

City Living, Local Life Survey of Holland Ward



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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction and methodology

Introduction

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

Methodology

A survey was developed in collaboration with the Ward Members for Holland Ward. A paper copy of the questionnaire was sent to all households in Holland Ward, using the Council Tax Register. In total, the questionnaire was posted to 5,242 households. An electronic version was also available for those that wished to complete the survey this way. A total of 603 responses were received, which equates to a response rate of 11.5 per cent.

Appendices

Appendix one of this report contains data tables of the results, appendix two contains all comments made by respondents, both are available separately and have been supplied to ward councillors.

For more information

For information on the results please contact:

The Consultation and Partnerships Team on 020 7361 2402 or e-mail consult@rbkc.gov.uk



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Survey Results: At a glance

Issues identified as need most improvement:

- 1) The level of traffic congestion (52 per cent)
- 2) The level of pollution (31 per cent)
- 3) Parking for residents or visitors (28 per cent)

Employment projects

Training and apprenticeships received the highest level of support for proposed employment projects (39 per cent).

- **Parking:** Half of respondents think parking control in the area should be left unchanged (51 per cent).
- **Opera Holland Park:** 40 per cent have never visited. Around a quarter visit once a year (26 per cent) and at least twice a year or more (24 per cent).
- **Affordable Housing:** around two-third respondents (65 per cent) worry about the affordability of housing in the Royal Borough, especially for those on low to middle incomes to an extent .
- **Basement developments:** over half of respondents (58 per cent) support the new controls on mega-basements recently introduced by the Council.

Community Living

- Asked about volunteering in the borough, around two-thirds of respondents (65 per cent) did not respond. Volunteering in museums (11 per cent) and arts and special events (10 per cent) received the highest responses.
- The majority of respondents (74 per cent) personally feel part of the community in their local area, to an extent.
- Half indicated they are not interested in community kitchen gardens (56 per cent).
- Project ideas tended to focus on children and young people, gardening and establishing meeting groups.
- Traffic /road safety, followed by planning and refuse/street cleanliness were identified as the areas, which would improve local life in Holland Ward.

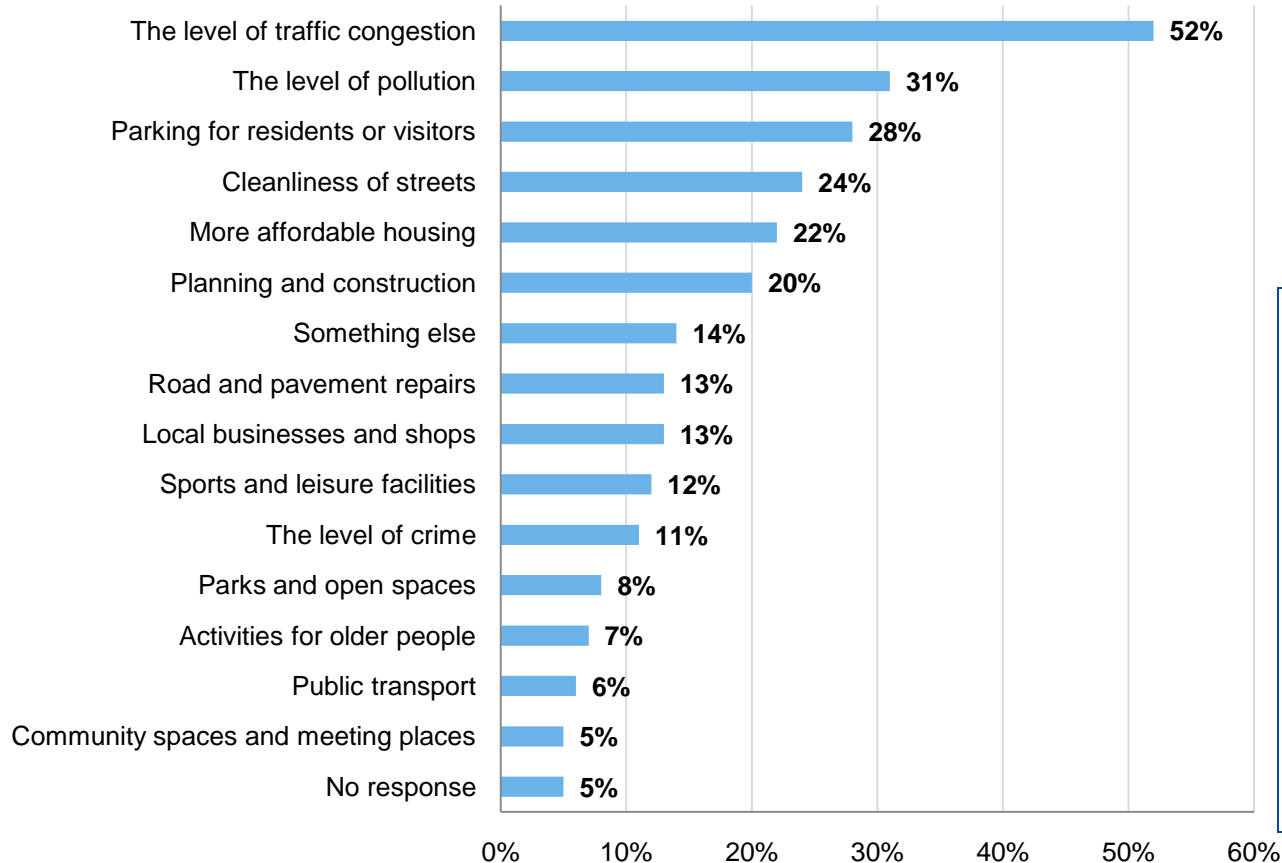
211 respondents provided contact details so they could get involved in City Living, Local Life.



