed	22	3%
Any other	32	5%
No Response	10	1%
<b>Total</b>	<b>710</b>	<b>100%</b>

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## Appendix one: Data tables

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How long have you live in the Royal Borough of Kensington and Chelsea?

	No.	%
Less than a year	27	4%
More than a year, but less than two years	45	6%
More than two years, but less than five years	104	15%
More than five years	497	70%
No Response	37	5%
<b>Total</b>	<b>710</b>	<b>100%</b>

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## Appendix two: Comments from open questions

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### Written comments

A large number of written comments have been received to the survey. The comments are grouped together by theme. Each comment may have more than one theme. Where this is the case comments have been counted under each theme as appropriate.

**If you said that it's something else that needs improving, please tell us about it here.**

### Cleanliness (Comments 38)

- Cleanliness of buildings. 2. Less homeless people/alcoholics who are dirty and aggressive, not necessarily the same thing.
- Providing black bin bags for (address mentioned), preventing rubbish being dumped and scattering on the pavement causing vermin to spread. 2. Install crash barriers on the corner of Warwick Road and Nevern Square to prevent fatalities because cars turning too quickly into Nevern Square (see frequency of road traffic accidents on the spot).
- Although the rubbish collections are frequent, stuff is often left in the street for most of a day before pick up. Dog mess is foul! Fewer cars on Earl's Court Road and Warwick Rd would be good.
- Areas near Earl's Court Road and Warwick Road tube exits could be cleaner though appreciate recent attempts to do this.
- As they have been removed from our street - Earl's Court Gardens - the rubbish everywhere is awful.
- Bins for rubbish on Penywern Road
- Clean up and improve the high street!!
- Cleaning and improvement to the perimeter of West Brompton Cemetery along Old Brompton/Lillie Road.
- Cleanliness of streets - in some streets of Earl's Court, cleanliness is so poor these are not everywhere on the streets for example: Longridge Road. Rubbish collection-collection days should be respected by local community and piles up on the street, attracting rats.
- Collecting rubbish from pavements etc.
- Cracking down on people who do not pick up their dog poo. Also the area would benefit from a reduction in council housing - private sector rents are becoming increasingly unaffordable.
- Dog fouling is an epidemic/proportions nothing seems to be done!
- Dog mess patrols - there needs to be a crackdown on these antisocial people.

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## Appendix two: Comments from open questions

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- Dog owners fouling pavements, but what more can the Council do? Rub their noses in it?
- Dogs are a valuable asset for their owner's lives. They must be walked somewhere and Phillimore Gardens is a safe place. But please help by placing a dog litter bin at each end so the owner does
- Drain cleaning to minimise the risk of flooding
- Earl's Court Road is always filthy. In the area people dump rubbish bags any time anywhere.
- Fly tipping - pong of rubbish on the pavement particularly outside social housing is a real problem in the street where I live. It's antisocial and unhygienic.
- Invent a cleaning legion to clean buildings on Cromwell Road. This could be used in all of London. The Finsbury Theatre needs refurbishing inside and out. two thousand pounds allocation, painted outside pub theatre with wine bar then beer
- Less dogs in Earl's Court would be a better idea to keep streets clean and healthy
- More public dustbins
- More rubbish bins - Earl's Court Gardens has gone from two to none; speeding traffic in Earl's Court Road - speed camera near Earl's Court Gardens/Barkston Gardens area plus. Stop dog mess on pavements, in or out of bags, stop people cycling on pavements.
- Pavement is covered with dog excrement. People don't pick up after their dogs or if they do, they throw the bag between the cars which are parked. Any car leaving goes over the bag.
- Pavements in front of coffee bar- restaurant- food shops - should be washed daily! They are so dirty!!
- Rubbish on streets - attracts vermin
- Spitting should be an offence
- Stop people spitting - Anybody found spitting should be hung upside down.
- Street cleaning on pavement and steps to properties. There should be fines for individuals who spit and litter the streets.
- Streets could be cleaner, especially on the path ways. I have been burgled [after] only three months in my flat.
- Streets more clean especially around shops - rubbish outside (business named) very dirty.

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## Appendix two: Comments from open questions

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- The cleanliness of the pavements (not so much the streets) is a particular concern. The (business named) is a disgrace. It is filthy all the time. Why are they not forced to power wash their front pavement? Separately my husband and I regularly step in dog waste left on the pavements outside our home on Kenway road.
- The roads (Longridge Road) are full of litter and dirty and there is always large numbers of rubbish bags on the street regardless of the day. This has resulted in large numbers of rats which have even damaged my vehicle. In addition there are groups of young boys who hang around outside our flats intimidating the residents and being very loud and difficult.
- The rubbish on the pavements is a real nuisance
- Yes the enforcement of law "urinating in the street inside roads and alleys of the Earl's Court Road. Drinking in the street in and around Earl's Court/Earl's Court Square.
- You need to provide places to throw away doggy bags. They are thrown into parking spaces and on the road. And make a real mess. Please address it.
- Rubbish collection and street cleaning are not bad but the amount of casual and often very large, waste ruins the effect. An effective deterrent is required.
- There is no parking for visitors and there should be receptacles for rubbish rather than everyone leaving their garbage bags on the street all night and day.
- Earl's Court Road doesn't compare to similar high streets in the borough. If you look at Fulham, Chelsea, Kensington they are far nicer aesthetically. Plus the flats above all the shops are in a state of disrepair all along the entire road.

### Transport, parking and road works (Comments 37)

- Earl's Court Road pavement needs beautifying - stuck in the 1970's.
- Road traffic and works are a big problem. All the more with the Olympics coming - we shudder to think what it will be like. 2. Piccadilly lifts in Earl's Court - maintenance time is appalling - it has made it extremely difficult for those with prams etc and old people- adding 15- 20 mins journey to Hammersmith
- With development of Earl's Court Exhibition Centre, transports will be packed. 2. Guard rails have been taken away making streets unsafer for everyone. No logic to it in streets such as Cromwell Road or Earl's Court Road with Old Brompton Road.
- Could you please put more car parking (pay machine ticket) and yellow lines after 6:30pm? Because it is very, very, very difficult to park after 6:30pm and during the day it is difficult to find parking to put money and park.
- Crossing as a pedestrian: Warwick Road/Finborough Road junction with Old Brompton Road. Old Brompton Road with cemetery. (Prams and children and elderly).

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## Appendix two: Comments from open questions

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- I have to walk with a stick and many paving stones have up to and when it rains the Cromwell Road crossings at Earl's Court Road are almost awash - get soaked by vehicles. North of borough okay for older - Central Earl's Court and Abingdon. Traffic - Earl's Court Road frequently noise to tail for ages, engines idling.
- I think a review of one- way streets would be good. Trebovir is half one- way and half two- way. Penywern Road is a one- way so my cab has to go all around the houses to get back to Earl's Court Road. I am disabled and use my cab card for clinic etc. Now I have lost £1 per ride and have to pay £1 extra per ride it notices a lot.
- I think the Earl's Court Road needs a barrier between the pavement and the road because kids walking from the Earl's Court tube station down to Old Brompton Road can easily fall into the road which is always full of traffic and very dangerous.
- I think there should be a direct bus from Earl's Court to Hammersmith, which is sometimes very hard to get there by walking.
- Improve the road sign at Cromwell and Warwick Junction. If you stand at the junction about 5- 10 minutes, particularly with less traffic you can spot eastbound cars entering to traffic turning right to Warwick Road, dangerous.
- Parking for residents or visitors
- Please improve Warwick Road. It is dangerous, unhealthy and ruins the community by moving too many speeding cars. I try to avoid it but it is difficult and I fear for my daughter because cars travel at 40mph down the road often across all three lanes.
- Public transport and road repairs
- Public transport has improved a lot (for example: bus frequency) but some routes could be better (for example: C1).
- Redcliffe Gardens play area used to be a lovely peaceful place to go, now just a crèche. Too small for scooters and ball games. Keep getting hit while sitting there. Too open and think ball games and scooters should be banned.
- Road and pavement repairs. Getting rid of mice and rats.
- Road crossing on Earl's Court Road
- Road repairs should be notified in advance to Council, so that utilities can sometimes do work at the same time/place. Otherwise chaos ensues. Also utilities should be given time allowed to dig up roads and fined if they go over schedule.
- Safe crossing on Old Brompton Road near the cemetery entrance. More family orientated social space/green space/playgrounds
- Specifically the affect of traffic on pedestrian crossing at: Cromwell Road/Warwick Road. Old Brompton Road/Warwick Road.

