

# Buccleuch Gardens – Toilet Block Redevelopment

## Results Report

### 1. Introduction

This report sets out the key findings from the Buccleuch Gardens Toilet Block Redevelopment consultation which was conducted from 16 July 2018 to 13 August 2018.

The purpose of this consultation was to inform park users and the wider public about the Council's proposals, to establish whether the proposals were supported and to gather comments and feedback to help us make an informed decision.

### 2. Methodology

Data was gathered using an online survey hosted on the Richmond Council website.

In addition, the consultation was promoted via a press release, Friends group, social media, Council e-newsletter and park notices.

The responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act.

Please note that percentages in this report may not add up to 100 due to rounding.

### 3. Response

In total, the Council received 309 responses to this consultation.

A demographic profile of respondents can be found in Section 5.

### 4. Results

#### **Question 1: In what capacity are you responding to this consultation?**

This was a multiple-choice question where respondents were able to state the capacity in which they completed the consultation. In all, there were 309 responses to this question.

As illustrated in the table below, 97% of respondents indicated that they are a local resident.

<b>In what capacity are you responding to this consultation?</b>		
<b>Response</b>	<b>Number of respondents to this question</b>	<b>Percentage of respondents to this question</b>
<b>Local resident</b>	<b>299</b>	<b>96.8%</b>
<b>Local business</b>	<b>7</b>	<b>2.3%</b>
<b>Representative of a community or voluntary group (please specify)</b>	<b>7</b>	<b>2.3%</b>
<b>Other (please specify)</b>	<b>8</b>	<b>2.6%</b>
This question was answered by 309 respondents.		
<i>NB Respondents were able to select more than one option, so percentages add up to more than 100</i>		

Those who selected 'Other' in response to this question were provided with a free-text box to specify. In all, 14 people responded and their answers fall into the following categories:

- A local group or society
- A local councillor (both current and former)
- Work in the local area
- A visitor to the local area
- Have an interest in the project
- Expressed support for the project

**Question 2: To what extent do you agree or disagree with the proposed redevelopment of the Buccleuch Gardens building as shown on the plan?**

This was a multiple-choice question where respondents were able to select only one of the listed options. In all, there were 307 responses to this question.

As illustrated in the table below, 89% of respondents either strongly agree or agree with the proposed redevelopment of Buccleuch Gardens.

<b>To what extent do you agree or disagree with the proposed redevelopment of the Buccleuch Gardens building as shown on the plan?</b>		
<b>Response</b>	<b>Number of respondents to this question</b>	<b>Percentage of respondents to this question</b>
<b>Strongly agree</b>	<b>201</b>	<b>65.5%</b>
<b>Agree</b>	<b>73</b>	<b>23.8%</b>
<b>Neither agree nor disagree</b>	<b>11</b>	<b>3.6%</b>
<b>Disagree</b>	<b>6</b>	<b>2.0%</b>
<b>Strongly disagree</b>	<b>16</b>	<b>5.2%</b>
This question was answered by 307 respondents.		

**Question 3: If you have any other comments about the proposed redevelopment of the Buccleuch Gardens building, please tell us using the space below:**

This was an open question that allowed respondents to provide any other comments they would like to make about the proposed redevelopment. In total, 173 respondents provided an answer.

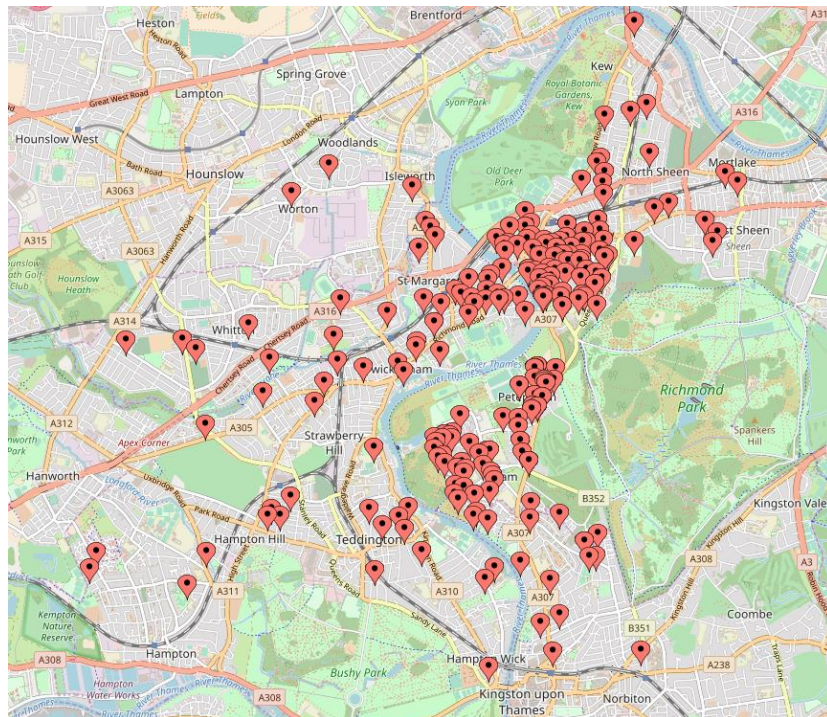
When the comments were analysed, 11 key themes were identified. These are illustrated in the table below.