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Survey Results: Local issues for improvement

Do you think any of the following issues need improving in your local area?



The issues that the highest proportion of respondents felt needed improving were:

- 1) The level of traffic congestion (52 per cent)
- 2) The level of pollution (31 per cent)
- 3) Parking for residents or visitors (28 per cent)



Survey Results: Local issues for improvement

Respondents who indicated that something else needed improving (14 cent of respondents) were invited to comment further. Other respondents also provided further details on their selections. The comments made have been grouped together by theme.

Theme of comment	Number of comments
Traffic/road safety	62
Refuse/Street cleanliness	26
Local amenities/leisure facilities	22
Parking	22
Planning	22
Trees/streetscape	16
Cyclists/Cycling	15
Noise pollution	15
Community safety	9

The most common themes are presented in the table here.

All comments can be seen in appendix two.

Some examples of comments made are provided on the following page.



Survey Results: Local issues for improvement

Traffic/road safety

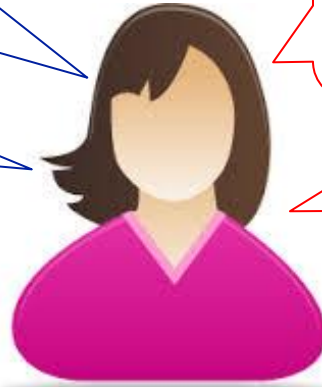
Not happy that traffic lights have been put up at the end of my road i.e. junction of Abbotsbury Road and Holland Park Avenue. There is now a build up of queuing traffic outside my home.

Should have a zebra crossing by Abbotsbury Road entrance to Holland Park

Street cleanliness

Roundabout in Shepherds Bush is very dirty with litter, no trees and no benches.

Key issues: rubbish and pollution. Rubbish and litter on the streets is a shame. People should be fined.



Local amenities/leisure facilities

The disappointing choice of shops in Kensington High Street- hearing shops, funeral directors and masses of sports shops, look how Westbourne area has progressed. The Town Hall was used for antiques fairs and we need to have the Odeon.

There should be more gyms in the area with affordable prices.

Planning

Being consistent with planning applications and permission. Some residents get away with carrying out major building with no permission and the Council does nothing.

Planning has become too restrictive and biased, only the options of objectors are listened to, homeowners who wish to improve their homes are the real 'villains' without rights.

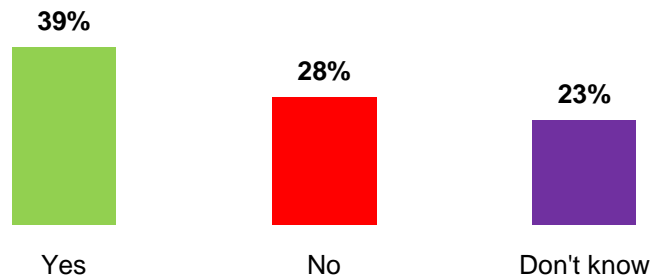


Survey Results: Parking

When asked if they favoured the introduction of pay by phone parking across the borough over a third (39 per cent) of respondents indicated they are for it and around a quarter are against it (28 per cent)

The majority of respondents thought that parking control in the area should be left unchanged (51 per cent).

Would you favour the introduction of pay by phone parking across the Borough?



Do you think the parking controls in your area should be?