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## Appendix two: Comments from open questions

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- Speed camera on Warwick Road
- The area around Earl's Court tube station.
- There is no parking for visitors and there should be receptacles for rubbish rather than everyone leaving their garbage bags on the street all night and day.
- There needs to be a proper "pedestrian crossing" on the main artery of Old Brompton and Warwick Road. There is only one designated crossing on a four- way junction and several schools/children use this every day, it is dangerous - from The Boltons/Old Brompton Road down to South Kensington, there are proper "green man" crossings. But on the two main arteries there are not any please look at Warwick Road/Old Brompton Junction!
- Too much parking restrictions
- Traffic lights opposite Earl's Court station give very little time for pedestrians.
- Traffic road crossings on two roads: - Old Brompton/Warwick Road - needs proper crossing with "Green Man/Red Man". It is a busy junction on a main artery.
- Visitor parking permits should be available
- Warwick Road is dangerous due to high speeding cars sometimes up to 50mph as they approach the Cromwell Road. It also affects my health due to pollution and noise, and it decorticates the general community as it makes it difficult for pedestrians and people living nearby. It should be made into a two- way, two lane road with improved cycle lanes.
- We need guest parking permits even at full pay and display rate - but for convenience. Rubbish bags on the street two times weeks is awful.
- We want the congestion charge back. It is a pity Boris Johnson abolished congestion zone just to get voted in. Congestion charge also reduces pollution.
- 1. Improved conditions for retailers, better shops, more restaurants, attract pedestrian flow to Earl's Court Road. 2. Less intense road traffic.
- 1. More swimming pools. 2. The lifts have been broken at Earl's Court tube station for a long time causing huge inconvenience.
- 1. Providing black bin bags for (address mentioned), preventing rubbish being dumped and scattering on the pavement causing vermin to spread. 2. Install crash barriers on the corner of Warwick Road and Nevern Square to prevent fatalities because cars turning too quickly into Nevern Square (see frequency of road traffic accidents on the spot).



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## Appendix two: Comments from open questions

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- Although the rubbish collections are frequent, stuff is often left in the street for most of a day before pick up. Dog mess is foul! Fewer cars on Earl's Court Road and Warwick Rd would be good.
- Bike lanes on one- way streets like Warwick Road where it is impossible to turn left (when facing south) to head towards Fulham. More bike lanes on one- way road please!
- The rent of this flat is very expensive but not good quality. The parking in this area is very expensive as well. I can't have visitors because they don't have a place to park.

### Refuse and recycling (Comments 24)

- Better recycling in RBKC - there are still too many types of packaging that aren't covered.
- Fine residents who do not recycle and also fine them who use orange sacks for everything but recycling.
- In terms of rubbish collections - many people put their bags out on the wrong days making the pavements messy and unattractive - also very little recycling is available.
- Monthly collection of broken household items (TV's, small furniture etc) to prevent people littering the streets with them. Too big for the bin is too expensive and you don't always have ten items to dispose of.
- More rubbish bins and seating areas
- My damping is a problem, Kenway Road pavement were full of rubbish at least until 12 noon on Thursday 5th January. Pedestrians had to walk in the road, hazardous especially for elderly and infirm
- On our street we have an eyesore with a boarded up property that has become a magnet for rubbish
- Pavements are a mess, bin men always leave rubbish on the pavements. Need to do something positive about people who leave rubbish on streets.
- Please fine those people who don't care for rubbish collection days and leave their rubbish on the streets for days.
- Punish the people who leave rubbish in the streets.
- RBKC do an excellent job on rubbish collections and have communicated their collection days cleverly. Despite this, certain hoteliers in Brompton Road continue to dump rubbish on the pavement on Monday, designated as collection days. Can you do anything about these irresponsible hoteliers?
- Residents leaving rubbish on street outside collection days.

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## Appendix two: Comments from open questions

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- Rubbish collections on my street has always been an issue, because of the bad behaviours of the resident and the weakness of the Council. My street is not the only one affected. Penywern Road is a mess as well. I pay £800 for a studio flat and I could easily afford a shared ownership if I had the opportunity too.
- Rubbish collection and street cleaning are not bad but the amount of casual and often very large, waste ruins the effect. An effective deterrent is required.
- Rubbish is out every day of the week!
- Rubbish/fly tip
- Still quite a lot of rubbish on the sidewalk
- Stop changing the rubbish collection days - been at least two changes in the past couple of years.
- The collection of rubbish should be more often than twice per week. In my street Penywern Road it often looks appalling and like in a development country. I have never experienced this before and it is now when we pay almost £3000 per month in rent these things are at the worst. For me it is not understandable. Higher fines on people who throw things on the street may help.
- The level of noise from pubs/traffic/rubbish collection (2am on Old Brompton Road)
- Too big for the bin is too expensive and unrealistic (you don't always have 10 items). Stickers should be sold at the Town Hall (£1.50) which can be stuck on the broken items such as TV's/heaters etc and placed on the pavement on a monthly collection.
- We have lovely houses around Kenway Village, but rubbish bags - particularly around Hogarth Lane - detract from the almost village - like appeal. The bin men are good - but why much garbage left on the street
- Cleanliness of streets - in some streets of Earl's Court, cleanliness is so poor these are not everywhere on the streets for example: Longridge Road. Rubbish collection-collection days should be respected by local community and piles up on the street, attracting rats.
- We need guest parking permits even at full pay and display rate - but for convenience. Rubbish bags on the street two times weeks is awful.

### Anti- social behaviour (Comments 20)

- Although a subdivision of crime, I would like to see a stronger stance taken towards anti-social behaviour such as rowdiness outside of pubs, urinating on streets for example.
- Anti- social behaviour/noise nuisance in residential areas.

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## Appendix two: Comments from open questions

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- I live directly above a disco bar and have suffered over their premises unable to get a night's sleep. Complaints made, meetings in Town Hall, held interviews made and get no improvements. Powerless and helpless in regards to that (business named) goes under 5 flats. A huge unit. It shouldn't be allowed. It's pointless to go to bed before 2:30- 5:00am because the noise will go on until then. It must stop!
- I live in Thurloe Road, there has been a nightclub but in the past few years on Friday and Saturdays the noise keeps us awake till after 3AM. Why why is it in a residential area.
- I live in Trebovir Road, there has been a night club (my place) for the past few years on Friday and Saturdays the noise keeps us awake till 2 or 3am. Why is it in a residential area?
- Level of aggressive people/drunk on streets/disturbed /mentally ill.
- Management of the drunken people in the pub on Earl's Court Road/Earl's Court Gardens especially when the football is on. Rowdy, aggressive, drunken people on our street is often intimidating and they sometimes leave broken glass or vomit/urinate on our street. I think this needs controlling a little better or perhaps people shouldn't be allowed to drink outside.
- Nocturnal noise (after midnight on street and pedestrian ways).
- (Business named) pub on the corner of Old Brompton Road and Earl's Court Road is a focus of thugs and silly animals
- Several homeless groups drinking outside pubs in Earl's Court - can be aggressive and loud.
- So many drunk men in the street
- Stop people taking dogs into Brompton Cemetery. Fine them! It is not safe to walk there. I have stopped going in
- The BT call boxes are being desecrated by card/stickers for sex services and look disgraceful. They should be serviced or removed. People now have mobile phones. The present state of call boxes is embarrassing for parents and gives wrong idea to children too young for phones. Money spent on cleaning could be better used elsewhere.
- There are two issues need to be resolved: 1. Clamp down on junk mail distributors. 2. Get rid of phone boxes which are a black spot on health and safety around for people living nearby.
- Try to get rid of the dead beat Council tenants and the alcoholics who loiter on the pavements.
- Fly tipping - pong of rubbish on the pavement particularly outside social housing is a real problem in the street where I live. It's antisocial and unhygienic.

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## Appendix two: Comments from open questions

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- The level of noise from pubs/traffic/rubbish collection (2am on Old Brompton Road)
- Yes the enforcement of law "urinating in the street inside roads and alleys of the Earl's Court Road. Drinking in the street in and around Earl's Court/Earl's Court Square.
- The roads (Longridge Road) are full of litter and dirty and there is always large numbers of rubbish bags on the street regardless of the day. This has resulted in large numbers of rats which have even damaged my vehicle. In addition there are groups of young boys who hang around outside our flats intimidating the residents and being very loud and difficult.
- I would like to see the number of people trespassing private garden squares to use them to sleep in, conduct sexual liaisons and drug taking reduced. This applies to Earl's Court in general.

### Environment (Comments 17)

- 20/01/12 - London has the highest level of hydrogen dioxide in the EU. I have several times asked the (named Councillor) about the impact of pollution by the new Earl's Court/Fulham Building Project. When she replies I will fill your form.
- I feel we desperately need tree/planting to produce oxygen and less pollution
- I would like to see more green spaces, trees in particular in order to reduce the pollution. The traffic congestion (and pollution) is really bad in the area.
- More space and parks for walking dogs. A lot of people in Earl's Court have dogs nowhere to walk them.
- More trees planted along streets/Community projects
- Plant more trees
- Plant some small trees along streets, particularly Hogarth Road. Take examples from the tree- line street in Chelsea and Kensington.
- Pollution and traffic congestion are slowly but surely making this area an awful place to live in.
- Pollution/traffic: Cromwell Road too congested (and more flowers).
- Strict preservation of all green space including the Brompton Cemetery railway embankment to enable wildlife to flourish. More tree planting and conservation of wildlife areas - especially around the embankment at West Brompton station. We have a wild diversity of birds, wild flowers and plants but these are often cut back, destroyed and reduced by herbicides etc. Please ensure that wild areas are kept and not reduced to concrete and a reduction of shelter/food for wildlife.

