Proposed Community Hub for Teddington

Results Report

1. Introduction

This report sets out the key findings from the Proposed Community Hub for Teddington exercise which was conducted from 22 February 2018 to 10 March 2018.

As this was a pre-consultation, the purpose of the questionnaire was to allow local people to have their say, provide feedback and share their thoughts on the approach to a proposed new community hub in Teddington.

The feedback the Council received will be used to shape proposals before a formal consultation.

2. Methodology

An online survey was undertaken between 22 February and 10 March 2018, hosted on the Richmond Council website. Paper versions of the questionnaire were also made available on request.

This was promoted both on the front page of the Richmond Council website as well as via a press release and posts on social media. Flyers were distributed via local community groups and displayed on community notice boards, and at libraries near the proposed locations of the Community Hub for Teddington.

In addition, a drop-in event was held to allow people to ask questions and raise any issues directly with Council officers. The drop-in location and details are listed below:

- Wednesday 28 February 2018 at Elleray Hall, Elleray Road, Teddington, TW11 0HG
- 1pm-4pm drop-in event for Elleray Hall service users
- 4pm-8pm drop-in session for general public

Reponses and questions on the proposals were also received via the project email address: teddingtoncommunityhub@richmond.gov.uk.

The responses for this exercise 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.

Where comments are themed and counted, only themes with five comments or more are reported.

3. Response

In total, the Council received **46** responses to this consultation.

In addition to this, the Council received **82** written comment cards at the drop-in event and **13** individuals sent in comments via email.

Results – Online Survey

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

As the table below shows, the clear majority (98%) of respondents were responding to the consultation as local residents.

In what capacity are you responding to this consultation?		
Response	**Number of respondents to this question**	**Percentage of respondents to this question**
Local resident	44	98%
Local business	2	4%
Representative of community or voluntary group	4	9%
Current Service user	6	13%
Other	1	2%
This multiple response question was answered by 45 respondents.		
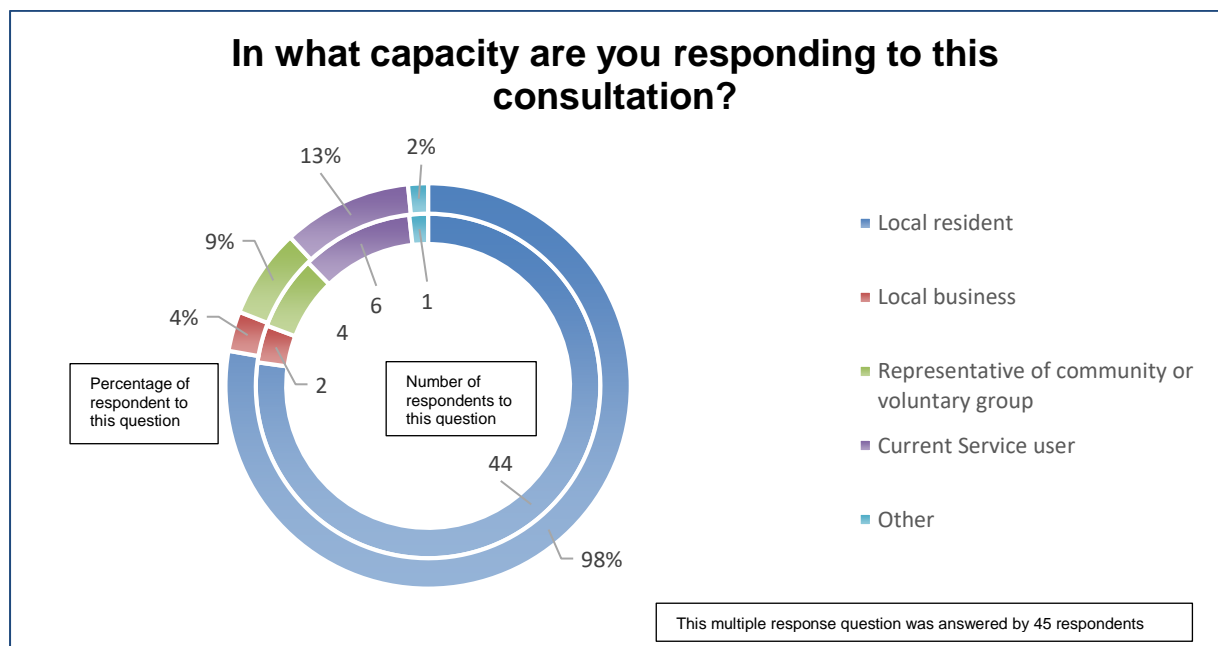
Question 2: Please tell us your postcode