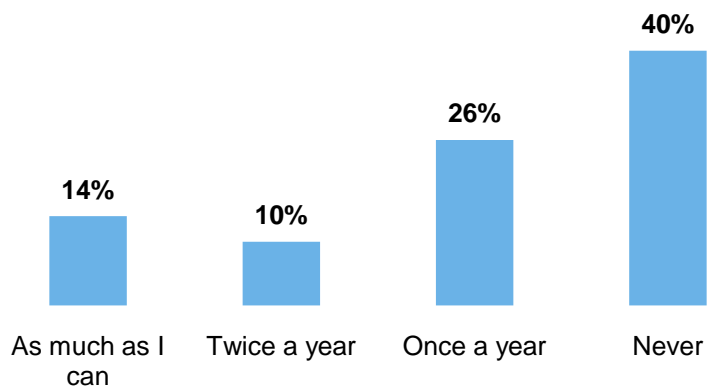


Survey Results: Opera Holland Park

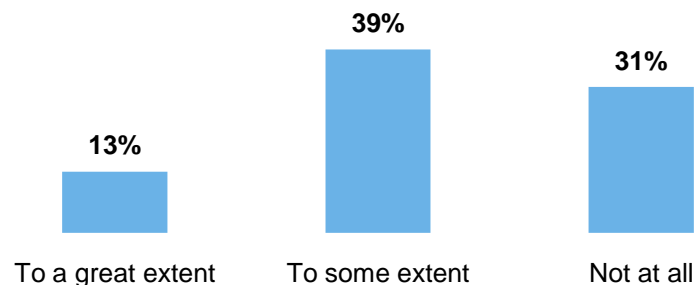
Respondents were asked how often they visit Opera Holland Park and 40 per cent have never done so. Of those who have visited Opera Holland Park, it tends to be once a year (26 per cent) and under a quarter go more frequently, at least twice a year or more (24 per cent).

Thirty-nine per cent of respondents, to some extent, support the idea of new, removable oak-framed buildings for Opera Holland Park to replace the current white marquees. However, 31 per cent stated not at all.

How often do you visit Opera Holland Park?



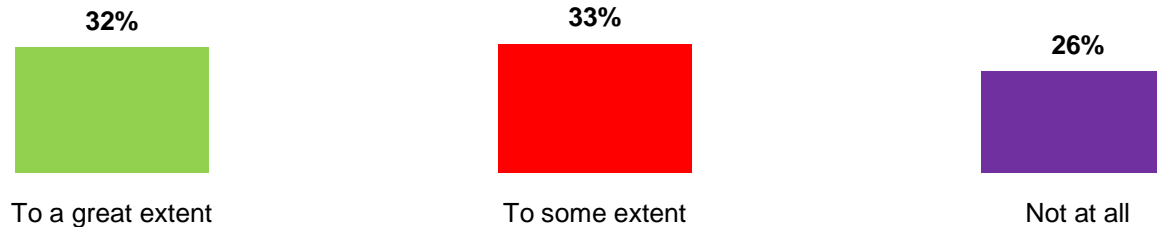
To what extent do you support the idea of new, removable oak-framed buildings for Opera Holland Park to replace the current white marquees?



Survey Results: Affordable Housing

Two-thirds of respondents indicated they worry about the affordability of housing in the Royal Borough, especially for those on low to middle incomes to an extent, (33 per cent to some extent and 32 per cent to a great extent).

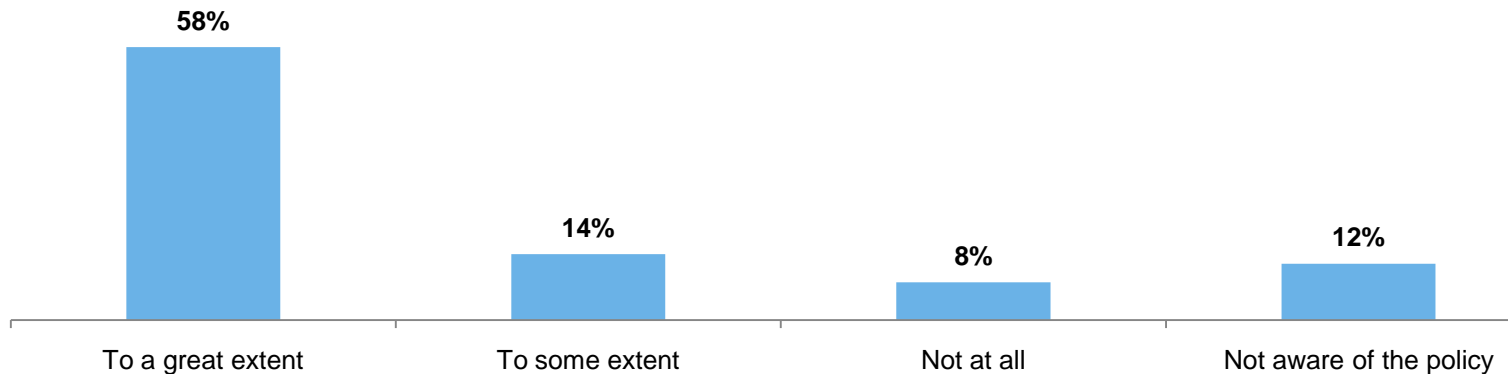
To what extent do you worry about the affordability of housing in the Royal Borough, especially for those on low to middle incomes?



