



Summary of Public Feedback on the draft Kenley Community Plan (KCP):

22 February to 22 March 2020

Background to the Kenley Community Plan (KCP)

In response to concerns raised by the local community about the impact of the increase in housing in Kenley, the Council secured funding from the Greater London Authority's (GLA) Good Growth Fund (GGF) to appoint consultants to engage with the community and create a Kenley Community Plan (the Plan). From spring to autumn of 2019, over 700 Kenley residents, businesses and visitors to Kenley gave their views on how Kenley could be improved. Following this a draft Plan was produced, outlining priorities for investment in facilities, services and infrastructure identified by the community.

About the Feedback

The draft Plan was published on 21 February until 22 March 2020 to seek feedback from the community via an on-line survey on Croydon Council's website before the final Plan was published.

The survey was carried out using the Council's Get Involved platform and promoted on the Council's website, via social media, emails to contact lists, through local stakeholders, and posters in community locations. A number of hard copies of the Plan and questionnaire were distributed with SAE for the return of the questionnaires. All questions were non-mandatory.

Respondents were asked to comment on each chapter and identify inaccuracies (e.g. place names), anything that was unclear, and any other questions or suggestions about improving the information in the Plan. Although the purpose of the survey was to not to re-engage around the concerns and priorities of the local community the majority of the comments received focussed on concerns around residential overdevelopment, the lack of infrastructure to support development, in particular roads and parking, and the perception that the character of Kenley was being affected echoing views received during the engagement to produce the Plan.

How we updated the Plan

We have:

- used the factual feedback gathered from the survey to update the Plan
- updated information about the Connecting Kenley Programme funded by the Greater London Authority (GLA)'s Good Growth Fund (GGF). As a result of the Covid-19 pandemic

and the Croydon Council's current financial situation, this programme has been revised and the start date has been delayed.

Summary Responses to the survey on the draft KCP

- A total of 70 people responded.
- There were 20 questions in the survey
- For a number of questions more than one response could be given.
- All responses received were via the online survey.

How responses were analysed by question

This section provides an analysis of the responses to each questions. The responses from questions 4, 6-14 and 20 have been tagged Factual, Positive, Neutral or Negative as follows.

- Factual – where an error in the KCP has been spotted, e.g. *Page 37: A1 is in the wrong place*
- Positive – where a response is in favour of the projects or the content of the draft KCP, e.g. *I feel the plan has highlighted the key issues in the area.*
- Neutral – where a response is neither for nor against the projects or content of the draft KCP, e.g. *It will be interesting to see how the money is allocated to the various areas on the Godstone Road.*
- Negative – where a response is not in favour of the projects or content in the KCP or is concerned with issues and impacts affecting Kenley e.g. *too much intensification*

Section A - About You

Q1 - What is your connection to Kenley	No. of responses * *respondents could give more than one response	% (out of 70 respondents)
Live in Kenley	58	82.9
Work in Kenley	7	10.0
Own a business in Kenley	3	4.3
Visiting Kenley	5	7.1
Interested in Kenley	17	24.3
Other	0	0
Total responses	90	N/A

Q2 - What is your postcode?	No. of responses	% (out of 70 respondents)
Kenley postcode	56	80.0
No response	3	4.3
Other postcodes *	11	15.7
Total responses	70	100

* Purley and Woodcote – 5, Purley Oaks & Riddlesdown – 2, Sanderstead – 1, Fairfield – 1, Crystal Palace and Upper Norwood – 1, London Bridge & Southwark – 1

Section B – The Engagement Process

Q3 - What, if any, engagement activities were you involved in last year which helped form this Plan?	No. of responses * *respondents could give more than one response	% (out of 70 respondents)
Online survey	24	34.3
Street survey	5	7.1
Attended an event	12	17.1
Part of a focus group	2	2.9
Part of a stakeholder meeting	2	2.9
Business survey	1	1.4
Other	7	10.0
No involvement	27	38.6
Total responses	80	N/A

Q4 - What feedback, if any, do you have about the engagement process?	No. of responses * *respondents could give more than one response	% (out of 21 respondents)
Factual	0	0

Positive	2	9.5
Neutral	3	14.3
Negative	16	76.2
Total responses	21	100

The majority of the negative comments focussed on the perception that the engagement exercise had not been widely advertised and therefore many people in Kenley were not able to voice their opinions. There was also a feeling that even when/if opinions were gathered then nothing would be done by the local authority to address these issues.

Section C– The draft Kenley Community Plan

Q5 – How did you find the draft Kenley Community Plan overall? *	No. of responses	% (out of 29 respondents)
1 – Very Poor	3	10.3
2	4	13.8
3	3	10.3
4	2	6.9
5	4	13.8
6	3	10.3
7	5	17.2
8	5	17.2
9	0	0
10 – Excellent	0	0
Total responses	29	100
Mean score	4.6	N/A

* On a scale of 1 to 10 with 1 being "Very Poor" to 10 being "Excellent"

Q6 - What feedback, if any, do you have about the overall Plan?	No. of responses * *respondents could give more than one response	% (out of 40 responses)
Factual	3	7.5
Positive	11	27.5
Neutral	1	2.5
Negative	25	62.5
Total responses	40	100

The majority of the negative responses focussed on concerns about overdevelopment in the area and knock-on effects for traffic, parking and other infrastructure such as GPs, schools and green spaces.