The postcodes provided by respondents are shown in the map below. There was a relatively even spread of respondents from across the Teddington area.
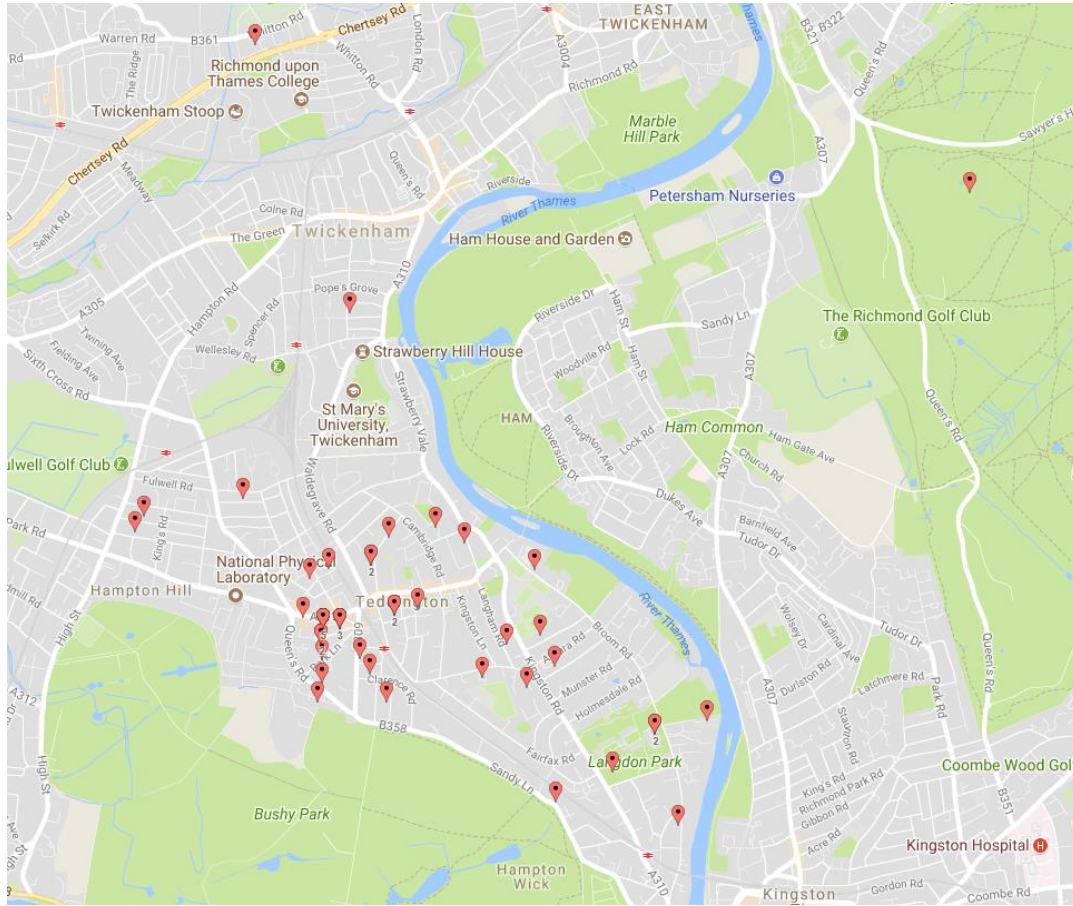
Please tell us your postcode		
Response	**Number of respondents to this question**	**Percentage of respondents to this question**
TW11	**41**	**91%**
TW2	**1**	**2%**
TW10	**1**	**2%**
TW1	**1**	**2%**
KT1	**1**	**2%**
This multiple response question was answered by 45 respondents.		

Question 3: Please tell us your views about the proposed community hub for Teddington. We particularly want to know your thoughts on:

This was an open question that provided respondents with five comment boxes on different aspects of the proposals. The various comment boxes were broken down as follows:

Access and parking

This was an open comment box that allowed respondents to tell us what they think about access and parking. In total, 43 respondents provided an answer.