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## Appendix two: Comments from open questions

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- Unlike Redcliffe Gardens there are a few trees and greenery in Warwick Road especially in the lower end which leads to a feeling of depression when walking home. Please, please plant some especially near the junction near
- We could say do with a botanical garden or aquarium
- Traffic speeds along Earl's Court Road too high! Seven, 30mphs! Needs controlling = too much traffic noise and pollution. Signs? Cameras
- Mix of retail/street furniture/tree planting in the borough
- Our local area will soon be dramatically dis-improved and for many years - by the demolition of Earl's Court Exhibition Centre and construction of new buildings on the site. Measures need to be taken to protect local people from pollution and traffic from seizing up in Warwick Road/Lillie Road/Old Brompton Road.
- Traffic at the lights/pollution/noise/pedestrian crossing e.g. corner of Warwick Road and Old Brompton Road
- Warwick Road is dangerous due to high speeding cars sometimes up to 50mph as they approach the Cromwell Road. It also affects my health due to pollution and noise, and it decorticates the general community as it makes it difficult for pedestrians and people living nearby. It should be made into a two- way, two lane road with improved cycle lanes.

### Support for business (Comments 11)

- 1. Improved conditions for retailers, better shops, more restaurants, attract pedestrian flow to Earl's Court Road. 2. Less intense road traffic.
- 24 hour pharmacy service
- Mix of retail/street furniture/tree planting in the borough
- More independent shops and restaurants/bars instead of chain stores.
- Need more shops, not fast food shops.
- Nice restaurants, bars and cafes. On Earl's Court Road there are too many McDonalds/Subway/Nandos etc. We need some nice places where to get healthy food.
- The shocking state of the Earl's Court Road, shop frontages, excess restaurants and so few good shops for example: butchers and books.
- We need higher quality services, shopping and restaurants.
- Preserving character of the district. New development on the Exhibition site would damage the quality of life and remove the high value travellers who come to the

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## Appendix two: Comments from open questions

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exhibition. This will impact local shops and hotels, triggering a decline that is too large to be offset by the extra accommodation proposed on the site.

- Concerns about: (1) The scale of Earl's Court Exhibition Centre development. (2) Crime-personal security. (3) Empty shops.
- The type of businesses and shops that still seem to define the area are more erratic and characterless. Some of the newer restaurants are good, especially the new Hansom Cab but I think Earl's Court would hugely benefit from a plan to favour 'destination shops'. Delis, possibly clothes etc as it would give the area more of an identity.

### Traffic (Comments 8)

- Traffic speeds along Earl's Court Road too high! Seven, 30mphs! Needs controlling = too much traffic noise and pollution. Signs? Cameras
- Less traffic
- Traffic at the lights/pollution/noise/pedestrian crossing e.g. corner of Warwick Road and Old Brompton Road
- 1. Road traffic and works are a big problem. All the more with the Olympics coming - we shudder to think what it will be like. 2. Piccadilly lifts in Earl's Court - maintenance time is appalling - it has made it extremely difficult for those with prams etc and old people-adding 15- 20 mins journey to Hammersmith
- I would like to see more green spaces, trees in particular in order to reduce the pollution. The traffic congestion (and pollution) is really bad in the area.
- Pollution and traffic congestion are slowly but surely making this area an awful place to live in.
- Pollution/traffic: Cromwell Road too congested (and more flowers).
- There are no sports/leisure facilities. Traffic on Warwick Road/Earl's Court Road - pollution.

### Other (Comments 8)

- I am sure there can always be improvements. But perhaps I'm in ignorant bliss, but I'm not aware of any pressure issues that inhibit my existence.
- It is all well and good attending the outside, but life indoors for people like me, it is pure hell! The authorities either pass the buck or do nothing, so those psychopaths on benefits, continue spoiling our lives and flats.
- Night life
- People respect for God

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## Appendix two: Comments from open questions

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- What needs improving is the service provided by your "parking suspensions" department. Lack of transparency and complete lack of sound customer service.
- The BT call boxes are being desecrated by card/stickers for sex services and look disgraceful. They should be serviced or removed. People now have mobile phones. The present state of call boxes is embarrassing for parents and gives wrong idea to children too young for phones. Money spent on cleaning could be better used elsewhere.
- There are two issues need to be resolved: 1. Clamp down on junk mail distributors. 2. Get rid of phone boxes which are a black spot on health and safety around for people living nearby.
- This isn't my local area anymore

### Housing (Comments 7)

- Affordable decent housing - for first time home buyers is out of reach for average income earners in SW5. More open (not key/private gardens) would be great!! We need a public swimming pool in the area please!!
- Close down cheap hotels and turn into accommodation
- Dirty houses on Warwick Road are horrible eyesores.
- (Business named) don't clean our building and need to make pressure in their agreement cc: very unfriendly living in our building.
- More affordable decent housing should be available, reduce the housing prices for residents who lived in local, so that they can afford it.
- Old people's homes properly
- The rent of this flat is very expensive but not good quality. The parking in this area is very expensive as well. I can't have visitors because they don't have a place to park.

### Community safety (Comments 7)

- Crime
- I think we need more Community Policemen and women in Earl's Court and Chelsea.
- Police on streets
- Removal of payphones on Eardley Crescent (corner of Warwick Road). These are a magnet for crime.
- STOP! Prostitutes propaganda into the telephone boxes at Earl's Court please!



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## Appendix two: Comments from open questions

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- The level of crime in Philbeach Gardens is high, this could be improved by means of surveillance cameras placed on the corner with Warwick Road. We feel very unsafe living here.
- Streets could be cleaner, especially on the path ways. I have been burgled [after] only three months in my flat.

### **Exhibition Centre development (Comments 7)**

- Concerns about: (1) The scale of Earl's Court Exhibition Centre development. (2) Crime-personal security. (3) Empty shops.
- Our local area will soon be dramatically dis-improved and for many years - by the demolition of Earl's Court Exhibition Centre and construction of new buildings on the site. Measures need to be taken to protect local people from pollution and traffic from seizing up in Warwick Road/Lillie Road/Old Brompton Road.
- Preserving character of the district. New development on the Exhibition site would damage the quality of life and remove the high value travellers who come to the exhibition. This will impact local shops and hotels, triggering a decline that is too large to be offset by the extra accommodation proposed on the site.
- Save the Earl's Court Exhibition Centre. There is always lots of trash in the SE corner of Earl's Court Square.
- The implications of planning application in Earl's Court Exhibition Centre make it an unsuccessful application as projected and exploiting services will not be able to cope. For example by taking a District Line tube at 7:30am, eastbound in the city. No seats now there will be no capacity.
- Very concerned about height of building in new Earl's Court development
- Please stop the planning department from the following: - (1) Giving permission for more hotels. Then remove housing from the borough. (2) Stop allowing enormous basement conversions. (3) Stop paving over front gardens to allow extra parking. (4) Don't demolish Earl's Court Exhibition Centre.

### **Leisure facilities (Comments 6)**

- 1. More swimming pools. 2. The lifts have been broken at Earl's Court tube station for a long time causing huge inconvenience.
- A swimming pool in Earl's Court (50 metres)
- It's a pity that there is no leisure centre in Earl's Court. The only one in the borough is on the Kings Road which requires 2 buses from Earl's Court.
- Lack of public sports facilities in Earl's Court



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## **Appendix two: Comments from open questions**

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- Public places to practice sports, arts such as music, theatre, languages and other activities.
- There are no sports/leisure facilities. Traffic on Warwick Road/Earl's Court Road - pollution.

### **Community activity (Comments 6)**

- Fruit and vegetable markets
- More community centres here in Earl's Court that provide different activities from healthy eating workshops and after school homework clubs.
- Concerns about: (1) The scale of Earl's Court Exhibition Centre development. (2) Crime-personal security. (3) Empty shops.
- More trees planted along streets/Community projects
- Permission of community meeting space leasing of infinity PHB as community public house.
- It would be nice to have a farmers market on Saturdays

### **Cycling (Comments 5)**

- Bicycle parking facilities. Barclays has taken most of the available space.
- Bike lanes on one- way streets like Warwick Road where it is impossible to turn left (when facing south) to head towards Fulham. More bike lanes on one- way road please!
- Cycle routes, cycle parking/shelter spaces
- Cycling safety - it's the only way to get to my house in Warwick Road which is very dangerous. Earl's Court Road is also unpleasant.
- More bicycles to keep the area alive and free of pollution.

### **Planning (Comments 5)**

- Planning - a decisive resolution on the style and appearance of new buildings in RBKC so that they "fit" into the style of the borough, not the legal build, glass box aberration of modern architects.
- Please stop the planning department from the following: - (1) Giving permission for more hotels. Then remove housing from the borough. (2) Stop allowing enormous basement conversions. (3) Stop paving over front gardens to allow extra parking. (4) Don't demolish Earl's Court Exhibition Centre.

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## **Appendix two: Comments from open questions**

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- Re- instalment of railings on the pavements in Earl's Court, particularly at the pedestrian crossing at Warwick Road/West Cromwell Road.
- Too many planning and construction is going on in this area and there is no getting away from noise and constant drilling.
- The pavements are uneven and upon walking to school, my daughter's scooter wheel got caught in a pot hole and she went over and cracked two teeth on the pavement.

