

Kensington Memorial Park

(St Mark's Park)

Analysis of feedback survey

July 2019

Catriona Geraghty
Consultation and Research Officer
Royal Borough of Kensington and Chelsea
020 7361 3394
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Survey methodology

Introduction

The Council is seeking the views of park users and residents on what improvements they would like to see made to the park's buildings at Kensington Memorial Park (St Mark's Park). The buildings included in the consultation are: the kiosk, changing rooms, grounds maintenance depot and public toilets. The works could potentially range from a straightforward refurbishment of the existing buildings through to redesign and relocation of the buildings.

Methodology

An online and paper survey were developed and launched on 1st July, these contained photos of the existing buildings and also images of potential styles for any future refurbishment or re-design. This was advertised through posters, leaflets and newsletters. Parks staff also ran events in Kensington Memorial Park to encourage feedback from park users. By the closing date on 21st July 111 surveys had been completed.

Report

This report contains an analysis of survey responses. Where results do not add up to 100 per cent this is due to computer rounding or some respondents not completing all questions. An appendix report is also available containing the data tables of results (appendix one) and all comments made in response to the survey (appendix two). A list of respondents who are interested in the management of the park and expressed a wish to join the friends' group is also available separately.



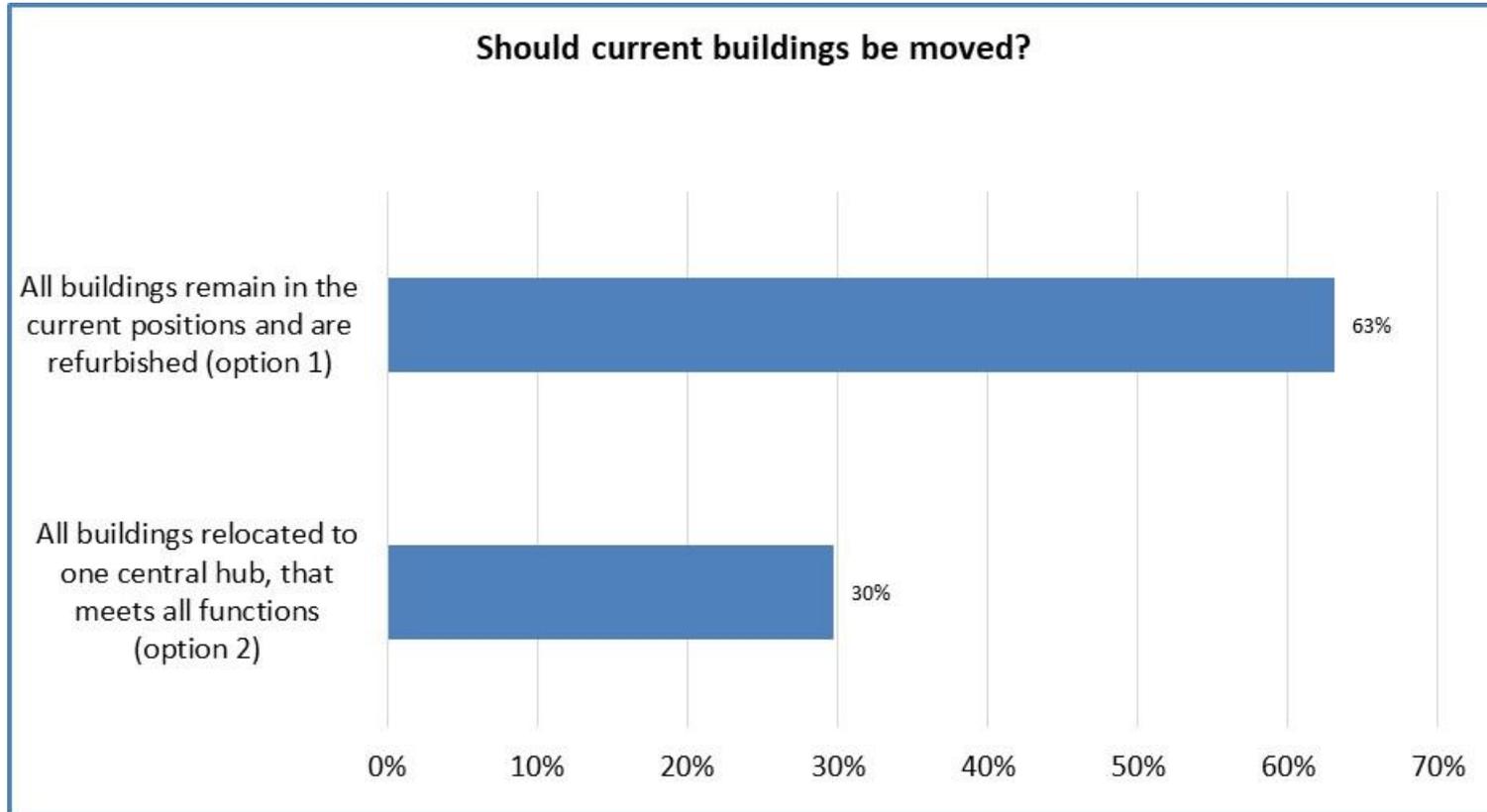
Survey Results: At a glance

- **Respondents:** The majority of respondents were female (75 per cent) with one in five respondents being male. The majority of respondents were aged over 25 with 23 per cent in the 25-34 age range, 22 per cent 35-44 and 19 per cent 40-54
- **Views on current buildings:** Almost two thirds (63 per cent) of respondents supported option 1 that all buildings remain in their current positions and be refurbished. Thirty per cent supported option 2 to relocate all buildings to one central hub that meets all functions. Almost two thirds of respondents (64 per cent) preferred a modern style whilst 27 per cent preferred a traditional style. Eight per cent selected an other option.