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

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – Mentioned access for wheelchairs / mobility aids (incl. disabled parking/access)	11	25%
Theme 2 – Mentioned drop-off location at site	8	18%
Theme 3 – Mentioned traffic (incl. congestion)	8	18%
Theme 4 – Identified a specific site for development	6	14%
Theme 5 – Not enough parking (incl. lack of parking)	5	11%
This open response (Free text) question was answered by 43 respondents.		

Themes by number of respondent

This open response (free text) question was answered by 43 respondents.
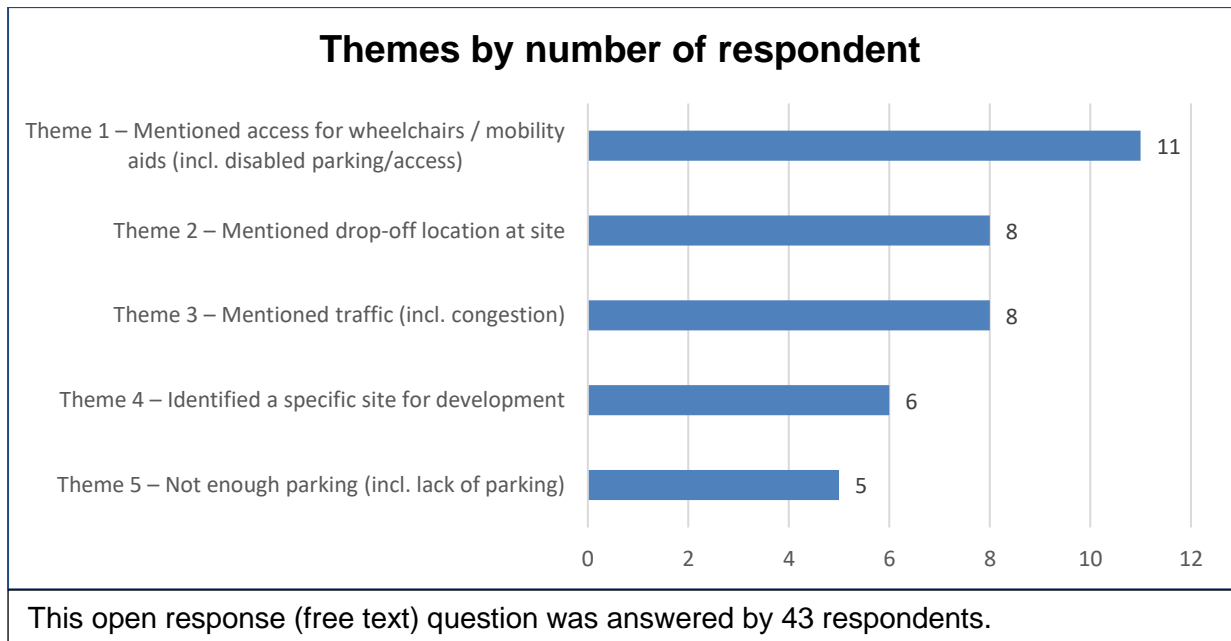
Transport

This was an open comment box that allowed respondents to tell us what they think about transport. In total, 38 respondents provided an answer.

When the comments were analysed and themed, one key theme was identified. This is illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – Mentioned easy access to transport links (incl. close proximity to transport links and their importance)	28	74%
This open response (Free text) question was answered by 38 respondents.		

Continuity of services and activities

This was an open comment box that allowed respondents to tell us what they think about continuity of services and activities. In total, 34 respondents provided an answer.

When the comments were analysed and themed, one key theme was identified. This is illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – In favour of continuity (incl. intermediate arrangements/ temporary relocation)	18	53%
This open response (Free text) question was answered by 34 respondents.		

Connectivity with other local resources

This was an open comment box that allowed respondents to tell us what they think about connectivity with other local resources. In total, 29 respondents provided an answer.

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

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – Made comments on connectivity of services and/ or activities	11	38%
Theme 2 – In favour of connectivity	7	24%
This open response (Free text) question was answered by 29 respondents.		

What else could a hub offer?

This was an open comment box that allowed respondents to tell us what else they think a hub could offer. In total, 30 respondents provided an answer.