Survey Results: Basement developments

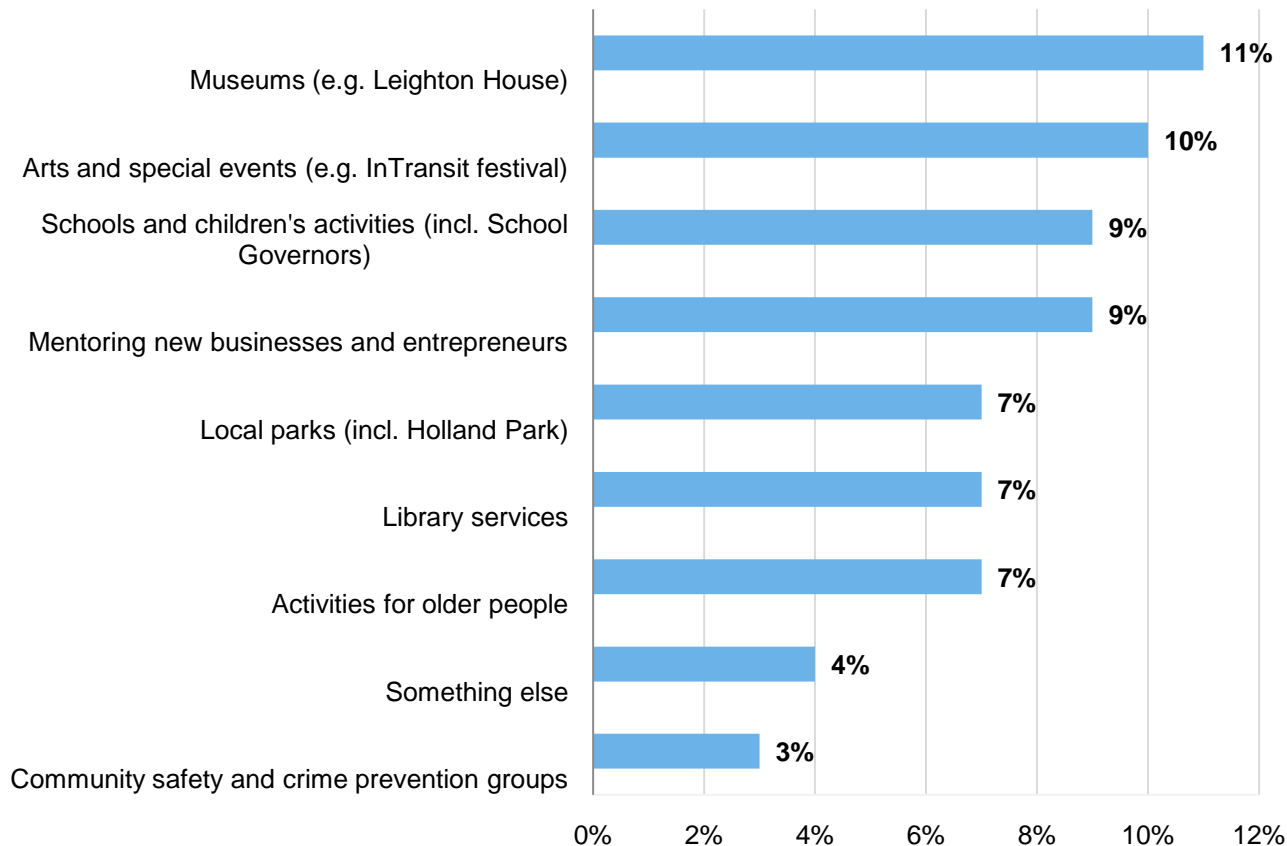
The majority of respondents (58 per cent) support the new controls on mega-basements recently introduced by the Council to a great extent and 12 per cent were not aware of the policy.

To what extent do you support the new controls on mega-basements recently introduced by the Council?



Survey Results: Volunteering

Would you be interested in volunteering in the Royal Borough?



The highest proportion of respondents indicated they were interested in volunteering :

- 1) Museums (11 per cent)
- 2) Arts and special events (10 per cent)
- 3) Schools and children's activities as well as mentoring new businesses and entrepreneurs (nine per cent, respectively)

It should be noted that 65 per cent of respondents did not answer this question.



Survey Results: Volunteering

Respondents who indicated something else were asked to elaborate. In addition they were a number of comments made to explain their responses. The comments made have been grouped together by theme.