Q7 - What feedback, if any, do you have about Chapter 1 – Introduction	No. of responses * *respondents could give more than one response	% (out of 9 responses)
Factual	0	0

Positive	4	44.4
Neutral	0	0
Negative	5	55.6
Total responses	9	100

There was a mixed response with some respondents feeling that this chapter was clear and concise and others who felt that there was insufficient detail.

Q8 - What feedback, if any, do you have about Chapter 2 – A Snapshot of Kenley?	No. of responses * *respondents could give more than one response	% (out of 18 responses)
Factual	3	16.7
Positive	6	33.3
Neutral	1	5.6
Negative	8	44.4
Total responses	18	100

As in the previous question there was a mixed feedback with some feeling that the level of demographic and topographic detail was sufficient and other feeling that it lacked depth.

Q9 - What feedback, if any, do you have about Chapter 3 – Engagement Process with the Community?	No. of responses * *respondents could give more than one response	% (out of 14 responses)
Factual	3	21.4
Positive	3	21.4
Neutral	2	14.3
Negative	6	42.9
Total responses	14	100

It was generally felt that that the number of responses to the engagement in 2019 were low and may not have been representative of the community but it was acknowledged that there were many opportunities to engage if desired.

Q10 - What feedback, if any, do you have about Chapter 4 – What You told Us?	No. of responses * *respondents could give more than one response	% (out of 12 responses)
Factual	0	0
Positive	5	41.7
Neutral	6	50.0
Negative	1	8.3
Total responses	12	100

General feeling that the data was well captured and presented clearly.

Q11 - What feedback, if any, do you have about Chapter 5 – Priorities by Theme?	No. of responses * *respondents could give more than one response	% (out of 28 responses)
Factual	4	14.3
Positive	6	21.4
Neutral	12	42.9
Negative	6	21.4
Total responses	28	100

The use of bar charts to demonstrate the priorities was highlighted as a positive in terms of making the information easier to understand at a glance.

Q12 - What feedback, if any, do you have about Chapter 6 – Project Ideas?	No. of responses * *respondents could give more than one response	% (out of 10 responses)
Factual	0	0
Positive	3	30.0
Neutral	3	30.0
Negative	4	40.0
Total responses	10	100

There was a mixed response to some of the project ideas proposed in the draft Plan with some receiving a positive mention and others feeling that residents would not be listened to or their ideas implemented.

Q13 - What feedback, if any, do you have about Chapter 7 – Delivering the Plan?	No. of responses * *respondents could give more than one response	% (out of 15 responses)
Factual	2	13.3
Positive	4	26.7
Neutral	2	13.3
Negative	7	46.7
Total responses	15	100

While there was some support for the implementation of a number of the projects there was also scepticism about the availability of funding.

Q14 - What feedback, if any, do you have about the Appendices?	No. of responses * *respondents could give more than one response	% (out of 6 responses)
Factual	2	33.3
Positive	3	50.0

Neutral	1	16.7
Negative	0	0.0
Total responses	6	100

The Appendices were felt to be useful as they gave more detail on the engagement and capture of data.

Section D – Keeping in touch and future involvement

Q15 - Would you like be kept updated about the Plan and the progress of the work in Kenley? *	No. of responses	% (out of 70 respondents)
Yes	20	29
No or not answered	50	71
Total responses	70	100

* Those who answered yes have been added to a contact list and have been emailed to let them know.

Questions 16 and 17 gathered contact details

Q18 - Would you like to be involved in supporting any of the project ideas outlined in chapter 6 of the draft Kenley Community Plan?	No. of responses *	% (out of 70 respondents)
Yes	11	15.7
No or not answered	59	84.3
Total	70	100

Q19 - List any project ideas you would be particularly interested in supporting	No. of responses *	% (out of 70 respondents)
Yes	13	18.6
No or not answered	57	81.4
Total	70	100

Projects of interest mentioned by respondents

Transport improvements to Godstone Road Shopping Parade
 Community café on Godstone Road
 Community café at Kenley Aerodrome
 Improved street cleaning
 Improvements to Kenley Memorial Hall & other community centres

Local bus route
 More playgrounds
 More parenting groups
 Improved parking
 Health initiatives

Walking routes

Section E – Any other information

Q20. Please add any further feedback below.	No. of responses * *respondents could give more than one response	% (out of 13 responses)
Factual	2	15.4
Positive	3	23.1
Neutral	2	15.4
Negative	6	46.2
Total responses	13	100

Responses in this section focussed mainly on concerns about residential overdevelopment, traffic and parking issues and lack of suitable infrastructure. A number of respondents indicated that they would be interested in becoming involved in future community projects.