- **Views on current facilities:** Sixty one per cent of respondents agreed that the current amount of toilets was right for the park whilst just over a third (34 per cent) disagreed. Seventy one per cent of respondents agreed that the current kiosk facilities should be expanded (to include inside seating and/or a sheltered area) whilst 27 per cent disagreed. Views on whether or not the Grounds Maintenance Office should be more visible in any re0design were more evenly split than in other areas with 52 per cent of respondents agreeing it should be more visible and 42 per cent disagreeing.



Survey Results: Current buildings

Almost two thirds (63 per cent) of respondents supported option 1 that all buildings remain in their current positions and be refurbished. Thirty per cent supported option 2 to relocate all buildings to one central hub that meets all functions. Respondents who selected option 2 were asked for further details on their ideas. A selection of these can be found on the next slide and all comments can be found in appendix two.



Base: All responses (111)



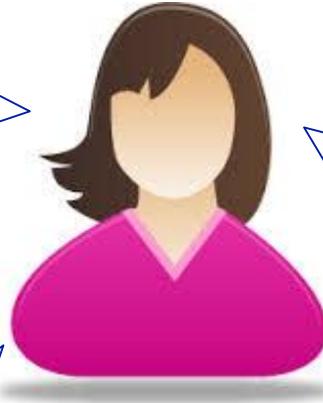
Survey Results: Comments on relocation and combination of buildings

One big hub that has brand new cafe and clean facilities, so you access in one area

I didn't even know there was a grounds maintenance depot or changing rooms, just spotted the toilets. One building with all facilities, turns park into a place of leisure or event/day out. Safe and fun for all the family.

Need all the current facilities. The new building should be located where the changing rooms and toilets are currently. The entrance to the children's play area could be relocated further along.

If my 10 year old need the toilet, I would be comfortable sending alone to a combined facility rather than a toilet block.



Definitely don't place all together but toilets could be moved to somewhere more practical.

I have chosen, that its fine as it is but needed updating, when I go to use the toilets it's really bad, we need to have a nice toilet, other than that the park is a lovely place to sit.