Theme of comment	Number of comments
Already volunteers	13
Commitments	13
Age	9
Environmental	5
Information	4
Sports	4
Ill-health	3
Youth	3
Animals	2
Guided tours	2
Health and wellbeing	2

The most common themes are presented in the table here.

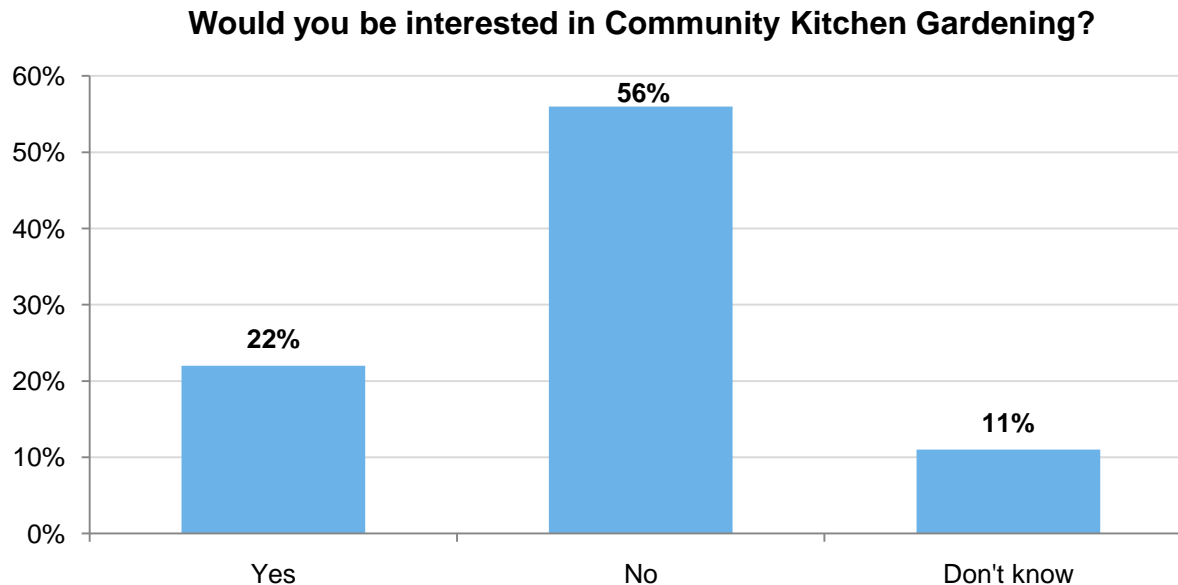
All comments can be seen in appendix two.



Survey Results: Community Kitchens Gardens

There are a number of Community Kitchen Gardens (allotment style gardens where local residents can grow their own fruit and vegetables) in the Royal Borough including in Holland Ward on Russell Road.

Respondents were asked if they would be interested in Community Kitchen Gardening, most stated they are not interested (56 per cent) and around a fifth indicated interest (22 per cent).



Survey Results: Community Kitchen Gardens – Unused space

Respondents were asked if they were aware of any unused spaces where planters could be located in their local areas. The comments made have been grouped together by area.

Areas	Number of comments
Beckford Close	4
Holland Park	4
Holland Road	3
Positive comments	3
Shepherd Bush roundabout	3
Abbotsbury Road	2
Olympia Station	2
Privately owned gardens	2
Roofs	2
Russell Road	2