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

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – Mentioned space for community groups / flexible communal space (incl. room hire)	11	37%
Theme 2 – Mentioned kitchen / lunches / café facilities	7	23%
Theme 3 – GP Surgery (incl. mentions of healthcare)	5	17%
This open response (Free text) question was answered by 30 respondents.		

Question 4: If you have any further comments please tell us using the space below

This was an open question that allowed respondents to tell us any further comments they have about the proposed community hub for Teddington. In total, 29 respondents provided an answer.

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

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Theme 1 – Identified specific site for development	7	24%
Theme 2 – General comment on parking	6	21%
Theme 3 – Mentioned garden space	5	17%
Theme 4 – Objection to development / in favour of refurbishment (incl. keep site(s) as they are)	5	17%
Theme 5 – Mentioned the level of engagement, consultation or information for this pre-engagement exercise	5	17%
This open response (Free text) question was answered by 29 respondents.		

Demographic Profile (online survey only)

The table below shows the composition of the Proposed Community Hub for Teddington exercise sample.

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
Gender		
Male	21	46%
Female	24	52%
Prefer not to say	1	2%
Base: 46 respondents		
What was your age last birthday?		
Under 18	0	0%
18 – 24	1	2%
25 – 34	0	0%
35 – 44	5	11%
45 – 54	5	11%
55 – 64	9	21%
65 – 74	15	34%
75+	6	14%
Prefer not to say	3	7%
Base: 44 respondents		
Do you consider yourself to have a disability?		
Yes	5	11%
No	36	82%
Prefer not to say	3	7%
Base: 44 respondents		
How would you describe your ethnic group?		
White	37	82%
Mixed/multiple ethnic groups	1	2%
Asian or Asian British	2	4%
Black/ African/ Caribbean/ Black British	0	0%
Prefer not to say	3	7%
Any other ethnic group	2	4%
Base: 45 respondents		

Results – Drop-in event

All comments and responses from the drop-in event have been read and considered.

Coloured cards were provided for people to comment on each theme of the proposal, which meant respondents could submit multiple responses. However, people did not confine their comments to the themes on the coloured cards. To ensure that all comments were taken into consideration, they were collated together and themed.

Moreover, throughout the drop-in event, officers also took notes of conversations taking place in addition to respondents filling out their own comment cards. These notes have also been considered.

Looking at the comments and the notes received from the drop-in, there were seven key themes raised. These are:

- Importance of accessibility of the site both internally and externally
- The importance of having suitable and sufficient parking
- The importance of having easy access to transport links
- The importance of continuity of services
- What else can a hub offer?
  - Intergenerational work (projects involving both old and young)
  - Space for community groups / flexible communal space (incl. room hire)
  - A garden space was seen as really important
  - A kitchen and facilities for hot lunches or a café
  - Improved facilities and/ or services e.g. toilets, lighting
- Respondents that expressed views on whether to refurbish or redevelop the sites or to keep them as they are
- Respondents that mentioned how the hub should be managed

It should be noted that external factors may have had an impact on the level of attendance at the drop-in and responses received the Council. On the day of the event there were adverse weather conditions which prevented the transport bus from collecting the usual users of Elleray Hall. Users in attendance were only those who could make their own way to the centre.

Results – Email responses

An email address was provided for respondents to get in touch with any questions regarding the project and **13** individuals chose to contact us in this way.

Looking at the emails received, there were seven key themes raised. These are:

- Access for mobility buses
- Parking – retention of North Lane Car Park
  - More parking needed for Elleray Hall as current provision is inadequate
- Traffic congestion
- Need for thorough engagement with residents

4. Conclusion

This engagement exercise was the first stage in presenting the idea of a community hub to local people. Several themes were expressed strongly and will need to be considered moving ahead to the next stages of this project and more formal engagement. Key themes heard so far:

- There is a need for better communication and more thorough engagement with local people
- There are concerns about parking and traffic congestion
- It is important that the site has easy access to transport links
- Access to the site for wheelchairs / mobility aids is important
- Importance of continuity of services
- Most people were in favour of improving facilities, but there was difference of opinion on whether this is by refurbishment or development
- A garden / outdoor space is very important
- The community space needs to be flexible e.g. adaptable spaces for room hire