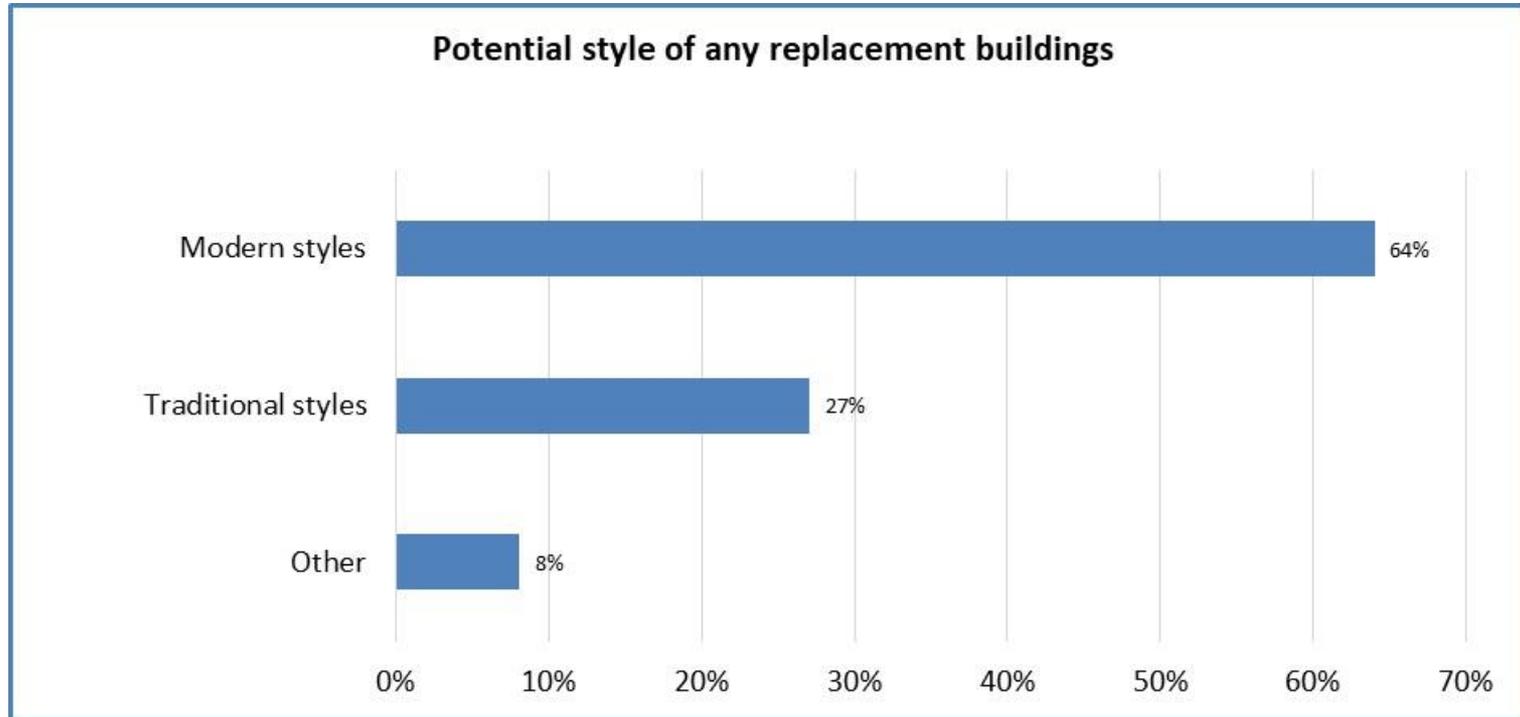
Undecided both of the options could work. If one building put on the café area. Or alternatively where the changing rooms and toilets are.

Both option 1 and 2 are viable. Free up more open space by aligning new building on site of café/store yard area.



Survey Results: Potential style of building

Respondents were asked if there were to be any replacement buildings what their preferred style of building would be. Almost two thirds of respondents (64 per cent) preferred a modern style whilst 27 per cent preferred a traditional style. Eight per cent selected an other option and were asked to comment further. A selection of comments can be found on the next slide whilst the full list of comment can be found in appendix two.



Base: All responses (111)



Survey Results: Comments on style of building

Traditional but not like the photos, (bottom right modern styles looks more traditional) high counters. Toilet building style would make a good kiosk.

I saw some beautiful cafes etc facilities in Barcelona parks - so good design is essential.

Why change what is strong and still standing for the sake of a bit of design fancy. Unless the café leasehold has preferences.