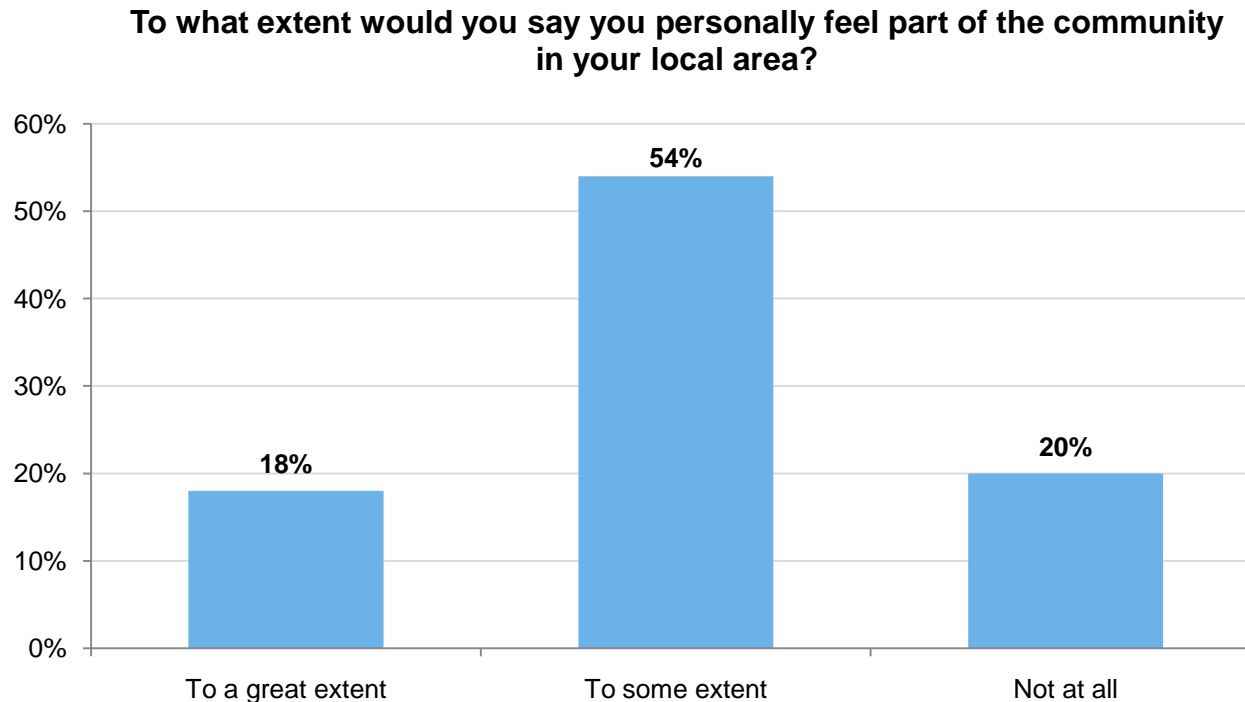
The most common themes are presented in the table here.

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Survey Results: Community Life

Over half of respondents (54 per cent), to some extent, personally feel part of the community in their local area.



Survey Results: Community Life

Respondents who indicated they felt part of their local community to some extent and not at all were asked what could be done to improve it. The comments made have been grouped together by theme.

Theme of comment	Number of comments
Social gatherings	42
Information	26
Commitments	13
Other	11
Fine as is	8
Age	7
Environmental activities	5
Community space	4
Not applicable	4

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Some examples of comments made are provided on the following page.



Survey Results: Community Life

Social gatherings

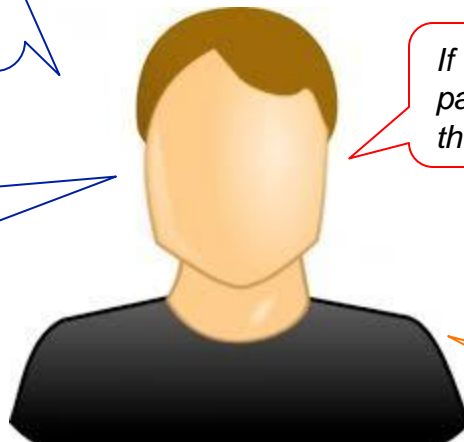
The community kitchen gardens are an excellent way for like-minded people to get to know each other. Additional initiatives would be welcome.

People live very independently and anomalously. A street party or something would be great, annually.

Information

I am not sure, but perhaps through more communication.

Newsletters more accessible with information and updates. Should be available in apartment blocks and schools, public places etc and email updates from the Council.



Commitments

I would like to have more time to get involved. Unfortunately is not possible at the moment

If I involved myself more, then I would feel more part of the community but travelling a lot makes this challenging.