### **Support for mentally and physically ill (Comments 4)**

- Activities for mentally ill people
- As a disabled person, if my driver stops for me to get in or out of shop - he risks a heavy fine. This is turning me into a prisoner.
- Being disabled it is the problem of people riding pushbikes on the pavement
- Wheelchair access to shops for example Co- Op and also to post offices.

### **Noise (Comments 4)**

- Noise level of ambulances and police cars at junction of Old Brompton Road with Warwick Road. I can barely sleep at night due to the very disturbing sirens just going off/on at the junction.
- Too much use of beeping horns in Earl's Court
- Too many planning and construction is going on in this area and there is no getting away from noise and constant drilling.
- Traffic at the lights/pollution/noise/pedestrian crossing e.g. corner of Warwick Road and Old Brompton Road

### **Healthy Eating (Comments 4)**

- More community centres here in Earl's Court that provide different activities from healthy eating workshops and after school homework clubs.
- Need more shops, not fast food shops.
- Nice restaurants, bars and cafes. On Earl's Court Road there are too many McDonalds/Subway/Nandos etc. We need some nice places where to get healthy food.
- Upgrade shops.... remove McDonalds, KFC and filthy cafes and replaces with high end/healthier alternatives such as Paul's, Pret, Le Pain Quotidien etc

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## **Appendix two: Comments from open questions**

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### **Activities for older people (Comments 3)**

- A community place or similar where older people could walk in and use a treadmill, bicycle or some other simple gym equipment to keep fit, similar to that in Hyde Park some time back, without joining a gym as such and paying for expensive membership.
- I wish there was activities for older people to be with other people, so we don't feel lonely.
- There are a lot of older people living alone in Earl's Court (Nevern Square). They do need looking after by the community.

### **Education (Comments 3)**

- School admission policies if anything can be done about it/or extending good schools premises to admit more children.
- Improvement on primary and secondary education. Also availability of quality child care facilities.
- More community centres here in Earl's Court that provide different activities from healthy eating workshops and after school homework clubs.

### **Positive statements (Comments 3)**

- On the whole I am extremely proud and pleased with RBKC's overall facilities!
- I believe all the above for are looked after well in Earl's Court
- Earl's Court Road doesn't compare to similar high streets in the borough. If you look at Fulham, Chelsea, Kensington they are far nicer aesthetically. Plus the flats above all the shops are in a state of disrepair all along the entire road.

### **Retail diversity (Comments 3)**

- The shocking state of the Earl's Court Road, shop frontages, excess restaurants and so few good shops for example: butchers and books.
- The type of businesses and shops that still seem to define the area are more erratic and characterless. Some of the newer restaurants are good, especially the new Hansom Cab but I think Earl's Court would hugely benefit from a plan to favour 'destination shops'. Delis, possibly clothes etc as it would give the area more of an identity.
- Upgrade shops.... remove McDonalds, KFC and filthy cafes and replaces with high end/healthier alternatives such as Paul's, Pret, Le Pain Quotidien etc

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## **Appendix two: Comments from open questions**

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### **Activities for family (Comments 2)**

- There is no nice area for shopping/hanging around as a family. Earl's Court Road shops and traffic is horrible.
- Safe crossing on Old Brompton Road near the cemetery entrance. More family orientated social space/green space/playgrounds

### **Activities for young people (Comments 2)**

- There should be affordable activities for children aged 12- 17 years of age.
- Younger people need activities, too many on the street.

### **Council Tax and spending (Comments 2)**

- Cut council tax
- Less money spent on Bentleys and other cars etc for use of (named Councillor) at RBKC!!!

### **Intergenerational activities (Comments 2)**

- To include facilities for families and young children and older people
- I wish there was activities for older people to be with other people, so we don't feel lonely.

### **Vermin (Comments 2)**

- Road and pavement repairs. Getting rid of mice and rats.
- The roads (Longridge Road) are full of litter and dirty and there is always large numbers of rubbish bags on the street regardless of the day. This has resulted in large numbers of rats which have even damaged my vehicle. In addition there are groups of young boys who hang around outside our flats intimidating the residents and being very loud and difficult.

### **Activities for parents (Comments 1)**

- Affordable exercise programme/facility for parents (young mothers and fathers).

### **Childcare facilities (Comments 1)**

- Improvement on primary and secondary education. Also availability of quality child care facilities.

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## **Appendix two: Comments from open questions**

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### **Library (Comments 1)**

- Brompton Library - more reading space with tables and chairs as it was before alterations.

### **Licensing (Comments 1)**

- Proper restriction of late night opening hours, too many extended hours.

### **Lighting (Comments 1)**

- Some streets are dangerous to cross for pedestrians: the street lights are wrongly set: Knaresborough Place/Cromwell Road - Cromwell Road/Queen's gate, Gloucester Road/Cromwell Road - Queensbury Place/Cromwell Road

### **Public Toilets (Comments 1)**

- There should be toilet facilities somewhere in Earl's Court

### **Support for arts (Comments 1)**

- Improved cultural activities for example: theatre.

### **Support for homelessness (Comments 1)**

- 1. Cleanliness of buildings. 2. Less homeless people/alcoholics who are dirty and aggressive, not necessarily the same thing.

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## Appendix two: Comments from open questions

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If you said that the Earl's Court City Living, Local Life initiative should focus on something else, please tell us about it here.

### Cleanliness (Comments 18)

- Cracking down on people who do not pick up their dog mess. Also I would like to see a greater effort on reducing spending and Council Tax bills. I do not believe you should be spending more money on activities and facilities. Tax us for and give us the chance to spend our money on what we want.
- Clean streets etc i.e. Dogs foul, rubbish collections etc.
- Reduction in fly- tipping
- 1. Cleanliness of streets. 2. More restaurants.
- Have clean streets and provide garbage solutions for every building.
- Clean up the streets!! Stop the chewing gum being dropped. Put pressure on the hotels to advise residents not to throw gum.
- Cleaning up rubbish dumps off streets
- Clean streets
- Pollution/Rubbish left on the streets.
- Street cleaning and rubbish collection
- Maintaining clean streets - There always seems to be some used piece of furniture on the sidewalk!
- General cleanliness of area. Eradicating homeless population and prostitution. Many brothels on Hogarth Road and surrounding area. Streets constantly littered with rubbish on non collection days, this has to be addressed.
- Tidying up/cleaning up the area in general - it is not as nice as it used to be - more homeless on street, rubbish around, noisy late rubbish collection (2am on Old Brompton Road) and reduced resident parking.
- Traffic/parking. Street cleaning/rubbish
- Reducing traffic congestion at Earl's Court Road. Stop rubbish being dumped at lamp posts.
- Cleaning up neglected public and private areas, to raise the standard of the environment.
- Clean up Earl's Court Road. It is very grotty considering it falls within RBKC.

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## **Appendix two: Comments from open questions**

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- More upscale.... it's dirty compared to South Kensington and Holland Park and other Kensington and Chelsea areas

### **Environment (Comments 12)**

- Improvements to pedestrian environment. Improved passenger facilities at West Brompton station.
- Continue improvement to the environment with flower/tree planting on streets.
- Knock down some ugly housing complex along Warwick Road opposite the school and replace it with a nice green park.
- Pollution/general gravity of life
- Cleaning up neglected public and private areas, to raise the standard of the environment.
- Environment is very important but it appears to be ignored at the convenience to others from elsewhere
- In terms of open spaces it would be nice if more garden squares were made use of land or community events.
- Reduce pollution/congestion and noise on Earl's Court Road
- Traffic speeds along Earl's Court Road too high! Seven, 30mphs! Needs controlling = too much traffic noise and pollution. Signs? Cameras
- If the area is to be developed locally, please ensure that there are quieter spots for meditation and rest: not all playgrounds for the young and noise. Underground parking is preferable and improved bus services to encourage public Transport and less use of cars = pollution.
- Pollution/Rubbish left on the streets.
- Pollution and rubbish collection

### **Traffic (Comments 11)**

- Traffic speeds along Earl's Court Road too high! Seven, 30mphs! Needs controlling = too much traffic noise and pollution. Signs? Cameras
- Reduce traffic flows on Earl's Court Road and give us back our High Street. Close down hotels - there are too many.
- Traffic congestion
- The level of traffic congestion

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## Appendix two: Comments from open questions

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- Traffic/parking. Street cleaning/rubbish
- Traffic safety
- Reducing traffic congestion at Earl's Court Road. Stop rubbish being dumped at lamp posts.
- Reducing traffic congestion - Examples: Warwick Road/Earl's Court Road/Pembroke Road.
- Traffic on Warwick Road
- Road quality and congestion
- 1. Protect residents from effect of Olympics. 2. Traffic. Improve traffic and system, noise, drunkenness etc 3. Lifts at Notting Hill and Sloane Sq tube