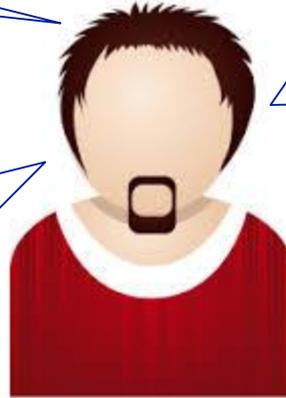
I would like the current public toilet to be retained, but refurbished. The current kiosk seems totally adequate where it is, so just a refurbish. I've never been in the changing rooms so can't comment.

Timber, wood & glass. Eco-friendly.

Would love to see some kids' artwork and designs incorporated? Perhaps a competition to get a sculpture.

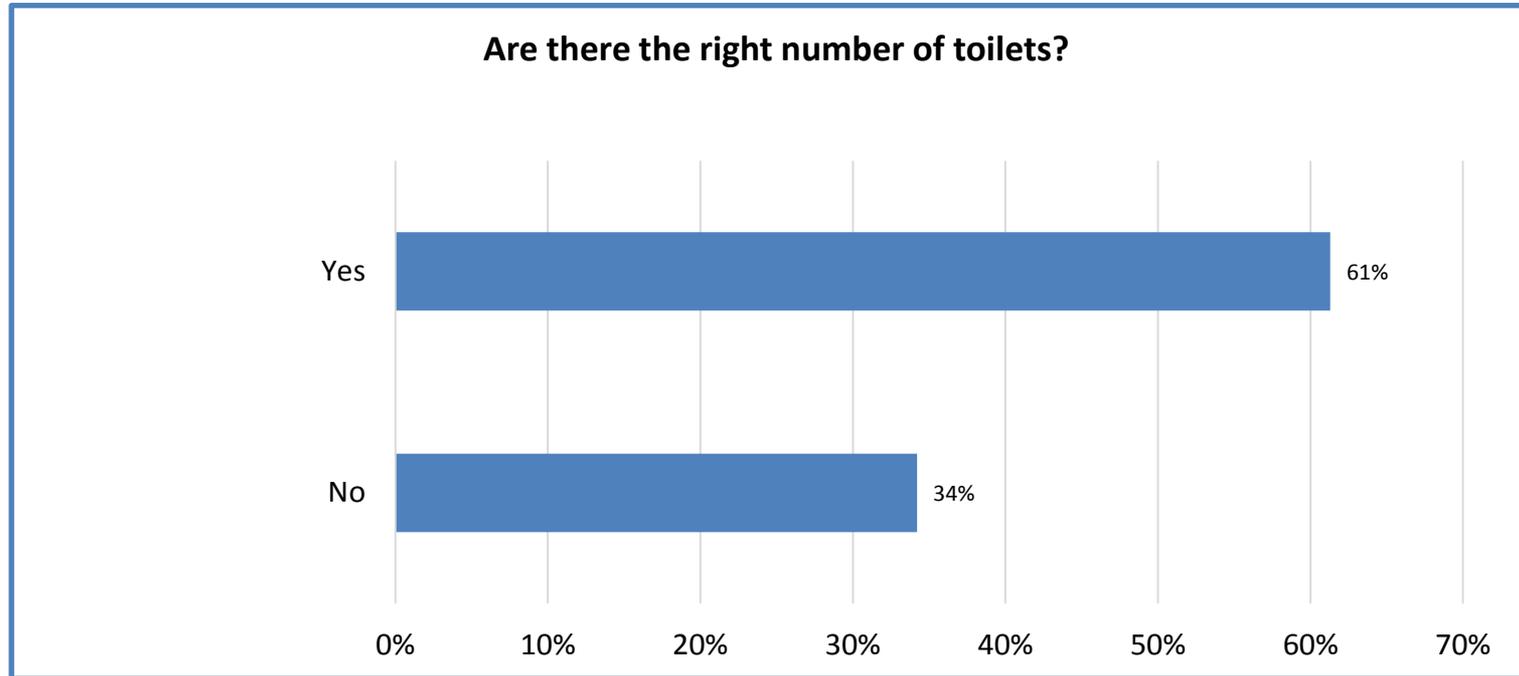
Buildings that blend with nature like Frank Lloyd Wright's organic architecture.