Environmental activities

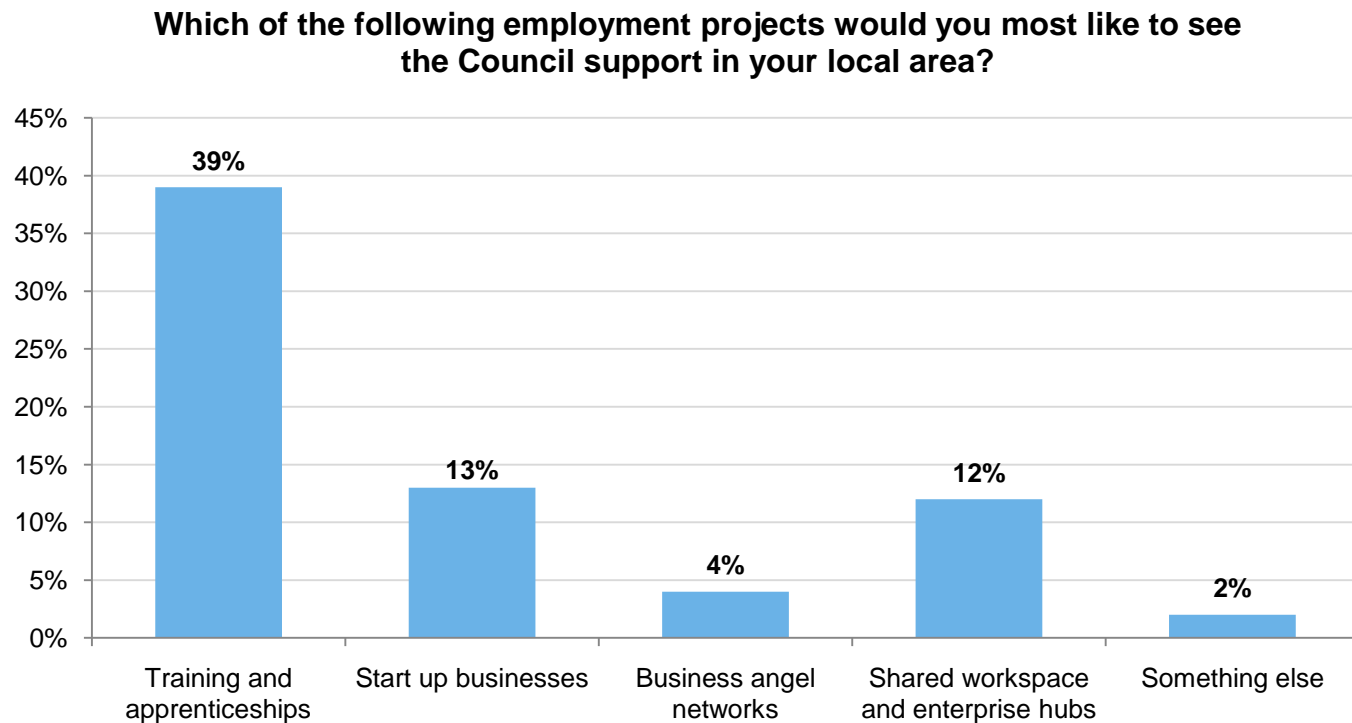
Through the community kitchen garden, but not through anything else

Be good to get residents from Warren House/Attwood House together to think of ways to make surrounding area more environmentally friendly/attractive/green



Survey Results: Employment Projects

Of the employment project proposed, training and apprenticeships (39 per cent) received the highest proportion of responses.



Survey Results: Employment Projects

Employment opportunities and local business support were mentioned the most by respondents who stated something else in their responses . The comments made have been grouped together by theme.

Theme of comment	Number of comments
Employment opportunities	5
Local business support	4
Affordable space	2
Business rates	2
Social spaces	2
Training	2

The most common themes are presented in the table here.

All comments can be seen in appendix two.

Some examples of comments made are provided on the following page.



Survey Results: Employment Projects

Employment opportunities

Opportunities for lone parents to get back into employment, to work during school hours.

Projects aimed at helping the older i.e. 30 years and unemployed back into work. Too many schemes are aimed at younger generations.

Local business support

More support for small businesses.

Would be good to see some representation from Central/South America. In particular, I do like a good ceviche.

Business rates

All of the above along with favourable business rates.



Affordable space

I have recently started my own business but cannot afford office space in my local area. I work from my (small) home but a council supported network for business-local/small is a great idea.

Social spaces

Common activities to bring the community together i.e. street parties, projects on in pavements etc.

Training

Help fund the local F.E. college for courses that lead directly to employment for example, English/ESOL and teacher training.



Survey Results: Projects ideas

Respondents were asked for their thoughts and ideas in relation to funding projects in their local area.

Theme of comment	Number of comments
Children and young people	5
Gardening project	5
Meeting groups	5
Unable to volunteer	4
Business space	3
Cultural activities	3
Guided walks	2
Literacy	2
Local businesses	2

The most common themes are presented in the table here.

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Survey Results: Projects ideas

Children and young people

I would be interested in assisting in the development of helping young children 15-20 years.

I have two daughters, so something that I am passionate about is getting youngsters to enjoy the outdoors and have an alternative to phones/computers.

Gardening project

Gardening projects, as [they] would make area lovely.

Again very keen to get trees planted on my road so might be able to be more involved.



Meeting groups

I am involved in a lunch group for the elderly, which meets monthly at St Georges Church, Campden Hill.

Social group when the residents meet up and do social work for our community.

Business space

Office spaces for small businesses

I'm head of commercial at Breadspace. We specialise in shared workspace and enterprise hubs. I'd be glad to take forward projects in this area of expertise.



Survey Results: Improving local life in Holland Ward

Respondents were given an opportunity to make further comments or suggestions ,which would improve their neighbourhood. The comments made have been grouped together by theme.