### Transport, parking and road works (Comments 10)

- If the area is to be developed locally, please ensure that there are quieter spots for meditation and rest: not all playgrounds for the young and noise. Underground parking is preferable and improved bus services to encourage public Transport and less use of cars = pollution.
- Unwind one- way system. This would greatly improve quality of life in Earl's Court.
- Unwinding the one- way road system on Warwick Road and Earl's Court Road. They should be two- way roads to enhance the village/community feel of Earl's Court.
- Public transport, more buses commuting to West End
- Road quality and congestion
- More cycling lanes
- Improvements to pedestrian environment. Improved passenger facilities at West Brompton station.
- Tidying up/cleaning up the area in general - it is not as nice as it used to be - more homeless on street, rubbish around, noisy late rubbish collection (2am on Old Brompton Road) and reduced resident parking.
- Motorcycle parking.
- 1. Protect residents from effect of Olympics. 2. Traffic. Improve traffic and system, noise, drunkenness etc 3. Lifts at Notting Hill and Sloane Sq tube



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## Appendix two: Comments from open questions

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### Support for business (Comments 9)

- It would be lovely to have a bookshop locally.
- Better mix of shops (e.g. too many betting shops) but I'm not sure how much leverage you have.
- Empty shops. Scale of Earl's Court Exhibition Centre development.
- Open coffee and communal spaces in vacant Kensington High Street shops to encourage the community to meet on an informal basis. I am afraid I do not have enough information on shops already available to reply to questions one and three.
- 1. Cleanliness of streets. 2. More restaurants.
- Employment in general, not only for young people - create business opportunities, attract talent.
- 1. Vigorous protection of conservation area - by licensing actions, any public art institutions, any means at your disposal. 2. Enhancement of residential qualities. 3. Attract better businesses in Earl's Court Road.
- Help businesses, have a campaign on 'buying local'
- The same point as above. A long term initiative to create a stronger identity for Earl's Court by replacing the old seedy hotels and dodgy shops, not just with chains and famous brands but businesses with character and identity.

### Community activity (Comments 9)

- Community coffee shop with affordable prices at parks.
- Community activities
- Community activities so that residents can get to know each other, also sports leisure facilities as well for that reason. As a lot of holidays and workers in this area.
- Activities and facilities that people can get together socialising.
- Community activities available to all age groups. Improve the appearance of Earl's Court Road - Plant trees - get shopkeepers to improve the appearance of the shops. Earl's Court Road looks like a street from the third world, not a street in Kensington and Chelsea.
- We need to involve Christian activities, showing your faith/parties and dramas in the street, share your food to people.
- Creating an identity for Earl's Court with a "neighbourhood" feeling; currently just feels like a traffic and traveller thoroughfare.

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## Appendix two: Comments from open questions

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- Open coffee and communal spaces in vacant Kensington High Street shops to encourage the community to meet on an informal basis. I am afraid I do not have enough information on shops already available to reply to questions one and three.
- In terms of open spaces it would be nice if more garden squares were made use of land or community events.

### Anti- social behaviour (Comments 8)

- Stopping anti- social behaviour. The RBKC council are disciplined to tackle such problems as pigeon feeding/littering and general ASB. You have the powers - use them - don't be wise - follow Westminster and Fulham, see enclosed article.
- Earl's Court City Living should focus on getting drunks off the streets.
- Closing the late opening bars or restrict their hours to normal pub hours (businesses named) on Earl's Court Road.
- 1. We are surrounded by pubs and nightclubs which is nice, but at night people pee and throw up everywhere=street cleanliness. 2. People have very little space, they cannot keep their rubbish for 5 days=rubbish collection.
- A lot of drunk men living in the street or council flats
- STOP! Prostitutes and tourist propagandas into the telephone boxes.
- General cleanliness of area. Eradicating homeless population and prostitution. Many brothels on Hogarth Road and surrounding area. Streets constantly littered with rubbish on non collection days, this has to be addressed.
- 1. Protect residents from effect of Olympics. 2. Traffic. Improve traffic and system, noise, drunkenness etc 3. Lifts at Notting Hill and Sloane Sq tube

### Leisure facilities (Comments 7)

- Swimming pool
- 1. Swimming pool access. 2. Christmas tree and street decorations. 3. Street banners on lamp posts.
- Every time I go for a swim, I have to go to Fulham because there is no leisure centre in this area.
- Operating accessible public swimming pool.
- It would be good to having a swimming pool built. There is enough spare land in Earl's Court so older people can keep fit, it will serve a lot of purpose for young and old.

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## Appendix two: Comments from open questions

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- Community activities so that residents can get to know each other, also sports leisure facilities as well for that reason. As a lot of holidays and workers in this area.
- Other than St Cuthbert's not aware of any facilities for older people. No sports/gyms at all. North or extreme south of the borough. Me 72, ex wife 87 but both keen to exercise more (she just north of Pembroke Road, in Earl's Court Road).

### Housing (Comments 5)

- Affordable housing for working people on low income.
- Family housing
- Affordable decent housing/jobs
- (Business named) need to be out from our building (they don't care about our health and our flat).
- Less homeless people/"disturbed" people on the streets

### Support for mentally and physically ill (Comments 5)

- Facilities for people with mental and physical illnesses who are often marginalised and isolated.
- Day centres and activities for mentally ill people
- We are in our mid 70s and have each other and a good neighbour so your Q3 doesn't really apply. Oh yes and we are both disabled.
- Support for local mental health organisations
- Less homeless people/"disturbed" people on the streets

### Refuse and recycling (Comments 5)

- 1. More recycling areas - why were the recycling points removed from the rear of Earl's Court tube entrance/exit. 2. Remove unnecessary street furniture - some of which has been left only half removed i.e. bottom of Trebovir Road by junction with Warwick Road - 1/2 a parking meter left - looks horrible and people leave their litter out.
- Pollution and rubbish collection
- Street cleaning and rubbish collection
- 1. We are surrounded by pubs and nightclubs which is nice, but at night people pee and throw up everywhere=street cleanliness. 2. People have very little space, they cannot keep their rubbish for 5 days=rubbish collection.

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## **Appendix two: Comments from open questions**

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- Rubbish collections and the cleanliness of streets. The dustbin men are very poor in their job, bags often rip open when they are collecting the rubbish because they throw the bags around and rubbish is left on the streets and at the front of flats. They need to start doing their job properly.

### **Cycling (Comments 4)**

- More cycling lanes
- More bicycles
- Stop cyclists from riding and speeding on the pavements
- Make cycling safer on Warwick and Earl's Court Road.

### **Noise (Comments 4)**

- Opening hours and license issues in regards to clubs and bars. I live above an extremely noisy bar - disco type thing. That type should be denied.
- Closing the late opening bars or restrict their hours to normal pub hours (businesses named) on Earl's Court Road.
- Reduce pollution/congestion and noise on Earl's Court Road
- Tidying up/cleaning up the area in general - it is not as nice as it used to be - more homeless on street, rubbish around, noisy late rubbish collection (2am on Old Brompton Road) and reduced resident parking.

### **Exhibition Centre development (Comments 4)**

- Prevent the planning application on Earl's Court Exhibition Centre. Leave the exhibition site. The density of the predicted population it would bring the RBKC will come further strain on local services.
- The huge development around the Earl's Court Exhibition Centre demolition - oh must be monitored (I know you are doing so).
- Empty shops. Scale of Earl's Court Exhibition Centre development.
- Minimising impact of Earl's Court development on residents

### **Other (Comments 4)**

- Be sure medical, police, politicians are as efficient as possible so that young people, old people - all residents especially live in reasonable harmony and health.
- All three of the above and again
- Very quiet area

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## **Appendix two: Comments from open questions**

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- I am particularly concerned about the number of dwellings bought by people based overseas and not accepted. Danger of reality becoming too divided.

### **Council Tax and spending (Comments 3)**

- I would like to see a reduction in spending on all these types of activity. I would like to see more reports on how the council is saving our money. I would like to see fewer taxes. Give us the power to spend money on what we want!
- Cutting tax
- Cracking down on people who do not pick up their dog mess. Also I would like to see a greater effort on reducing spending and Council Tax bills. I do not believe you should be spending more money on activities and facilities. Tax us for and give us the chance to spend our money on what we want.

### **Volunteering (Comments 3)**

- More people in the area should help as volunteers to help and improve the community life, also leisure activities in the area
- The unemployed should be made to do social tasks for example: street cleaning in exchange for their benefits
- Many young people are either out of school or looking for work. I think you should focus more on providing volunteering opportunities that can lead to jobs for young people or job opportunities. "Every little helps"

### **Community safety (Comments 2)**

- Levels of crime, especially street robbery/snatch/vagrants and assaults.
- I'd rather be focused on reducing crime.

### **Activities for children/ young people (Comments 2)**

- More activities (stimulating) facility for children [aged] six+ and teenagers
- Sporting activities etc for older children 8- 15.

### **Activities for older people (Comments 2)**

- Other than St Cuthbert's not aware of any facilities for older people. No sports/gyms at all. North or extreme south of the borough. Me 72, ex wife 87 but both keen to exercise more (she just north of Pembroke Road, in Earl's Court Road).
- It would be good to having a swimming pool built. There is enough spare land in Earl's Court so older people can keep fit, it will serve a lot of purpose for young and old.