Everything so far is traditional and great. I have lived here for 28 years, I want tradition and character kept.



Survey Results: Public toilets

Respondents were asked if they agreed that the current amount of toilets (three ladies' cubicles, two gents' cubicles, a urinal and one accessible toilet) were enough for the park. Sixty one per cent agreed that the current amount of toilets was right whilst just over a third (34 per cent) didn't agree. Respondents were asked for further comments on how the toilets could be improved. A selection of these can be found on the next slide and the full list of comments made in appendix two.



Base: All responses (111)



Survey Results: Comments on toilet facilities

Far more cubicles needed both for ladies, gents and accessible toilets. Poor maintenance of toilets currently, drains need unblocking, a toilet attendant is needed, suggestion to make the toilets part payable to use the money to fund the attendant or go back into the park.

The number of toilets is right, it just needs to be kept cleaned more regularly, and not expect the park attendant to do it.

The toilets are in a poor state. There is rarely soap. They are often blocked, overflowing, cobwebs everywhere, never smell clean.

Poss. more of each. Not gender neutral here please- cultural mix in park prohibits this.

Not enough space and hand washing service is never clean and the toilets.

Children's only toilets required in the play area. More cubicles for women if the space can be reconfigured.

Only the accessible toilet can be used by mums with babies in prams! Therefore, it should be easier to access it (or the new ladies' toilets). When I tried it was locked.

But more facilities for disabled people.

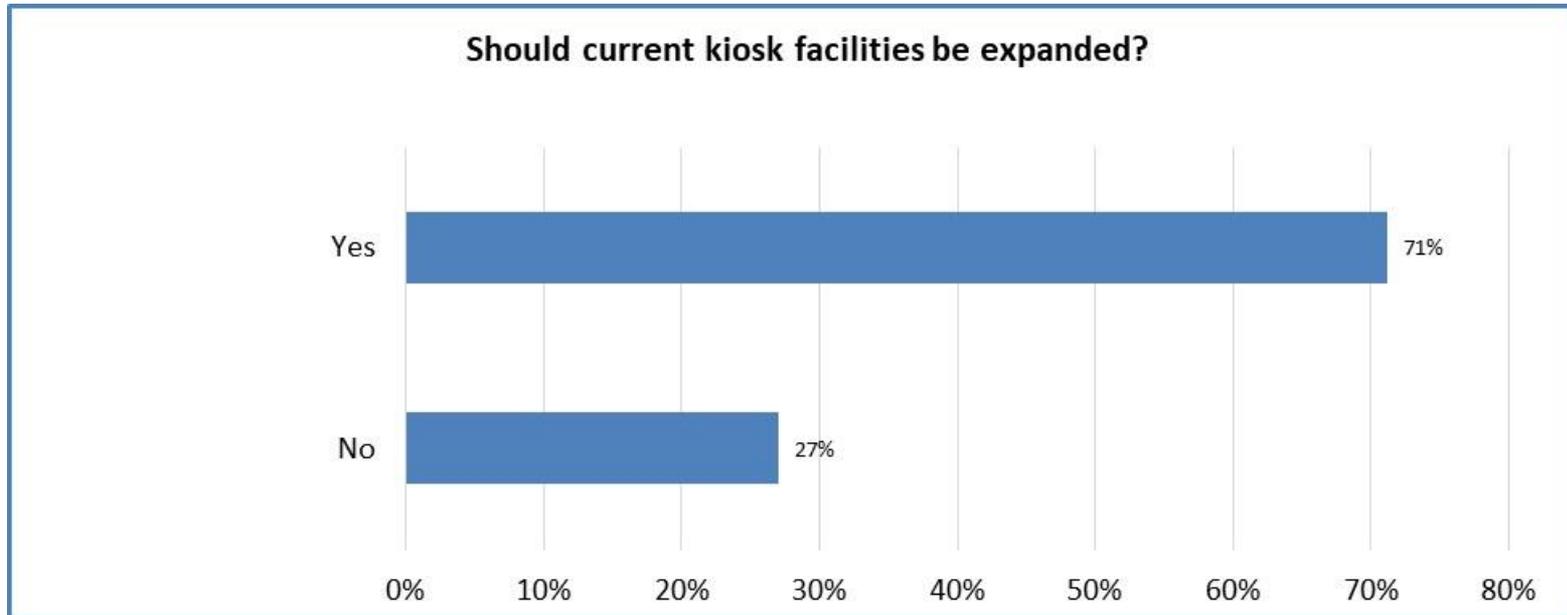
Toilets would be cheaper to refurbish, would prefer that option. Unisex toilets so everyone gets cubicles - individual doors works well to each cubicle.