<b>If you have any other comments about the proposed redevelopment of the Buccleuch Gardens building, please tell us using the space below:</b>		
<b>Themes</b>	<b>Number of respondents that mentioned this theme</b>	<b>Percentage of respondents to this question</b>
<b>Theme 1 - Expressed support for the overall scheme</b>	<b>81</b>	<b>46.8%</b>
<b>Theme 2 - Only expressed support for the proposed toilet facilities</b>	<b>32</b>	<b>18.5%</b>
<b>Theme 3 - Mentioned that they do not support/ do not want a café (incl. people who questioned the need for another café)</b>	<b>20</b>	<b>11.6%</b>
<b>Theme 4 - Mentioned concerns about waste, recycling and litter / the need to keep the site clean (incl. cans, bottles, food packaging being left)</b>	<b>16</b>	<b>9.2%</b>
<b>Theme 5 - Mentioned use of the toilets should be available to everyone not just café customers (incl. people should not have to access café to use toilets and people who queried the use of the toilets)</b>	<b>15</b>	<b>8.7%</b>
<b>Theme 6 - Mentioned that toilets need to be open for reasonable hours/ mentioned hours they should operate (incl. comments that queried the hours of operation)</b>	<b>14</b>	<b>8.1%</b>
<b>Theme 7 - Respondents that mentioned the need for cycle storage/ parking/ racks</b>	<b>12</b>	<b>6.9%</b>

<b>Theme 8 - Respondents that questioned the café's/ the scheme's commercial viability</b>	<b>10</b>	<b>5.8%</b>
<b>Theme 9 - Mentioned people overflowing onto the tarmac paving or towpath (incl. congestion on paths, encroachment into the gardens, the need for access to be maintained)</b>	<b>10</b>	<b>5.8%</b>
<b>Theme 10 - Expressed concern about noise and music</b>	<b>8</b>	<b>4.6%</b>
<b>Theme 11 - Mentioned concern that a café at Buccleuch Gardens could negatively impact Hollyhock Café (incl. comments saying it would provide competition)</b>	<b>5</b>	<b>2.9%</b>
This open response (free text) question was answered by 173 respondents.		
<i>NB Respondents may make comments under several themes so percentages will not add up to 100.</i>		

**Question 4: What is your postcode?**

The postcodes provided were used to create a map illustrating where people were responding from. The map below shows a higher concentration of responses from those near Buccleuch Gardens. The table below also demonstrates that the majority of responses (58%) came from TW10 postcodes.



<b>Please tell us your postcode:</b>		
<b>Response</b>	<b>Number of respondents to this question</b>	<b>Percentage of respondents to this question</b>
<b>TW10</b>	<b>176</b>	<b>58.5%</b>
<b>TW9</b>	<b>37</b>	<b>12.3%</b>
<b>TW1</b>	<b>34</b>	<b>11.3%</b>
<b>KT2</b>	<b>13</b>	<b>4.3%</b>
<b>TW11</b>	<b>13</b>	<b>4.3%</b>
<b>TW2</b>	<b>12</b>	<b>4.0%</b>
<b>SW14</b>	<b>5</b>	<b>1.7%</b>
<b>TW12</b>	<b>4</b>	<b>1.3%</b>
<b>TW7</b>	<b>2</b>	<b>0.7%</b>
<b>SW18</b>	<b>1</b>	<b>0.3%</b>
<b>GU3</b>	<b>1</b>	<b>0.3%</b>
<b>KT1</b>	<b>1</b>	<b>0.3%</b>
<b>SW1</b>	<b>1</b>	<b>0.3%</b>
<b>TW3</b>	<b>1</b>	<b>0.3%</b>
This single response question was answered by 301 respondents.		

## 5. Demographic Profile

The table below shows the composition of the Buccleuch Gardens – Toilet Block Redevelopment Consultation sample.

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
<b>Gender</b>		
Male	119	38.9%
Female	176	57.5%
Prefer not to say	11	3.6%
<i>Base: 306 respondents</i>		
<b>What was your age last birthday?</b>		
Under 18	0	0.0%
18 – 24	3	1.0%
25 – 34	7	2.3%
35 – 44	60	19.7%
45 – 54	63	20.7%
55 – 64	70	23.0%
65 – 74	66	21.6%
75+	21	6.9%
Prefer not to say	15	4.9%
<i>Base: 305 respondents</i>		
<b>Do you consider yourself to have a disability?</b>		
Yes	12	4.0%
No	280	92.7%
Prefer not to say	10	3.3%
<i>Base: 302 respondents</i>		
<b>How would you describe your ethnic group?</b>		
White	265	87.2%
Mixed/multiple ethnic groups	6	2.0%
Asian or Asian British	5	1.6%
Black/ African/ Caribbean/ Black British	0	0.0%
Prefer not to say	27	8.9%
Any other ethnic group	1	0.3%
<i>Base: 304 respondents</i>		

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
<b>Please indicate your sexual orientation:</b>		
<b>Heterosexual / straight</b>	238	79.9%
<b>Gay man</b>	7	2.3%
<b>Gay woman / lesbian</b>	1	0.3%
<b>Bisexual</b>	0	0.0%
<b>Prefer not to say</b>	49	16.4%
<b>Prefer to self-describe</b>	3	1.0%
<i>Base: 298 respondents</i>		
<b>Do you belong to a religion or faith group?</b>		
<b>No</b>	157	52.5%
<b>Yes, Christian</b>	99	33.1%
<b>Yes, Buddhist</b>	1	0.3%
<b>Yes, Hindu</b>	0	0.0%
<b>Yes, Jewish</b>	9	3.0%
<b>Yes, Muslim</b>	0	0.0%
<b>Yes, Sikh</b>	0	0.0%
<b>Prefer not to say</b>	30	10.0%
<b>Yes, other (please specify)</b>	3	1.0%
<i>Base: 299 respondents</i>		