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## **Appendix two: Comments from open questions**

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### **Employment initiative (Comments 2)**

- Employment opportunities for everyone, not a small section of the community.
- Employment in general, not only for young people - create business opportunities, attract talent.

### **Identity (Comments 2)**

- Creating an identity for Earl's Court with a "neighbourhood" feeling; currently just feels like a traffic and traveller thoroughfare.
- Preserving the existing culture

### **Activities for adults (Comments 1)**

- Activities for adults who are not children, young people, parents or older people which is the higher demographic in Earl's Court.

### **Activities for children (Comments 1)**

- We need more playgrounds for under five children near Earl's Court station, as where there are none at the moment.

### **Activities for young people (Comments 1)**

- Many young people are either out of school or looking for work. I think you should focus more on providing volunteering opportunities that can lead to jobs for young people or job opportunities. "Every little helps"

### **Conservation (Comments 1)**

- 1. Vigorous protection of conservation area - by licensing actions, any public art institutions, any means at your disposal. 2. Enhancement of residential qualities. 3. Attract better businesses in Earl's Court Road.

### **Healthy Eating (Comments 1)**

- Reduce the number of fast food restaurants/kebab joints. Reduce the fly- by- night charity shops, mobile phone/computer shops. Encourage more up- market permanent shops.

### **Intergenerational activities (Comments 1)**

- Community activities available to all age groups. Improve the appearance of Earl's Court Road - Plant trees - get shopkeepers to improve the appearance of the shops. Earl's Court Road looks like a street from the third world, not a street in Kensington and Chelsea.

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## Appendix two: Comments from open questions

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### Olympics (Comments 1)

- 1. Protect residents from effect of Olympics. 2. Traffic. Improve traffic and system, noise, drunkenness etc 3. Lifts at Notting Hill and Sloane Sq tube.

### Planning (Comments 1)

- Reduce traffic flows on Earl's Court Road and give us back our High Street. Close down hotels - there are too many.

### Post box (Comments 1)

- An important point of pensioners' lives and elderly people is the use of posting mail almost daily and we cannot walk to the nearest post office. One or two red boxes along Warwick Road would be a boom to those of us who need to post letters daily for example: a box situated near the cab rank at 79- 81 Warwick Road.

### Regeneration (Comments 1)

- Clean up Warwick Road and Earl's Court Road - regentrification.

### Support for arts (Comments 1)

- 1. Vigorous protection of conservation area - by licensing actions, any public art institutions, any means at your disposal. 2. Enhancement of residential qualities. 3. Attract better businesses in Earl's Court Road.

### Support for homelessness (Comments 1)

- Less homeless people/"disturbed" people on the streets

### Identity (Comments 1)

- The same point as above. A long term initiative to create a stronger identity for Earl's Court by replacing the old seedy hotels and dodgy shops, not just with chains and famous brands but businesses with character and identity.

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## Appendix two: Comments from open questions

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**If you have any ideas for projects that could make your neighbourhood better or have any comments or suggestions, please share them here.**

### **Community activity (Comments 20)**

- It might be good to connect with some of the London- wide initiatives, such as the Literacy campaign championed by the Evening Standard. I think many people would be happy to get behind that within their own borough.
- My first thought is to do anything who start to help people to know each other. "Make a community".
- Would be nice to have regular community activities to combat isolation and promote a sense of ownership in the community.
- Look for ways to expand the Earl's Court Festival, revoke license for youth hostel going in at Warwick and Old Brompton.
- Improve cultural life - cinema/events/cultural centre/organising/gatherings/gigs and debates.
- I am very keen on seeing a Time Bank created in this area on the lines of for example: Camden Shares and Bushey Green. Time Bank. It is an excellent way of promoting community development.
- I have worked for 30 years as a live- out baby nanny. I would like to see single mothers and single older people have company and friendship with residents like myself who would be willing to visit them and take them out. So many lonely people in my borough.
- For the Queen's Diamond Jubilee party in the neighbourhood's gardens as generally have at Earl's Court Festival. The streets are too busy to have parties, as there will be children, they need to be in a safe environment
- It would be nice to have a street party in Kempsford Gardens.
- It would be nice to have a project called helping my local community where local people are helping local community from telephone advice to visiting old people [a] few hours per week to having yearly street party organised and managed by local community
- Why not improve the Earl's Court Festival? There is so much potential in the area and the current formula really does not make me want to get involved/participate. Can a survey like this one be carried out with no reference to the massive development project planned around Earl's Court Exhibition Centre?
- There are surprisingly few local sports and leisure organisations. This initiative could encourage individuals to establish such things on an "Earl's Court" basis and help publicise for example: football/language learning/culture/art/classical music/dance (all types)/modern music/model railways/cooking/environment volunteer/running etc.



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## Appendix two: Comments from open questions

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- Tea parties and volunteer schemes
- 1. Book Group. 2. Craft Meetings.
- I feel the Ethnic community festivals and occasions are a great way of making the neighbourhood better.
- Farmers' market/Cafe with outside seating - where Langans was maybe.
- 1. Jumble Sales 2. Bingo Events. A lot of people would donate towards these events.
- More parks and open spaces where people can sit down and talk, not just private gardens. Also places and activities for people new to England.
- The very rowdy and often drunk Chelsea football fans that descend on Earl's Court pubs need to be more directly restricted. Why don't these fans just stay in the Fulham Broadway area? It would be fantastic to have street parties for the Queen's Diamond Jubilee!!
- As noted above, it would be nice to have a farmers market on Saturdays

### Transport, parking and road works (Comments 19)

- I think the area around Earl's Court tube station needs to be improved. It is a very busy intersection with a lot of heavy traffic coming down the Earl's Court Road and a lot of pedestrians crossing to get to the tube station. The road is also very dangerous for cyclists.
- Our (named Councillor) has been petitioning to have the time allowed for pedestrians on crossing to be extended as there have been two fatalities involving older people in the area. Nothing has been done to rectify this.
- Pelican crossing especially in Earl's Court Road. Bus stop opposite kebab shop as it is dangerous now to cross to the opposite side going to Nevern Place. Thank you for your attention.
- Please build a separation barrier between the pavement and the Earl's Court Road. My kids and others walk all day along this busy road and there is no fencing to keep them safe from the cars.
- Please can you help repair the water leak in Earl's Court Gardens. Pedestrians have no place to walk safely. This has been a problem for more than a year but has recently become much worse. We have also recently lost the black metal railings on the pedestrian crossings on Cromwell Road. It is now much less safe to cross, particularly with young children.
- Re- think the one- way streets between Warwick Road and Earl's Court Road. There are still too many ways to get from one to the other using small streets (Nevern Square/Trebovir Road) - very bad for pollution/congestion/noise.

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## Appendix two: Comments from open questions

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- Unwind one- way system. More pedestrian crossing, speed bumps and less traffic.
- Unwind one- way system in Earl's Court. See previous suggestions.
- Earl's Court Olympics - detailed information about the traffic arrangements at an early date will be a great help, so that those who live adjacent (Phillimore Gardens), Warwick Road and use their car can make appropriate plans.
- Because of the Earl's Court Exhibition Centre, many of the resident car spaces are taken at the weekend, it is a very big problem for residents in the direct vicinity (Nevern Square).
- Better enforcement of non complaints A3 and club outlets. Better co- ordination of road works
- Improve policing to reduce drug dealers on streets. Ensure road works etc are completed quickly to ease traffic congestion. Be aware that residents parking is already scarce and should be brought to mind when considering plans for developments which would make the area more densely populated.
- Rubbish collections in evenings - or Road works/street repairs - work 24/7 until complete. This is a cost, but is a metropolitan neighbourhood so should have repairs fixed as soon as possible not "as cheap as possible"
- Ban all cars.
- Fed up of having rubbish on the streets all the time, and traffic chaos... all else seems ok
- Improve bus transport links into central London. Increase frequency of district line tubes into central London.
- Parking for motorcycles is a pain and enforcement ridiculously strict; no link whatsoever with fighting congestion as so often mentioned being the rationale.
- Rejuvenating Earl's Court Road would be a worthwhile project for the residents in the area.
- Earl's Court is very good location and well served with local transport, but the road/area needs serious cleaning and upgrading. Real estate costs have shot up, and hence more upscale people live here, and need similar amenities as south Kensington and other high end areas.

### Environment (Comments 12)

- Earl's Court area needs more greenery.
- In Kenway Road we have a magnificent display of flower baskets hanging on lampposts. Let's make this an example of cheering up the streets!

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## Appendix two: Comments from open questions

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- More street trees/Reduction of through traffic.
- My neighbours and I helping one another to plant flowers around us to ease the pollution around us, especially the (business named) air conditioning outlet in front of us. Age Concern is the best charity organisation I've ever known.
- Containers for garbage to go in big containers on one side of the street will minimise having trash in all of the street.
- Clear more areas in Brompton Cemetery to make outside space available for local residents.
- More trees on the road/NeVERN Road - we got just one tree and we need much more.
- More parks and open spaces where people can sit down and talk, not just private gardens. Also places and activities for people new to England.
- All the projects listed are basically positive. Environment and security (not mentioned) are fundamental in making the neighbourhood better and therefore desirable.
- 1. Traffic calming (Warwick Road). 2. Tree planting. 3. New Horizons Centre. 4. TFL traffic warden enforcement.
- Crime and pollution is the key factor for improving the neighbourhood. Safety and clean environment in this borough has been neglected in the past few years enormously, therefore. Once these very important factors are sorted then perhaps creating events may help improve local life.
- It would help to have a park next to Earl's Court station. We have very few parks and most of them are private. It is quite busy area with significant traffic and very little space for open air leisure activity. I believe that having a park and ideally some facilities for sport activities would improve meaningfully the community life. We would feel much more part of a community. Many thanks for this survey and good luck with this project.