More facilities - there are always many children of many ages and they are often full with queues. A family bathroom would be good.



Survey Results: Kiosk

The current kiosk in the park has outdoor seating only, respondents were asked if the current facilities should be expanded to include inside seating and/or sheltered area. Seventy one per cent of respondents agreed that the current kiosk facilities should be expanded whilst 27 per cent disagreed. Respondents were asked for any other suggestions on how the kiosk facilities could be improved. A selection of the comments made can be found on the next slide and the full list of comments made found in appendix two.



Base: All responses (111)



Survey Results: Comments on kiosk

Prices too high for café and small portions.

Please don't tart it up then increase the prices, as so often happens. A lot of local people are on low incomes.

More outdoor seating next to the cafe and if it is to be replaced - do it up like the one in Kensington Gardens please, with shade sails, and perfect seating design, and the kiosk there is awesome.

Indoor facilities would be good too as then the kiosk could provide a much needed all year around service, which isn't currently offered. The park is a much healthier environment for people to gather socially over coffee and a snack and perhaps offering breakfasts there too might further encourage socialisation and exercise in the hours before work?



New vender. Too expensive! Offer not good. Healthier options - no chips! Meals, good coffee! More like Queens Park/ Roundhill Park - Willesden

*A sheltered area only, no business in the winter, unless you make it a space available for hire.
More picnic tables required.*

Shade sail cafe area. Include meals like jacket potatoes, soup and rolls. Take away lunch boxes and baby food.

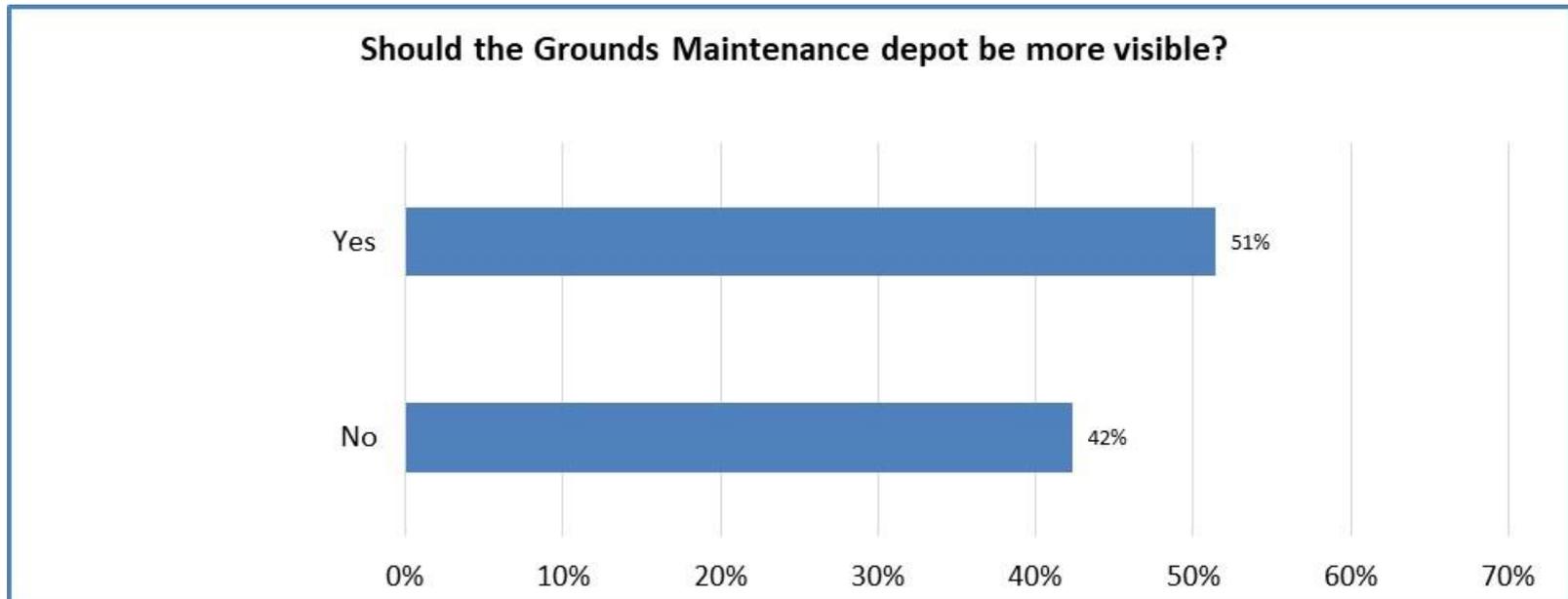
Healthier food options.