Theme of comment	Number of comments
Traffic/road safety	25
Planning	16
Refuse/Street cleanliness	16
Positive comments	14
Cyclists/Cycling	7
Noise pollution	7
Variety of business	6
Begging	5
Housing	5

The most common themes are presented in the table here.

All comments can be seen in appendix two.

Some examples of comments made are provided on the following page.



Survey Results: Improving local life in Holland Ward

Traffic/road safety

Speed bumps on Oakwood Court Road. Cars pick up speed after they have turned off Abbotsbury/Addison Road and they endanger the pedestrians who cross from side to side in this very built-up residential area.

The new traffic control at the junction of Holland Park and Holland Park Avenue is causing chaos, appears to be more dangerous.

Positive comments

I think the Council does a very good job in supporting many aspects of community living.

I think Holland Ward is well run and the Council does a good job.

I am part of the community gardeners at Kensington Olympia station. It is fantastic and is such a great idea



Planning

Stop being so restrictive about planning permission. We have had several basements done in our street and I am 100 per cent supportive. It does not affect us at all. Why do you take exception to it?

More public/social service (green, school, transport connection of Olympia to Earl's Court and Shepherds Bush via tube) paid by the mega project at the end of Kensington High Street [St Edwards development].

Refuse/Street cleanliness

Fly tipping is an issue in my neighbourhood. Could the Council remind to residents that this is illegal or control this in some way?

The depot at the corner of Pembroke and Warwick Roads, which seems to house the Borough's garbage trucks, needs to be moved to of this residential area. It is filthy and smells.

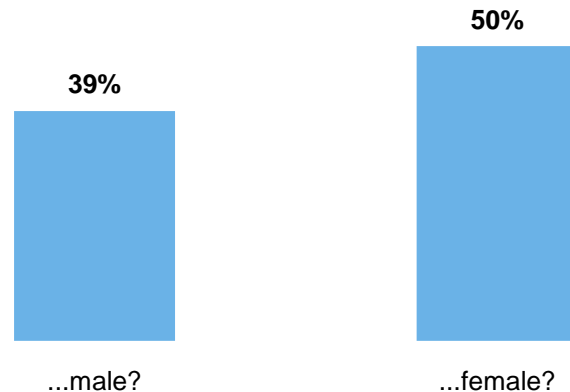


Survey Results: Profile of respondents

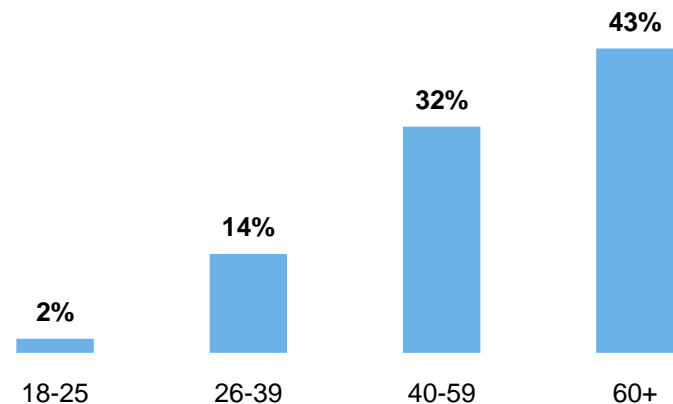
Half of the respondents who responded were female (50 per cent) and 11 per cent did not state their gender.

The largest age groups who responded to the survey were aged 60 and above (43 per cent), followed by those aged 40 – 59.

Are you...



Age groups...

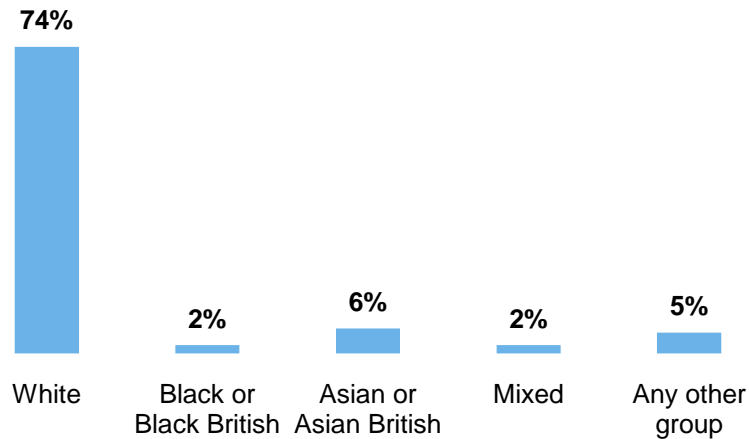


Survey Results: Profile of respondents

Nearly three-quarters of respondents (74 per cent) indicated they were from a white background.

Over half of respondents (50 per cent) have lived in the borough for 20 years or more.

Ethnicity



Residency