### Community safety (Comments 11)

- Neighbourhood watch!
- All the projects listed are basically positive. Environment and security (not mentioned) are fundamental in making the neighbourhood better and therefore desirable.
- More police on beat
- Improve policing to reduce drug dealers on streets. Ensure roadwork etc is completed quickly to ease traffic congestion. Be aware that residents parking is already scarce and should be brought to mind when considering plans for developments which would make the area more densely populated.

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## Appendix two: Comments from open questions

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- Crime is on the rise, all belongings were stolen from a car three times in the last 18 months and we feel less safe than when we first moved here 10 years ago. More policing/CCTV camera would improve security in this nice borough.
- Crime and pollution is the key factor for improving the neighbourhood. Safety and clean environment in this borough has been neglected in the past few years enormously, therefore. Once these very important factors are sorted then perhaps creating events may help improve local life.
- Homeless food drive, alcoholics anonymous for homeless people (too many are drunk on our streets). Have food at event. More policing in Old Brompton Cemetery (lots of violence between homeless people and their dogs not on the leash, fight with other dogs).
- Our (named Councillor) has been petitioning to have the time allowed for pedestrians on crossing to be extended as there have been two fatalities involving older people in the area. Nothing has been done to rectify this.
- Please build a separation barrier between the pavement and the Earl's Court Road. My kids and others walk all day along this busy road and there is no fencing to keep them safe from the cars.
- Please can you help repair the water leak in Earl's Court Gardens. Pedestrians have no place to walk safely. This has been a problem for more than a year but has recently become much worse. We have also recently lost the black metal railings on the pedestrian crossings on Cromwell Road. It is now much less safe to cross, particularly with young children.
- Initiatives to keep clean the streets, eradicate crime and prostitution.

### Cleanliness (Comments 11)

- Re-painting of buildings will give Earl's Court a totally different image, closer to Chelsea. Landlords to benefit in the close term with increased value of their assets. Some streets look dirty with rubbish in building plot yards.
- Clean up Warwick Road; hotels and other buildings have rubbish dumped in front gardens. Other hotels for example on Nevern Square have people smoking outside, dropping cigarette butts all over the pavement. There needs to be measures taken against hotels which affect then amnesty of the local area for residents.
- Is it possible to have the D.N.A. of dogs (a register??) in order to trace owners who would not clean up after their dogs, you need to go round roads in Bayswater, Sussex Gardens, Edgware Road, and Westminster Borough in general; to enjoy walking on "Dogs Poo Free" pavements, it's a joy!!
- Cameras/or any possible way to catch and fine those people who do not clear up after their dogs. Very annoying they are on the pavement - on your doorstep everywhere! Kids run into them

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## Appendix two: Comments from open questions

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- Clean up telephone boxes.
- Initiatives to keep clean the streets, eradicate crime and prostitution.
- Most of these questions are leading questions and too broad in nature. Q6 "Lasting improvements"? Such as what exactly? The main problem in our area is hotel guests (on Nevern Square) littering with cigarette butts. The council should fine the hotels for littering.
- I don't want to see any more projects that involve spending more money. My first priority is for lower taxes. My second priority is that the streets should be kept clean and there should be fines for people caught littering!!
- Improve Earl's Court Road - it is a disgrace - prostitutes in phone boxes etc. The whole appearance of Earl's Court Road needs smartening up it is really third world.
- Earl's Court is very good location and well served with local transport, but the road/area needs serious cleaning and upgrading. Real estate costs have shot up, and hence more upscale people live here, and need similar amenities as South Kensington and other high end areas.
- Fed up of having rubbish on the streets all the time, and traffic chaos... all else seems ok

### Support for business (Comments 9)

- Projects for new shops - help small businesses
- Say a shop that paid people for handing in TV's/mobile phones/old furniture and toys.
- Mall Shopping Centre in the area would create more jobs, leisure and quality time.
- Offer empty shop locations to new start- up businesses at low rates so less empty shops.
- Support new shops to open in Kensington High Street to letting the centre of life and Westfield become the only attraction. Encourage shops by reducing rates until they make a living.
- Resident discounts in local restaurants and shops to encourage local use and sustained shops/less turnover.
- Buy local campaign. Help the small shop owner/service provider in particular.
- There should be more good shops in Earl's Court Area along with a local Library in the Earl's Court Area, ideally located in the Earl's Court Road.
- Earl's Court is very good location and well served with local transport, but the road/area needs serious cleaning and upgrading. Real estate costs have shot up, and hence more upscale people live here, and need similar amenities as south Kensington and other high end areas.

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## Appendix two: Comments from open questions

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### Activities for older people (Comments 6)

- Older generation should be encouraged to become more active in community projects and not to be patronised by tea/coffee gathering. An old person is more suitable companion. To another old person because of their life history. These days any voluntary work needs "criminal clearance" and this is a major obstacle. Perhaps you could do something about this and to make it more easier for people like me to get involved"!
- More activities for 60+ (or40+ - yoga, Thai Chi, Aquarobics in warm water - excellent - purpose built aquarobics centre for 40+ with very warm water and no children. Can this be developed? I attend the Porchester Centre, Queen Mother water too cold! Fulham water too cold! Response Community projects provides an assortment of activities and is a good meeting place for money. I am seeking paid work currently so any paid options I would give priority to.
- As I am 70 yrs old my health not good, so unable to get involved walking too much.
- Art classes/workshops for over 50s. Gardening projects with schools which involve older people therefore bringing old and young together. Exercises for people living with long term illnesses.
- Old people - their plight the borough's shame.
- Should love to have a branch of U3A here - and that it would have some available premises.

### Traffic (Comments 6)

- Reduce traffic flow on Earl's Court Road and turn it into a proper High Street where people want to go.
- 1. Traffic calming (Warwick Road). 2. Tree planting. 3. New Horizons Centre. 4. TFL traffic warden enforcement.
- 1. Improve traffic conditions so Earl's Court Road and Warwick Road are not jammed. 2. Improve conditions for better retail, no more betting parlours, no more fast food places like McDonalds.
- Already a great place to live, but sort out the traffic on Earl's Court Road and Warwick Road please.
- Reduce traffic on Warwick Road
- More street trees/Reduction of through traffic.

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## Appendix two: Comments from open questions

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### Volunteering (Comments 6)

- I did not know about Kensington and Chelsea and may volunteer here or similar organisation if I knew of more local opportunities.
- Particularly interested in ways of getting older people who often find it difficult to find volunteer opportunities to help younger. Mentoring, helping in schools (reading/sewing/knitting) taking younger people on trips associated with local history. Teaching native languages. I know CRB system can make this difficult.
- Older generation should be encouraged to become more active in community projects and not to be patronised by tea/coffee gathering. An old person is more suitable companion. To another old person because of their life history. These days any voluntary work needs "criminal clearance" and this is a major obstacle. Perhaps you could do something about this and to make it more easier for people like me to get involved"!
- It would be nice to have a project called helping my local community where local people are helping local community from telephone advice to visiting old people [a] few hours per week to having yearly street party organised and managed by local community
- Tea parties and volunteer schemes
- Raise awareness so that people know how to help and get involved.

### Other (Comments 6)

- The initiatives listed in Q5 though Q9 will work only if there are procedures to actually get people to participate.
- I don't see how Mayor Boris Johnson or the Deputy PM of England could run the country let alone improve it in other words put the people first.
- Please check the licence of (business named).
- For some reason neither Yahoo or MSN can get e- mails through to you although I do receive all yours any suggestions - come and sort it out if you wish?
- Kensington and Chelsea is rude and with totally different needs you cannot compare Earl's Court with Sloane Square area - the feeling is that you respond more.
- Q6 is too vague - be more specific. Q7/Q8 a one day event - we will still be there after that!! Q9 is about giving more more money - don't you have enough with taxes! =do something on a long- term basis.



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## Appendix two: Comments from open questions

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### Positive statement (Comments 6)

- Appreciate your efforts - think you've got the right ideas - good luck!
- It is commendable that you are trying to improve the quality of life on this ward. However, having lived in many other cities in the UK, I would support that there is very little wrong with life in RBKC, it is already a fine place to live.
- Thank you for contacting me. I'll in a near future contact some of you. I did hear about (named Councillor) as a very nice person.
- We have Wellness centre offering nutrition support where people can come in and chat and would like to open to the general public
- Earl's Court is very good location and well served with local transport, but the road/area needs serious cleaning and upgrading. Real estate costs have shot up, and hence more upscale people live here, and need similar amenities as South Kensington and other high end areas.
- It would help to have a park next to Earl's Court station. We have very few parks and most of them are private. It is quite busy area with significant traffic and very little space for open air leisure activity. I believe that having a park and ideally some facilities for sport activities would improve meaningfully the community life. We would feel much more part of a community. Many thanks for this survey and good luck with this project.