Nicer food e.g. salads like Hyde Park. Better food offering.



Survey Results: Grounds Maintenance Depot

The Grounds Maintenance Depot is currently at the back of the site off St Helen's Gardens, respondents were asked if a Park Keeper's Office should be more visible in any new design. Views on this were more evenly split than in other areas with 52 per cent of respondents agreeing it should be more visible and 42 per cent disagreeing.



Base: All responses (111)



Survey Results: Any other facilities

Respondents were asked if they would like any other facilities included if the buildings were redesigned. This is a selection of the comments made with the full list included in appendix two.

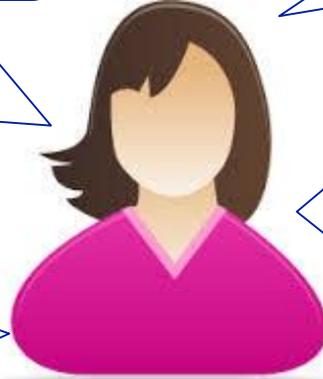
A community room to book private event at affordable prices would be great

An events space for weddings etc or small music events- they make money to assist budgeting. Waterplay include adult hours for those without children.

Yes, something for the older children like table tennis. Events space for local community events.

Separate picnic area

Better baby park. Remove sand pit as unclean.



No. It would be a shame to lose the outdoor space and there are other community facilities nearby.

It might be good place to house a North Kensington archive? But I wouldn't want an 'events' room there, as it would likely detract from use of other spaces currently available, or soon to become available.

Yoga/Pilates space. Or outdoor equipment like at Holland park

No. Leave the park for the locals to enjoy.

Events space would be nice, as long as it doesn't encroach on the park.



Survey Results: Any other comments

Respondents were asked for any other comments they wished to make. A selection of these can be found here and the full list in appendix two.

Lost property area to be a park keeper function, will make people feel safer. Park keeper to have more powers and backed up by police.

The wonderful grounds maintenance staff would never get time to maintain the park, never mind any downtime, if they were too accessible to the often very demanding general public who use the park.

An all-weather canopy definitely for under 5's play area. More picnic tables. More trees and seating in playground.

I admire the way that the park is kept in good condition especially the flower beds. Don't make it too sophisticated, keep it natural.

More accessibility over the whole park for disabled/wheelchair users.



When things go wrong there...e.g. the water park constantly failing to be open, or toilets not flushing etc, or even lost kids, there is never anyone around that is visible as someone responsible for the park. So, yes, having them located within the park where everyone can know where to go, would be great idea

Sign to direct people to parks office. Put extra benches along Oakworth Road entrance. Picnic area by tennis court wasted space and not used. Separate dog area required.

It would be great to if eco-friendly showing people how to use solar panels, windmills, rain buckets.

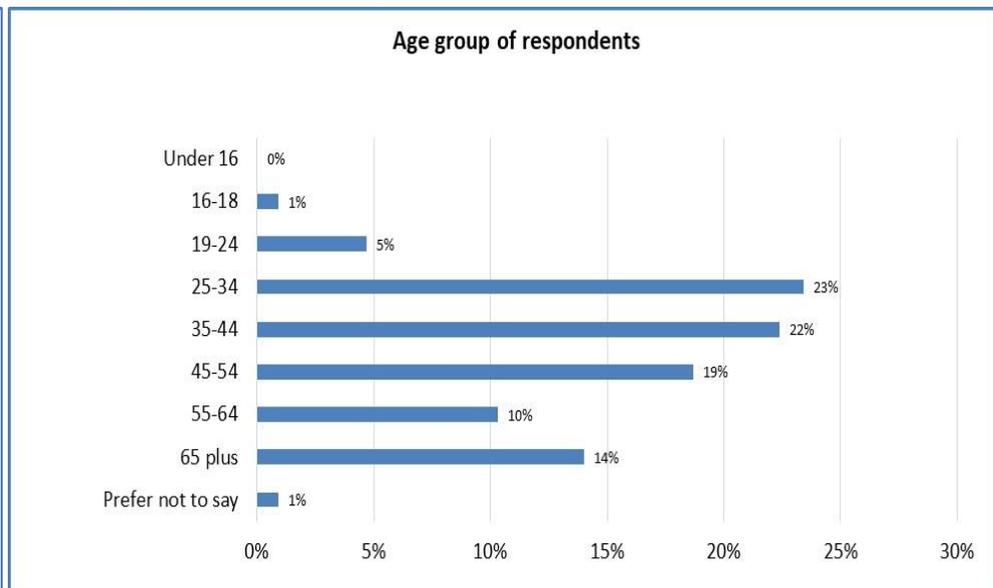
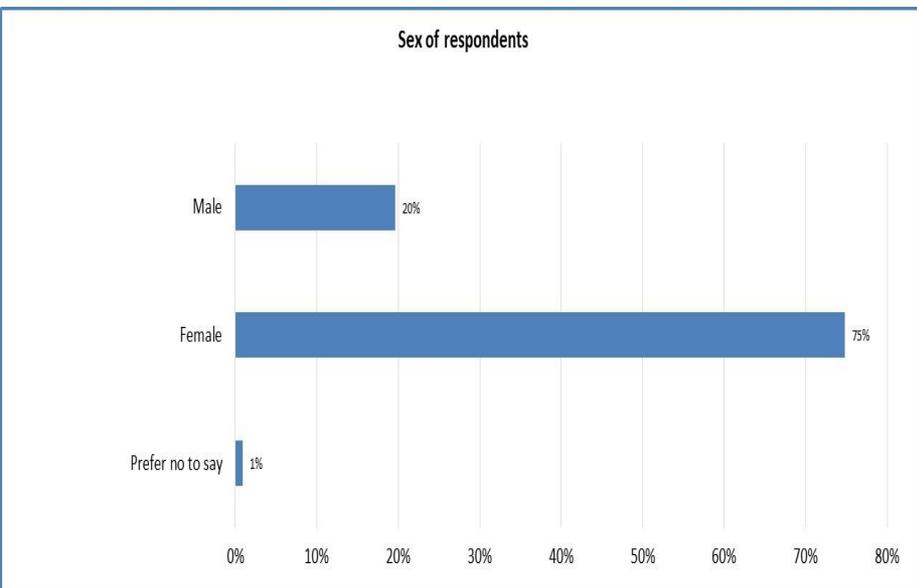
I see St. Marks Park very much as a local park for local people, so please don't "gentrify" it until it is no longer viable for them.



Survey Results: Respondents

The majority of respondents to the survey were female (75 per cent) with one in five respondents (20 per cent) being male. The majority of respondents were aged 25 and over with only five per cent of respondents in the 19-24 age range and one per cent 16-18. Twenty three per cent were in the 25-34 age range, 22 per cent 35-44 and 19 per cent 40-54. Ten per cent of residents were in the 55-64 age range and 14 per cent aged 65 plus.

Respondents were also asked in they were interested in the future management of the park and joining the friends' group. Forty respondents gave their contact details which are available separately.



Base: All responses (111)