### Anti- social behaviour (Comments 5)

- As stated at Q1 I am having a horrific time in my flat and no one cares. It is therefore difficult for me to bother about what is going on locally when nastiness is allowed to continue invading my space and life. Some other residents have experienced various types of extreme anti- social behaviour as well, one even had to sleep on a chair in her kitchen.
- Improve Earl's Court Road - it is a disgrace - prostitutes in phone boxes etc. The whole appearance of Earl's Court Road needs smartening up it is really third world.
- I would like the law to be enforced with regard to drinking in the street/urinating in the street. This is very common in the lower Part of the Earl's Court Road/around the Mango Club over the weekends
- My area has too many pubs and fast junk food outlets. On the Earl's Court Road alone there are five pubs and two bars and together with the junk food outlets make for a noisy drunk late night crowd
- Better enforcement of non complaints A3 and club outlets. Better co- ordination of road works



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## Appendix two: Comments from open questions

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### Planning (Comments 5)

- Fewer bed and breakfast/small hotels!!
- Improve the aesthetics of the area. It still looks "run down".
- Modify proposals for “developing” the Exhibition Centre are to 1) save people’s homes 2) resist high- rise buildings 3) save the centre buildings.
- The area around Earl’s Court tube station is very transient and does not reflect well of the neighbourhood, cheap shops, betting shops, KFC, McDonalds, BK within 100 yards It does not feel like a nice place to walk by or do your shopping.
- Reduce noise pollution. Create pedestrianised areas. Close run- down hotels.

### Support for arts (Comments 5)

- Spaces for street art like the mural in Kenway Road would liven up many public spaces at low cost.
- Someone organise (1) a choir. (2) Amateur dramatics. (3) classes
- Reading and storytelling sessions for children and adults. Why not and also involvement in art?
- Improve cultural life - cinema/events/cultural centre/organising/gatherings/gigs and debates.
- Drama wellbeing workshops for all ages.

### Noise (Comments 4)

- Noise levels improved but could still get down more
- Less behaviour, because same neighbours are very rude and make a lot of noise during night.
- Reduce noise pollution. Create pedestrianised areas. Close run- down hotels.
- The very rowdy and often drunk Chelsea football fans that descend on Earl’s Court pubs need to be more directly restricted. Why don't these fans just stay in the Fulham Broadway area? It would be fantastic to have street parties for the Queen’s Diamond Jubilee!!

### Support for Voluntary Organisations (Comments 4)

- Homeless food drive, alcoholics anonymous for homeless people (too many are drunk on our streets). Have food at event. More policing in Old Brompton Cemetery (lots of violence between homeless people and their dogs not on the leash, fight with other dogs.

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## Appendix two: Comments from open questions

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- Should love to have a branch of U3A here - and that it would have some available premises.
- Raise awareness so that people know how to help and get involved.
- My neighbours and I helping one another to plant flowers around us to ease the pollution around us, especially the (business named) air conditioning outlet in front of us. Age Concern is the best charity organisation I've ever known

### **Exhibition Centre development (Comments 4)**

- Modify proposals for “developing” the Exhibition Centre are to 1) save people’s homes 2) resist high- rise buildings 3) save the centre buildings.
- Use of advertising space in Earl’s Court tube station to promote awareness of the Earl’s Court/LBHF redevelopments. Very few seem aware it is happening based on local meeting turnouts.
- Because of the Earl’s Court Exhibition Centre, many of the resident car spaces are taken at the weekend, it is a very big problem for residents in the direct vicinity (Nevern Square).
- Why not improve the Earl’s Court Festival? There is so much potential in the area and the current formula really does not make me want to get involved/participate. Can a survey like this one be carried out with no reference to the massive development project planned around Earl’s Court Exhibition Centre?

### **Housing (Comments 4)**

- Just learnt of late old folks homes are in Britain. Just think of yourselves when you grow old. If to be placed in an old folk's home, I had not the idea that a home for the aged is just a block of flats. I thought they were a purposely built space for the aged.
- Get rid of Council sponsored tenants. More Council housing somewhere else.
- Make the new housing developments affordable, and launch. Make some spaces for launching new flat developments.
- Earl’s Court is very good location and well served with local transport, but the road/area needs serious cleaning and upgrading. Real estate costs have shot up, and hence more upscale people live here, and need similar amenities as south Kensington and other high end areas.

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## Appendix two: Comments from open questions

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### Council Tax and spending (Comments 3)

- Lower spending, lower taxes. Stem the balance of lower revenue towards keeping the streets clean and paying for dog poo patrols.
- I don't want to see any more projects that involve spending more money. My first priority is for lower taxes. My second priority is that the streets should be kept clean and there should be fines for people caught littering!!
- Cut council tax

### Healthy Eating (Comments 3)

- My area has too many pubs and fast junk food outlets. On the Earl's Court Road alone there are five pubs and two bars and together with the junk food outlets make for a noisy drunk late night crowd
- Healthy eating programme/workshops courses for example.
- The area around Earl's Court tube station is very transient and does not reflect well of the neighbourhood, cheap shops, betting shops, KFC, McDonalds, BK within 100 yards It does not feel like a nice place to walk by or do your shopping.

### Leisure facilities (Comments 3)

- If there was a community centre that could cater for all ages with a cafe, classes in relaxation, yoga, computer studies for example, so people could drop in! Those events, social occasions, classes that interested them. It needs a physical! Switching as a base - perhaps in the new Earl's Court development plan?
- A sports complex/swimming pool in Earl's Court would be a great addition.
- More sports facilities like a running track

### Intergenerational activities (Comments 3)

- Reading and storytelling sessions for children and adults. Why not and also involvement in art?
- If there was a community centre that could cater for all ages with a cafe, classes in relaxation, yoga, computer studies for example, so people could drop in! Those events, social occasions, classes that interested them. It needs a physical! Switching as a base - perhaps in the new Earl's Court development plan?
- Drama wellbeing workshops for all ages.

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## Appendix two: Comments from open questions

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### Cycling (Comments 3)

- I think the area around Earl's Court tube station needs to be improved. It is a very busy intersection with a lot of heavy traffic coming down the Earl's Court Road and a lot of pedestrians crossing to get to the tube station. The road is also very dangerous for cyclists.
- Cycle training for the young to make them more mobile, healthy and independent.
- Removal of advertising hoardings. More attention to preserving conservation areas. Getting cyclists off pavements

### Activities for young people (Comments 2)

- A youth centre to motivate young people to be positive/construct the area (sports/films...and activities).
- Cycle training for the young to make them more mobile, healthy and independent.

### Publicity (Comments 2)

- In Q9 I ticked no.7 as I do not know what groups are doing and with whom
- Use of advertising space in Earl's Court tube station to promote awareness of the Earl's Court/LBHF redevelopments. Very few seem aware it is happening based on local meeting turnouts.

### Refuse and recycling (Comments 2)

- Rubbish collections in evenings - or Road works/street repairs - work 24/7 until complete. This is a cost, but is a metropolitan neighbourhood so should have repairs fixed as soon as possible not "as cheap as possible"
- Commercial rubbish - for example. Only (business named) can put out rubbish from opening time (9:30am)

### Support for mentally and physically ill (Comments 2)

- At the moment I am battling with my health condition but would like to help in the future.
- Art classes/workshops for over 50s. Gardening projects with schools which involve older people therefore bringing old and young together. Exercises for people living with long term illnesses.

### Olympics (Comments 1)

- Earl's Court Olympics - detailed information about the traffic arrangements at an early date will be a great help, so that those who live adjacent (Phillimore Gardens), Warwick Road and use their car can make appropriate plans.

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## **Appendix two: Comments from open questions**

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### **Employment initiative (Comments 1)**

- Training For Jobs which would help people 40+ to get employment, there is so much help for the younger generation which is good but the elder residents seem to be left out to dry.

### **Lighting (Comments 1)**

- Add more trees in the streets, such as Longridge Road.

### **Post box (Comments 1)**

- The need to have a couple of post boxes in Warwick Road after or following the one outside the Exhibition Centre. Disabled pensioner cannot walk so far from the middle part of Warwick Road for example a post box would be ideal if placed outside Cab Rank near to 77- 79 Warwick Road.

### **Support for immigrants (Comments 1)**

- It is not only the elderly or young people in the borough who need help. Immigrants need support and help to be able to integrate and contribute to the community not just receive help.

### **Conservation (Comments 1)**

- Removal of advertising hoardings. More attention to preserving conservation areas. Getting cyclists off pavements

### **Regeneration (Comments 1)**

- At the risk of repeating myself. A long term plan to rejuvenate the dilapidated and seedier parts of Earl's Court coupled with money spent on the aesthetics of the busiest parts. That would all be fantastic :)

### **Library (Comments 1)**

- There should be more good shops in Earl's Court Area along with a local Library in the Earl's Court Area, ideally located in the Earl's Court Road.



